

Queensland Multicultural Action Plan

Queensland Health Annual Report 2018-19



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An electronic version of this document is
available at

http://www.health.qld.gov.au/multicultural/policies/policies_plans

Message from the Director-General

I am pleased to present Queensland Health's final annual report for the *Queensland Multicultural Action Plan 2016-17 to 2018-19* ('Multicultural Action Plan').

The *Multicultural Action Plan* puts into action the Queensland Government's framework for achieving 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.

Queensland Health owns 12 actions under the *Queensland Multicultural Action Plan*. I am pleased that in its final year of implementation, all 12 of these actions have been firmly set into motion or completed. This is testament to the great efforts made by the department and Hospital and Health Services, which have been hard at work implementing tailored initiatives to meet the needs of their local multicultural communities. Although complete for the purpose of this *Multicultural Action Plan*, many of the actions will continue to be relevant as Queensland becomes more culturally diverse, and the needs of its population continue to shift and develop.

I am proud of the achievements that the health system has made through implementation of the first Queensland Multicultural Action Plan *2016-17 to 2018-19*, and I am excited to continue its momentum through the new *Queensland Multicultural Action Plan 2019-20 to 2021-22* which commenced in July 2019.

Queensland Health will continue to ensure our services respect our diverse client base. We will continue to identify different ways of working to better meet the needs of all Queenslanders. The new Action Plan gives us the opportunity to refocus our attention on initiatives that reflect the needs of emerging communities, and to better identify and address barriers to public health services for culturally and linguistically diverse clients.

Queensland Health's focus over the next year will include further strengthening of the use of data to improve health outcomes from culturally and linguistically diverse Queenslanders, investigating further opportunities to strengthen the interpreting services available to Queensland Health clients, and completing the final year of implementation of the *Refugee Health and Wellbeing: a policy and action plan for Queensland 2017-2020*.

I am excited by the progress we have made so far. I encourage all Queensland Health staff to work with communities and sector partners to drive innovative approaches to put the principles from the Multicultural Action Plan and Queensland Multicultural Charter into action.

Dr John Wakefield
Director-General
Queensland Health

Policy context

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

The policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole – 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 in the *Queensland Multicultural Action Plan 2016-17 to 2018-19* to report publicly on an annual basis. This report fulfils Queensland Health's requirement for 2018-19.

The *Multicultural Recognition Act 2016* (Queensland) also establishes the Multicultural Queensland Charter. Queensland Health is working to implement the principles of the Charter in everyday practice, and when developing policies and providing services.

The [Refugee Health and Wellbeing: a policy and action plan for Queensland 2017-2020](#) articulates a statewide approach for improving the health and wellbeing of people from refugee backgrounds in Queensland. This policy and action plan build upon Queensland Health's Multicultural Action Plan and provides additional focus on collaboration, interpreter use and cultural responsiveness.

Highlights for 2018-19

- Produced a 'Building Cultural Awareness' video series designed to:
 - increase staff understanding of how we can apply the principles of the Multicultural Queensland Charter in everyday practice.
 - increase staff awareness and understanding of Queensland's refugee population, including people seeking asylum.
 - increase staff awareness of the need to use professional interpreter services.
- Hospital and Health Services across Queensland have made concerted efforts to develop and deliver targeted cultural awareness and responsiveness training.
- Partnered with the Refugee Health Network Queensland to deliver the third annual Refugee Health and Wellbeing Showcase in June 2019.
- Released online SBS Cultural Competence Training to Department of Health staff.
- Convened a roundtable of expert stakeholders to investigate how data can be better collected and used to plan health services to improve health outcomes for culturally and linguistically diverse Queenslanders.

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Priority area 1: Culturally responsive government

Outcomes

- Improved knowledge about customers' diversity
- Culturally capable services and programs
- A productive, culturally capable and diverse workforce

Outcome: Improved knowledge about customer's diversity

Action	Lead	Timeframe	Progress	Achievements
<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><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 2017-2020*</i></p>	<p>DCSYW DHPW DJAG DoE DTMR QCS QFES QH including HHSs QPS</p>	2016-17	Completed	<p>Queensland Health collects information on the recommended minimum mandatory indicators (country of birth, preferred language and interpreter required), and information about ethnicity (Indigenous status and Australian South Sea Islander status) for all patients treated in Queensland hospitals through the Hospital Based Corporate Information System.</p>

Action	Lead	Timeframe	Progress	Achievements
Ensure relevant staff are aware of the minimum mandatory indicators for culturally diverse customers and of the importance of capturing this information.		2016-19	Completed	<p>Queensland Health's Hospital and Health Services (HHSs) are implementing local strategies to ensure that staff are well informed, and that these indicators are captured. For example:</p> <ul style="list-style-type: none"> • Metro South HHS, South West HHS and Sunshine Coast HHS have included information on the importance of capturing data in mandatory cultural awareness training for staff. • West Moreton HHS is progressing an ongoing staff awareness campaign about the importance for accurate and complete patient data in its Cultural Diversity Action Plan. • Gold Coast HHS provides information on data collection for culturally and linguistically diverse (CALD) consumers in its mental health service through regular training sessions delivered by its Multicultural Mental Health Service. • Metro North HHS has embedded core minimum data indicators for CALD consumers in all consumer-facing surveys, consultation and evaluation activities. This is used for service planning, delivery to ensure improved outcomes for CALD clients who access services in Metro North HHS. The Health Service also provides training across the health service to build awareness of the importance of collecting this information. • Wide Bay HHS has developed a CALD data collection procedure for staff and holds information and education sessions for staff. This has improved collection of key datum points. • The Queensland Transcultural Mental Health Centre actively raises awareness among mental health professionals across the state on the CALD data collection. This year, the Centre's annual forum day included a review of culturally diverse demographic information and mental health service utilization data.

Action	Lead	Timeframe	Progress	Achievements
<p>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.</p>		2016-19	Completed	<p>The recommended minimum mandatory indicators for CALD customers and ethnicity (Indigenous status and Australian South Sea Islander status) are collected for all patients admitted in Queensland hospitals. This data can be linked to other core health data collections to inform service planning, measurement of health status, program evaluation, service user analysis and assessment of service outcomes.</p> <p>To build upon this, in June 2019, the Department of Health convened a roundtable of experts and key stakeholder to investigate further opportunities to improve the collection, sharing and use of data to improve health outcomes for CALD consumers. Suggestions included collecting data to better understand health service engagement for people from a refugee background. Outcomes from the roundtable will be progressed from 2019-20.</p> <p>HHSs are also implementing local programs to improve data collection and analysis on culturally diverse consumers. For example:</p> <ul style="list-style-type: none"> • In Metro South HHS, a Data Monitoring Dashboard has been developed for culturally diverse groups, monitoring a range of health service performance parameters, and identify gaps and challenges to prioritise improvement initiatives. • Mackay HHS has published demographic data and information about CALD groups in its catchment in the Mackay HHS Consumer and Community Engagement Strategy 2017-2020, updated in 2018. • The Sunshine Coast HHSs Mental Health and Addiction Service is working to report the assessment and interventions for individuals from a multicultural background. • Cairns and Hinterland HHS has written a demographic profile on its catchment and analysed the diversity of CALD groups, existing and emerging. Its Mental Health, Alcohol and Other Drug Service has commenced a report on the service utilisation trends and outcomes for individuals from CALD communities • Metro North HHS is working towards data on CALD groups being available and published on a regular basis. Data and information regarding the demographics of CALD groups for the informs annual reports and planning for the health service.

Outcome: Culturally capable services and programs

Action	Lead	Timeframe	Progress	Achievements
<p>Ensure the cultural capability of staff by providing opportunities for training in cultural awareness and working with interpreters.</p>	<p>DESBT DTMR QH RTA SLQ DoE</p>	<p>2016–19</p>	<p>Completed</p>	<p>In this reporting period, the Department of Health released a series of three videos on the Multicultural Queensland Charter, Refugees and People Seeking Asylum and Interpreters and Healthcare for Queensland Health and Queensland Ambulance Service staff. Over 1,750 staff have completed the training. In addition, in 2018-19, the online SBS Cultural Competence Training was released to Department of Health staff. These resources have also been used in HHSs, which have also been working to increase cultural capability of their staff at a local level. Highlights include:</p> <ul style="list-style-type: none"> • North West, Mackay and South West HHS have included interpreter awareness training in their mandatory induction training, and Mackay HHS has commenced mandatory cultural awareness training to medical interns. Similarly, Metro North, Sunshine Coast, Central West HHS provide staff cultural capability, diversity, and interpreter training. • Darling Downs HHS has collaborated with Primary Health Networks (PHN), Multicultural Development Australia and Refugee Health Services to develop an online training module to increase the Refugee Readiness of GPs in the Darling Downs. • Metro North HHS and Metro South HHS have worked in partnership with Brisbane South PHN and the Refugee Health Network Queensland to develop <i>Communicating Across Cultures in Healthcare</i> workshops to train staff in cultural awareness and working with interpreters. • Children's Health Queensland HHS, through the <i>Good Start Program</i> has developed cross-cultural training to support health professionals to better engage with Maori and Pacific Islander children and their families. • Gold Coast HHS has developed and trialed an on-line portal on 'how speech pathologist and interpreters can effectively work together', to build relationships between interpreters and speech pathologists. • The state-wide service, Queensland Transcultural Mental Health Centre, continues to work with mental health clinicians to improve their cultural capability. In 2018-19, it progressed the development of an online training program covering cultural formulation and culturally informed mental health practice and hosted meetings and education sessions for staff across the sector.

<p>Increase participation by people from diverse cultural backgrounds in health promotion, prevention and early intervention programs.</p>	<p>QH</p>	<p>2016–19</p>	<p>Completed</p>	<p>Queensland Health’s HHSs are progressing local initiatives to increase participation of people from diverse cultural backgrounds in their catchment areas:</p> <ul style="list-style-type: none"> • In Metro North HHS, staff and consumer multicultural celebrations are held regularly to promote and celebrate diversity across the Hospital and Health Service. Metro North HHS has also increased community participation in its health service planning, by establishing a CALD Health Equity Advisory & Liaising Group comprising of consumers and community members. The group provides advice and support to the health service, focused on health promotion, prevention and early intervention and wellbeing activities for health consumers from CALD, refugee and asylum seeker backgrounds. Metro North has also engaged with the Pacific Islander community and community health workers through the <i>Good Start Program</i> to better understand the community’s needs and to inform service planning and infrastructure development. • Cairns and Hinterland HHS has commenced a consultation process with people from refugee backgrounds to identify the mental health, alcohol and other drug issues, needs and current service gaps in the region. • In Metro South HHS, early intervention programs have taken innovative steps to increase the participation of CALD consumers. For example: <ul style="list-style-type: none"> – the National Bowel Cancer Screening Program has partnered with MultiLink Services to provide simple English and interpreter assisted information sessions to the Croatian, Greek and Spanish Seniors communities. – The BreastScreen Service has achieved a participation rate of 54.6 per cent CALD women, which is above the state and national average. This has been facilitated through initiatives such as hosting culturally specific clinics, working with partner organisations to increase breast health literacy and access for refugee women, and partnering with Libraries to provide education sessions to the women’s English language conversation groups. – The Oral Health Service has implemented a Refugee and Asylum Seeker Procedure and Referral Pathway. • North West HHS is establishing links to local multicultural groups to increase participation and opportunities to provide proactive health information.
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Action	Lead	Timeframe	Progress	Achievements
				<ul style="list-style-type: none"> • Mackay HHS has included representation from Australian South Sea Islander and CALD groups in the Mackay HHS Consumer Advisory Partners and rural community reference groups and produced translated health resources for consumers from CALD backgrounds. • Children's Health Queensland HHS's Good Start program has delivered several initiatives for Maori and Pacific Islander families across Queensland, including: <ul style="list-style-type: none"> ○ Nutrition education in primary and high schools delivered to over 400 children across 16 schools. ○ Home-based education programs for Maori and Pacific Islander families during pregnancy and for children aged 0-4 years old. ○ <i>Healthy Kids, Healthy families</i> program, which is a culturally tailored education service for Maori and Pacific Islander families on healthy body weight. In 2018-19, the program was delivered to over 350 participants and resulted in 60 per cent of children and 44 per cent of adults with decreased Body Mass Index. • West Moreton HHS has installed multilingual welcome signs across all facilities. In addition, to improve engagement in antenatal services, West Moreton HHS has recruited two clinical midwives for Pacific Islander and refugee consumers. • The Gold Coast HHS takes an active participatory role in community events, meetings and forums including Mental Health Week, RU OK Day, World Suicide Prevention Day, and Harmony Day. Gold Coast HHS also delivers and promotes mental health education sessions to communities through multicultural mental health community meetings and mental health first aid training. • The Queensland Transcultural Mental Health Centre has worked to build mental health literacy and resilience for CALD communities through a range of initiatives including targeted mental health disaster recovery, mental health literacy, and resilience sessions for culturally and linguistically diverse groups.

Action	Lead	Timeframe	Progress	Achievements
Use the Framework for Mental Health in Multicultural Australia: Towards culturally inclusive service delivery within Queensland Health.	QH	2016–19	Completed	<p>The Department of Health is continuing to investigate opportunities to apply the Framework to a broad range of health services. Hospital and Health Services are continuing to tailor their systems to be inclusive for CALD clients.</p> <p>The Queensland Transcultural Mental Health Centre is currently working in partnership with Multicultural Mental Health Coordinators across HHSs to support them to implement the Framework for Mental Health in Multicultural Australia in their HHS. Access to the Queensland Transcultural Mental Health Centre provides local clinicians with the ability to ensure people from culturally and linguistically diverse backgrounds receive culturally responsive mental health care and support. A range of services are provided that include interpretation, clinical consultation and resources.</p>
Redevelop the department's multicultural health web content to support better access to services and health literacy for people from diverse cultural backgrounds.	QH	2016–19	Partially completed	<p>The Department of Health has undertaken a review of its multicultural web content to identify additional content and resources that requiring updating. The Department is also progressing a project to translate relevant web materials for into languages other than English, and to identify and develop resources for emerging cultural groups.</p> <p>The Queensland Ambulance Service has also updated its website to provide information on language and interpreter services and increase the accessibility of the site.</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.	QH	2016-17	<i>Completed and reported on in the 2016-17 period.</i>	

Action	Lead	Timeframe	Progress	Achievements
Improve collaboration across health portfolio agencies to deliver better health services and support for patients from diverse backgrounds and their carers and families.	QH	2016-17		<i>Completed and reported on in the 2016-17 period.</i>
Establish a whole-of-government standing offer arrangement for interpreter and translation services in partnership with other government departments.	QH	2016-17		<i>Completed and reported on in the 2017-18 period.</i>

Outcome: A productive, culturally capable and diverse workforce

Action	Lead	Timeframe	Progress	Achievements
<p>Deliver on the Public Service Commission 2022 foundation non-English speaking background diversity targets for the Queensland Public Sector.</p>	<p>All departments</p>	<p>2016–19</p>	<p>Completed</p>	<p>The Public Sector Commission 2022 foundation non-English speaking background diversity target for the Queensland Public Sector is 10 per cent. The Queensland Health has incorporated the achievement of diversity targets for people from non-English speaking backgrounds into its Workforce Diversity and Inclusion Strategy 2017-2022. Queensland Health has exceeded its minimum diversity target of 11.03% and is its aspirational target of 12.75%. As at 30 June 2019, 13.29% of Queensland Health employees identified they were from a non-English speaking background.</p> <p>Many HHSs have also exceeded this target, including:</p> <ul style="list-style-type: none"> • Gold Coast HHS, is at 12 per cent. • North West HHS, has reached 18 per cent. • Metro North HHS, at 15 per cent. • Metro South HHS, which has increased from 17 per cent in June 2017 to 19 per cent in June 2019 • Wide Bay HHS, which has reached 11 per cent. • West Moreton HHS, which has reached 13 per cent. <p>This has been facilitated through dedicated initiatives across HHSs. For example:</p> <ul style="list-style-type: none"> • In 2018-19, Mackay HHS participated in the Down Under Live Recruitment Exhibition in Birmingham, UK, 2018 with the intent of recruiting staff from diverse backgrounds including India, Pakistan, Scotland and Ireland. • Gold Coast HHS is partnering with Griffith University to undertake a Research Project into the effective of Diversity Management Policy on Migrant Workers. This project is expected to be complete in late 2019.

A productive, culturally capable and diverse workforce

Spotlight on: Support for refugees and people seeking asylum

Action	Lead	Timeframe	Progress	Achievements
<p>Develop and implement a refugee health and wellbeing policy and action plan under the Refugee Health and Wellbeing: A Strategic Framework for Queensland 2016.</p>	<p>QH</p>	<p>2016–19</p>	<p>Completed</p>	<p>The <i>Refugee Health and Wellbeing: A Strategic Framework for Queensland 2016</i> and <i>Refugee Health and Wellbeing: A policy and action plan for Queensland 2017-2020</i> were released in 2016 and 2017 respectively.</p> <p>In 2018-19, the Department funded the 2019 statewide Refugee Health and Wellbeing Showcase and statewide Refugee Health Nurses Day. The Showcase attracted over 100 attendees from across Queensland, and allowed refugee health professionals, academics, and people from refugee and asylum seeker backgrounds to connect, share best practice, and learn about the progress of the <i>Refugee Health and Wellbeing: A Strategic Framework for Queensland 2016</i> and <i>Refugee Health and Wellbeing: A policy and action plan for Queensland 2017-2020</i>.</p>