

# Queensland Multicultural Action Plan

## Queensland Health Annual Report

2016-17

## **Queensland Multicultural Action Plan: Queensland Health Annual Report 2016-17**

Published by the State of Queensland (Queensland Health), September 2017



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## Message from the Director-General

It is with much pleasure that I present Queensland Health's 2016-17 annual report under the [Queensland Multicultural Action Plan 2016-17 to 2018-19](#).

The Queensland Government's vision is for an inclusive, harmonious and united Queensland where people of all cultures, languages and faiths feel a strong sense of belonging and can achieve their goals. A culturally responsive government will see services that reflect the needs of our multicultural community, a reduction in access barriers and the creation of an environment where everyone feels welcome.

We have 11 action items in the whole-of-government Action Plan, including improving our data collections to better understand our culturally and linguistically diverse patients, working better together to share ideas and support change and implementing a policy to improve the health and wellbeing of refugees.

Throughout 2016-17 we made substantial progress towards achieving these action items. A number of strategic documents were released that provide direction for our multicultural work, Queensland Health employees and partner organisations worked together to improve refugee health and wellbeing and Hospital and Health Services implemented innovative ideas to support their local communities.

I encourage all Queensland Health employees and our partners to continue working together to achieve an inclusive, harmonious and united Queensland.

**Michael Walsh**  
Director-General  
Queensland Department of Health

## Policy context

On 21 December 2016, The Honourable Grace Grace MP, Minister for Employment, Minister for Industrial Relations, Minister for Racing and Minister for Multicultural Affairs, released '[Our story, our future](#)', Queensland's multicultural policy.

The policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole – achieving culturally responsive government, supporting inclusive, harmonious and united communities and improving economic opportunities. The policy is being implemented through a three year [Queensland Multicultural Action Plan 2016-17 to 2018-19](#).

The [Multicultural Recognition Act 2016](#) (Queensland) requires agencies with actions to report publicly on an annual basis. This is Queensland Health's annual report under the Multicultural Action Plan for financial year 2016-17.

The [Multicultural Recognition Act 2016](#) (Queensland) also establishes the Multicultural Queensland Charter. Queensland Health is working to implement the principles of the Charter when developing policies and providing services.

## 2016-17 Highlights

- The [Refugee Health and Wellbeing: A Policy and Action Plan for Queensland 2017-2020](#) was released.
- The [Logan Community Health Action Plan](#) was released - includes commitments to host a biannual multicultural health expo and provide cultural intelligence training.
- The [Queensland Health Diversity and Inclusion Strategy 2017-2022](#) was released.
- Over 200 people attended the inaugural Refugee Health and Wellbeing Showcase in Logan.
- Refugee nurses from across the state met for the first time at the inaugural Queensland Refugee Nurses Day.
- [Refugee Health Network Queensland](#) surpassed 450 members and continued to be supported by the Department of Health and Mater Health Services.
- Hospital and Health Services (HHSs), particularly Metro South, supported an increased number of humanitarian arrivals from the conflicts in Syria and Iraq.
- The Department collaborated with the Migrant and Women's Health Partnership on cultural competence and standard setting.
- Over 200 people from culturally and linguistically diverse backgrounds participated in the Multicultural Healthy Lifestyle Program.
- Metro North HHS appointed an Executive Sponsor for Multicultural Affairs.
- Metro North HHS conducted a Healthy Women's Project that developed, through community consultations, a breast screening resource and promotion tool for culturally diverse women.
- Children's Health Queensland commenced implementation of the Organisational Cultural Assessment Framework.
- Mackay HHS implemented a Client Liaison Officer function which supports new staff from overseas.

# Annual report 2016-17

## Priority area 1: Culturally responsive government

Outcome	Action Items	Timeframe	Status	Progress and achievements
<p>Improved knowledge about customers' diversity</p> <p><i>*Improving data collection and use is also an action item for Queensland Health in Refugee Health and Wellbeing: A Policy and Action Plan for Queensland*</i></p>	<p>Develop agency implementation plans outlining the steps needed for the government agency to collect and report on the minimum mandatory indicators for culturally diverse customers.</p>	<p>2016-17</p>	<p>Completed</p>	<ul style="list-style-type: none"> <li>• Queensland Health collects information on the recommended minimum mandatory indicators (country of birth, preferred language and interpreter required) for all patients admitted in Queensland hospitals to inform service planning and evaluation.</li> <li>• The admitted patient data collection is routinely linked to other core health data collections such as emergency department, death registration, birth registration, perinatal and Queensland Ambulance Service data which enables identification of the diversity of people who use Queensland Health services and assessment of variation in outcomes.</li> <li>• Queensland Health collects information about ethnicity (Indigenous status and Australian South Sea Islander status) for all patients treated in Queensland hospitals. This information is collected to enable service planning, measurement of health status and the evaluation of the effectiveness of intervention programs for these populations.</li> <li>• The <i>Alcohol, Tobacco and Other Drugs Services Information System (ATODS-IS)</i> and the <i>Consumer Integrated Mental Health Application (CIMHA)</i> collect all three mandatory fields.</li> <li>• The Mental Health, Alcohol and Other Drugs Branch (MHAODB) are in the early stages of investigating the feasibility of adding a 'cultural identity' field to CIMHA.</li> <li>• Facility level data is available and is used by HHSs internally to inform planning.</li> <li>• Metro North HHS's Consultation Hub, its online survey and consultation tool, has embedded core minimum data indicators for culturally and linguistically diverse (CALD) consumers. CALD data collection is now locked into the system for all consumer-facing surveying, consultation and evaluation activities.</li> </ul>

Outcome	Action Items	Timeframe	Status	Progress and achievements
Improved knowledge about customers' diversity	Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information.	2016-19	On track	<ul style="list-style-type: none"> <li>• Queensland Health is a member of the whole-of-government Multicultural Data Working Group.</li> <li>• Since July 2016, MHAODB has had a 'CALD consumers' statewide CIMHA business process in place, which explains the importance of accurately identifying CALD consumers and collecting the minimum mandatory indicators.</li> <li>• Some HHSs include the importance of capturing CALD-specific data in their training.</li> <li>• Further communication activities and/or training are required for other areas of Queensland Health to improve understanding of the mandatory indicators and the importance of capturing this information.</li> </ul>
Improved knowledge about customers' diversity	Develop a plan to ensure that the improved data regarding culturally diverse customers is aggregated and published on a regular basis, subject to all privacy requirements being met.	2016-19	On track	<ul style="list-style-type: none"> <li>• A series of reports were developed by the Statistical Services Branch and the Chief Health Officer's Branch to identify the impact of country of birth on health status, service utilisation and outcomes, with a focus on mortality, potentially preventable hospitalisations, and chronic disease. These reports can be found online via this <a href="#">link</a>.</li> <li>• The Sunshine Coast HHS is working towards a consistent approach to collecting statistical information about the diversity of people who use their services. This will lead to better service planning, design and delivery, as more will be known about the cultural and linguistic diversity of consumers in the HHS.</li> <li>• West Moreton HHS is also working towards publishing aggregated information as part of its work to deliver strategies under its Strategic Plan 2017-2021.</li> <li>• Mackay HHS published data and information regarding the demographics of cultural groups for the region in their <a href="#">Consumer and Community Engagement Strategy 2017-2020</a>.</li> </ul>

Outcome	Action Items	Timeframe	Status	Progress and achievements
Culturally capable services and programs	<p>Ensure the cultural capability of staff by providing opportunities for training in cultural awareness and working with interpreters.</p> <p><i>*This action item is also an action item for Queensland Health in Refugee Health and Wellbeing: A Policy and Action Plan for Queensland*</i></p>	2016-19	On track	<ul style="list-style-type: none"> <li>• The Department is undertaking an analysis of existing cultural awareness and interpreter training programs, for example: <ul style="list-style-type: none"> <li>- Metro South HHS uses Leaponline for Cultural Awareness Online Training. As of July 2017, approximately 1,000 staff have utilised the module.</li> <li>- Mater Health Services provides in-service training on the use of interpreters on a regular and on-needs basis.</li> <li>- Sunshine Coast HHS mandatory training policy includes a cultural diversity module that covers the impact of culture and language outcomes.</li> <li>- North West HHS induction includes details on how to engage interpreters.</li> <li>- Gold Coast HHS has interpreter services training available for staff and delivers specific mental health multicultural training across the HHS. It also has online multicultural mental health training that contains four competency based modules.</li> <li>- Mackay HHS includes interpreter information in their Patient Centred Care, Communication and Governance mandatory training module.</li> <li>- West Moreton HHS includes cultural awareness training as part of its induction program.</li> <li>- Children's Health Queensland has recruited a multicultural trainer under the Good Start Program to build the cultural capacity of its staff.</li> </ul> </li> <li>• Future cultural awareness and working with interpreters training opportunities are being investigated and could include face-to-face training, mandatory training or online learning.</li> </ul>

Outcome	Action Items	Timeframe	Status	Progress and achievements
Culturally capable services and programs	<p>Investigate the feasibility of a dedicated patient experience survey and developing tailored engagement strategies for patients from diverse backgrounds and their carers and families.</p> <p><i>*This action item is also an action item for Queensland Health in Refugee Health and Wellbeing: A Policy and Action Plan for Queensland*</i></p>	2016-17	Completed	<ul style="list-style-type: none"> <li>• The Department conducted a review of existing patient experience surveys, including their applicability to CALD patients and their carers and families.</li> <li>• A standout was the <i>Your Experience of Service</i> (YES) survey which measures consumers' experiences of mental health services they receive. The YES surveys for 2017 have been translated into 23 languages.</li> <li>• Some HHSs have also developed patient experience surveys that are appropriate to meet the needs of CALD patients and their carers. For example, Metro North HHS has the Connection and Respectful Experience (CaRE) survey. Translations in the top language groups will be available online and an ethnicity and spirituality optional identifier will be trialled in late 2017.</li> <li>• Some HHSs also recruit consumers from culturally diverse backgrounds to be consumer representatives on committees and advisory groups.</li> <li>• However, the Department identified that gaps still exist and further work is needed to adequately capture the experiences of our CALD patients and their carers and families.</li> <li>• Links with other programs, starting with refugee communities, are being explored to improve our knowledge and responses to this cohort.</li> </ul>




Outcome	Action Items	Timeframe	Status	Progress and achievements
Culturally capable services and programs	Improve collaboration across health portfolio agencies to deliver better health services and support for patients from diverse backgrounds and their carers and families.	2016-17	Completed	<ul style="list-style-type: none"> <li>• The Department has established a Multicultural Health Working Group to improve collaboration. This Working Group includes representatives from the Department's Divisions, as well as HHSs and the QAS.</li> <li>• The Department are looking at ways to strengthen the role of the Working Group – including opportunities to share ideas, discuss common issues and recommend changes.</li> <li>• The Department, Metro North and Metro South HHS and Children's Health Queensland are active members of the Refugee Health Partnership Advisory Group Queensland (RH PAGQ). Secretariat responsibilities sit with Mater Health Services. RH PAGQ enables cross-sector collaboration on refugee health issues.</li> <li>• The Department is also involved in RH PAGQ's Refugee Oral Health Working Group, Refugee Mental Health Working Group and the Evaluation, Research and Policy Working Group.</li> <li>• A number of HHSs collaborate with groups from a variety of cultural backgrounds through their consumer and community engagement activities. For example: <ul style="list-style-type: none"> <li>- Central Queensland HHS undertook a consumer communications project where improvements were made to signage and culturally appropriate spaces.</li> <li>- Metro North HHS developed an Inclusive Consumer Engagement toolkit to support staff to involve CALD consumer and community organisations and provide resources for tailored and culturally-appropriate engagement techniques.</li> <li>- Members of the Mackay HHS Consumer Advisory Partners and rural community reference groups include representation from Australian South Sea Islanders, marginalised groups and CALD groups.</li> <li>- Gold Coast HHS's Community Advisory Group includes a multicultural representative. The HHS also coordinates a Multicultural Mental Health Community Group.</li> </ul> </li> </ul>

Outcome	Action Items	Timeframe	Status	Progress and achievements
Culturally capable services and programs	Increase participation by people from diverse cultural backgrounds in health promotion, prevention and early intervention programs.	2016-19	On track	<ul style="list-style-type: none"> <li>• A Metro North “SEED” Innovation grant – the Healthy Women’s Project – was awarded to develop a breast screening resource and promotion tool for CALD women in the Metro North catchment. Community leaders were consulted in the region to inform the design and development of the health promotion resource and its strategy for implementation.</li> <li>• Children’s Health Queensland, via the Good Start Program, has developed a broad range of culturally tailored resources promoting optimal maternal, infant and young people nutrition and physical activities. A strategy has also been developed to engage Maori and Pacific Islander families in health promotion activities.</li> <li>• Mackay HHS’s Sexual Health Unit provides a Sexually Transmitted Infections Handbook, translated into various languages to target the sex workers’ industry.</li> <li>• The Ethnic Communities Council of Queensland (ECCQ) are currently funded by the Department to provide a number of programs for people from CALD backgrounds which focuses on prevention, testing and awareness and treatment and management of blood-borne viruses and sexually transmissible infections.</li> <li>• ECCQ also delivers the Multicultural Healthy Lifestyle Program <ul style="list-style-type: none"> <li>- 277 people from Arabic speaking, Afghani, Bhutanese, Myanmar (Burmese), Pacific and South Sea Islanders, Sudanese and Vietnamese communities participated in 18 community-based group programs.</li> <li>- Evaluation shows improvement in health knowledge and confidence in managing personal risks and chronic disease. Among participants there was increased vegetable and fruit consumption; and increased physical activity. Also, there was reduced consumption of unhealthy foods and drinks (including alcohol), and less smoking.</li> </ul> </li> <li>• <i>My health for life</i> diabetes and chronic disease prevention program. Delivered by the Healthier Queensland Alliance, led by Diabetes Queensland and including Heart Foundation, Stroke Foundation, ECCQ, Queensland Aboriginal and Islander Health Council and the Queensland Primary Health Networks. <ul style="list-style-type: none"> <li>- In the last quarter of 2016-17, 197 people enrolled in the six-month group or telephone lifestyle modification program.</li> <li>- In partnership with ECCQ, a culturally tailored approach is being developed for members of Chinese, Vietnamese, Arabic and Maori and Pacific Islander communities. Release of the tailored approach is expected in early 2018.</li> </ul> </li> </ul>

Outcome	Action Items	Timeframe	Status	Progress and achievements
Culturally capable services and programs	<p>Use the Framework for Mental Health in Multicultural Australia: Towards culturally inclusive service delivery within Queensland Health.</p> <p><i>*This action item is also an action item for Queensland Health in Refugee Health and Wellbeing: A Policy and Action Plan for Queensland*</i></p>	2016-19	On track	<ul style="list-style-type: none"> <li>Investigation of the Framework and its applicability to a broad range of health services is being undertaken.</li> <li>The management of the Framework from a national perspective is yet to be finalised. Once the agency is known, Queensland Health will be working with the Commonwealth on the process to assist in the rollout of the Framework in HHSs and to trial in a non-government organisation and a Primary Health Network.</li> <li>Children's Health Queensland started implementing the Framework in June 2016. Action plan activities are ongoing, including the establishment of a Steering Committee.</li> </ul>
Culturally capable services and programs	<p>Redevelop the department's multicultural health web content to support better access to services and health literacy for people from diverse cultural backgrounds.</p> <p><i>*This action item is also an action item for Queensland Health in Refugee Health and Wellbeing: A Policy and Action Plan for Queensland*</i></p>	2016-19	On track	<ul style="list-style-type: none"> <li>The Department has reviewed its multicultural health web content, with the site to be redeveloped in 2017-18.</li> <li>HHSs and other partners will be engaged to assist with usability and content development.</li> <li>Links will be made to other websites, such as Refugee Health Network Queensland and HHS resources.</li> <li>Queensland Health's multicultural intranet site (QHEPS) has undergone a revamp, with links provided to the Multicultural Policy and Action Plan and Queensland Multicultural Charter.</li> </ul>

Outcome	Action Items	Timeframe	Status	Progress and achievements
A productive, culturally capable and diverse workforce	<p>Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.</p> <p><i>* Nurturing, promoting and sustaining a multicultural workforce is an action item for the Department of Health in Refugee Health and Wellbeing: A Policy and Action Plan for Queensland*</i></p>	2016-19	On track	<p>Queensland Health Workforce Diversity and Inclusion Strategy 2017-2022</p> <ul style="list-style-type: none"> <li>In quarter four of the 2016-17 financial year, Queensland Health's System Leadership Team endorsed the <a href="#">Queensland Health Diversity and Inclusion Strategy 2017-2022</a> and associated technical paper.</li> <li>The strategy is designed to deliver greater workforce diversity and inclusion across the organisation by encouraging inclusive strategies and practices in three focus areas, one of which includes attracting, selecting and retaining talent.</li> <li>The strategy also takes an active approach toward increasing workforce diversity representation in the identified priority groups in line with the established workforce diversity employment targets by the year 2022.</li> </ul> <p>Department of Health Diversity and Inclusion Action Plan 2017-2018</p> <ul style="list-style-type: none"> <li>In quarter four of the 2016-17 financial year, the Department's Leadership Team endorsed the Department of Health Diversity and Inclusion Action Plan 2017-2018.</li> <li>The Plan details the actions that will be undertaken in the 2017-18 financial year by the Department to operationalise the endorsed five year Queensland Health Workforce Diversity and Inclusion Strategy 2017-2022.</li> </ul>
Spotlight on: asylum seeker and refugee support	<p>Develop and implement a refugee health and wellbeing policy and action plan under the <i>Refugee Health and Wellbeing: A Strategic Framework for Queensland 2016</i>.</p> <p><i>*This action item is also an action item for Queensland Health in Refugee Health and Wellbeing: A Policy and Action Plan for Queensland*</i></p>	2016-19	<p>Development: Completed</p> <p>Implementation: On track</p>	<ul style="list-style-type: none"> <li>On 7 April 2017, the Hon. Cameron Dick MP, Minister for Health and Minister for Ambulance Services released <a href="#">Refugee Health and Wellbeing: A Policy and Action Plan for Queensland 2017-2020</a>.</li> <li>Partners of the <a href="#">Refugee Health Partnership Advisory Group Queensland</a> (RH PAGQ) continue to implement the 65 activities included in the Refugee Action Plan.</li> <li>For Queensland Health, this has included (in addition to the items listed above): <ul style="list-style-type: none"> <li>hosting a <a href="#">Refugee Health and Wellbeing Showcase</a> (Action 1: Communicate and collaborate with colleagues); and</li> <li>funding the establishment of the <a href="#">Refugee Health Network Queensland</a> (Action 2: Establish the statewide refugee health and wellbeing network).</li> </ul> </li> <li>Evaluation is underway of the Refugee Action Plan, a partnership with Mater/University of Queensland Centre for Integrated Care and Innovation and the Queensland University of Technology, under the guidance of the Evaluation, Research and Policy Working Group of the RH PAGQ.</li> </ul>



Department of Health

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