

Refugee Health Flexible Fund 2021-22 to 2022-23

Forum 4

11 am – 4 pm, 6 March 2024

St Leonards Library, St Leonards



Acknowledgement of Country

Opening remarks

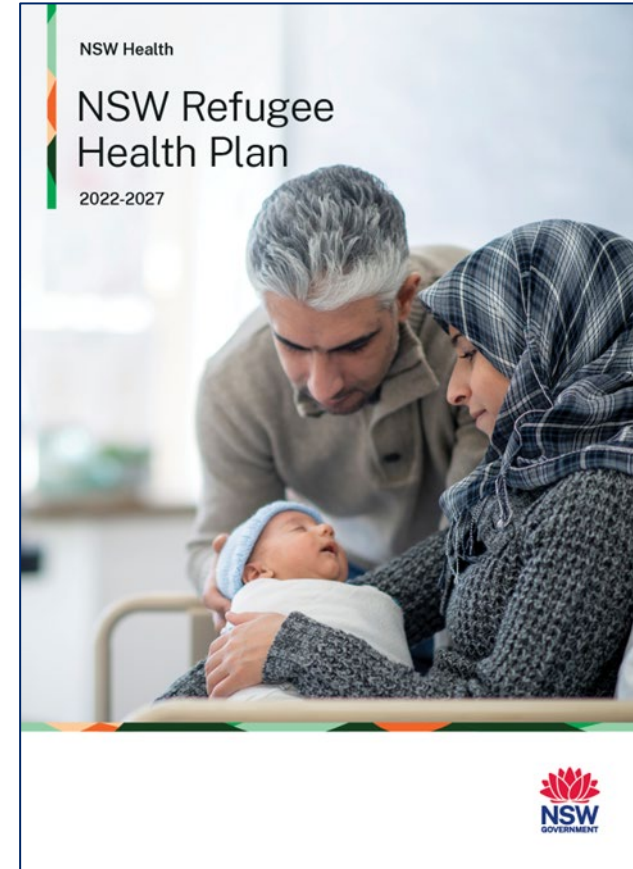
Liz Junck

Director

Community Care and Priority Populations Unit

Health and Social Policy Branch

Ministry of Health



15 projects across NSW

No.	Organisation	Project name
1	Agency for Clinical Innovation	Regional Refugee Health Services Project
2	Cancer Institute NSW	Refugee Cancer Screening Partnership Project
3	Centre for Oral Health Strategy	Enhancing Oral Health Care for Refugees in NSW
4	Hunter New England Local Health District	Embedding Health Equity to Regional Settlement in Armidale
5	Illawarra Shoalhaven Local Health District	Improving Refugee Children's Outcomes Now (IRCON)
6	Justice Health and Forensic Mental Health Network	Harmony and Healing Project – a trauma-informed and culturally-responsive framework for secure settings
7	Mindgardens Neuroscience Network & UNSW Sydney	'Addi Moves' – a co-designed lifestyle program for women from a refugee or asylum-seeker backgrounds
8	Mid North Coast Local Health District	Holistic Health Care Clinic for Refugees
9	Northern NSW Local Health District	Strengthening the Cultural Responsiveness of Mainstream Health Services in Northern NSW
10	Northern Sydney Local Health District	Pathways to Community Child and Family Health Services for Tibetan Refugee Families
11	NSW Multicultural Communication Service	Translated Health Resources for Refugee Communities
12	South Western Sydney Local Health District	The Natural Helper Approach to Culturally Responsive Healthcare
13	South Western Sydney Local Health District	Digital Health Literacy and Refugee Project
14	Sydney Children's Hospitals Network	PEACH (Providing Enhanced Access to Healthcare) Project for Refugees
15	Transcultural Mental Health Centre	Culturally Responsive Emotional Wellbeing Clinical Services for People with Refugee or Asylum-Seeker Experiences



Review Report and Project Summaries for 2021-2023

NSW Refugee Health Plan 2022-2027



Vision:
People from refugee backgrounds are healthy, thriving members of NSW

Overview and Summary of Projects

Supported 15 projects with a common purpose: to ensure access to timely, culturally-responsive and trauma-informed health services and health information for people from refugee backgrounds.

3 projects involved multiple locations across NSW	7 projects based in Sydney metropolitan area	4 projects based in regional and rural areas
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10 PROJECTS ON REFUGEE HEALTH BROADLY	1 PROJECT ON CANCER	1 PROJECT ON CHRONIC DISEASE	2 PROJECTS ON MENTAL HEALTH	1 PROJECT ON ORAL HEALTH
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7 PROJECTS FOCUSED ON ADULTS	1 PROJECT FOCUSED ON CHILDREN 0-16 AND THEIR PARENTS	2 FOCUSED ON FAMILIES WITH CHILDREN UNDER 5
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NSW Health

Refugee Health Flexible Fund

Review Report and Project Summaries for 2021-2023



Collectively, the 15 projects involved over 4

17 partnered within NSW Health; other services in own organisation or statewide refugee and multicultural health services

Most projects included consumer representation, incorporated co-design principles and met people from individuals, families and communities across NSW Health.

- 12 new resources to support high-quality health service provision and health promotion, including translated health information and audio-visual resources in 26 languages
- 8 enhanced or new models of care implemented across a range of health conditions and healthcare settings, including culturally adapted evidence-based interventions

RHFF forums and the RHFF webpage supported knowledge exchange and dissemination of project outputs and research findings among the project teams, their partners and key stakeholders. Conference presentations and journal articles reached a broader audience.

Acknowledgements, 2022-2024

Selection Committee: Mitchell Smith, Astrid Perry, Tim Duck

Dr Ilse Blignault and the 15 RHFF project teams

Advisory group: Cathy Preston-Thomas, Jo Corcoran

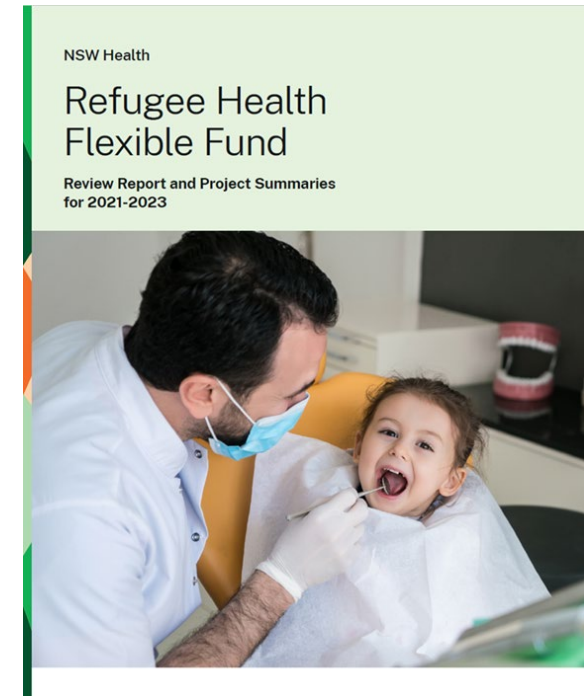
Executive sponsors: Deb Willcox, Tish Bruce, and Liz Junck



Methods

- ▶ Understanding of refugee and multicultural health policy and best practice healthcare for people from refugee backgrounds
- ▶ Review of RHFF project reports, other documents and presentations to the RHFF forums
- ▶ Interviews with project staff.

Consumer feedback gleaned from project reports.



Review findings

Purpose

To ensure access to timely, culturally-responsive and trauma-informed health services and health information for people from refugee backgrounds.

Location

3 projects involved multiple locations across NSW	8 projects in Sydney metropolitan area	4 projects in regional and rural areas
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Health issue

10 projects on refugee health broadly	1 project on cancer	1 project on chronic disease	2 projects on mental health	1 project on oral health
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Review findings

Age groups

7 projects focused on adults

1 project focused on children 0-16 and their parents

2 projects focussed on families with children under 5

Review findings

Partners and collaborators

17 partnered within NSW Health:
other services in own organisation or
statewide refugee and multicultural health
services

13 partnered outside the health sector:
other state government agencies,
councils, non-government organisations
or university



Review findings

NSW Refugee Health Plan 2022-2027	Project No.														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
	ACI	CINSW	COHS	HNELHD	ISLHD	JHFMHN	MHB-MG	MNCLHD	NNSW LHD	NSLHD	SESLHD MHCS	SWSLHD NH	SWSLHD DHL	SCHN	WSLHD TMHC
Priority Issues															
Effective communication in people's preferred language	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
Cultural responsiveness of mainstream health services	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	
Timely access to public health services, including mental and oral health, and for people resettled in rural and regional locations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓
Efficient service navigation and care coordination	✓	✓	✓	✓	✓			✓	✓	✓		✓		✓	✓
Targeted health promotion and health education to support people to successfully navigate the health system and achieve optimal health		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓
Priority Populations															
People living in rural and regional areas	✓	✓	✓	✓	✓	✓		✓	✓		✓				
People living with disability		✓		✓			✓	✓	✓			✓		✓	
Newly arrived people	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
People seeking asylum living in the community	✓	✓	✓				✓	✓						✓	✓
Older people, in particular frail aged			✓	✓			✓	✓	✓			✓			
Women and single-female-parent families		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Children and young people, in particular during the first 2,000 days			✓	✓	✓			✓	✓	✓	✓			✓	
Men		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓
People with diverse sexualities, gender identities and those with intersex variations (LGBTIQ+)															

Review findings

Projects embodied the features of best practice healthcare for people from refugee backgrounds.

Activities

12 projects directed, wholly or partly, at health service providers

12 projects directed at refugee patients and communities

2 projects involved organisational framework or strategy

Review findings

Consumer and community engagement

Ongoing projects and further funding



Review findings

Outputs and outcomes

8 enhanced or new models of care implemented across a range of health conditions and healthcare settings, including culturally adapted evidence-based interventions

12 new resources to support high-quality health service provision and health promotion, including translated health information and audio-visual resources in 26 languages*

Workforce capacity building for regional refugee health services, mainstream health staff and project partners

*Arabic, Assyrian, Armenian, Bangla, Burmese, Chinese (simplified), Dari, Dinka, Farsi, Greek, Hazaragi, Italian, Karen, Kurdish-Kurmanji, Nepali, Pashto, Portuguese, Rohingya, Russian, Somali, Swahili, Tamil, Tibetan, Ukrainian, Urdu and Vietnamese

Review findings

Benefits

- ▶ Reduced communication barriers
- ▶ Increased cultural acceptability of services and programs
- ▶ More timely access to culturally responsive and trauma-informed clinical care
- ▶ Increased capability and capacity
- ▶ Improved health service navigation and care co-ordination
- ▶ Improved patient experience and satisfaction
- ▶ Increased engagement with public health services
- ▶ Improved health literacy
- ▶ Increased community trust and confidence in NSW Health services and programs

Review findings

Additional organisational benefits

- ▶ Strengthened partnerships
- ▶ Evidence building



Review findings

Challenges

- ▶ COVID-19 pandemic and aftermath
- ▶ In northern NSW, floods and aftermath
- ▶ Recruitment and retention of project staff
- ▶ Rapid growth in refugee numbers; complex needs
- ▶ Reduced access to primary care
- ▶ Building cultural competence of mainstream services/providers
- ▶ Partnerships
 - ▶ Managing expectations
 - ▶ Overcoming organisational (structural/cultural) barriers and finding common ways of working

Review findings

Key learnings

planning	implementation	outputs	evaluations
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Principles

culturally responsive and trauma-informed care	partnering and collaboration	co-design	capacity building
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RHFF forums

Online forums
2 November 2022
5 April 2023
9 August 2023



NSW Health 

Refugee Health Flexible Fund

Online Forum #3
2 pm – 3.45 pm, Wednesday, 9 August 2023

Summary Report

Organisers

NSW Ministry of Health, Health and Social Policy Branch, Community Care and Priority Populations Unit: Nick Sandrejko (Senior Policy Officer), Jordan Cook (Policy Officer) and Dr Ilse Blignault (Consultant).

Funding

NSW Government through the Refugee Health Flexible Fund 2021-22 to 2022-23 (RHFF).

Attendance

56 people joined the forum.

Forum Recording

A recording of the forum is available on the RHFF [webpage](#).

Overview

Fifteen projects have been funded across NSW to address the goals and priorities of the [NSW Refugee Health Plan 2022-2027](#). They share a common purpose, i.e., to ensure access to timely, culturally responsive and trauma-informed healthcare for people from refugee and asylum seeker backgrounds. The projects focus on a range of healthcare needs and priority groups, including people living in rural and regional areas.

As the third of three online forums designed to promote knowledge exchange and learning, this forum had the following objectives:

1. To strengthen connections and encourage networking across the project teams
2. To share process, outcomes and lessons to date from selected projects
3. To showcase the range of work being undertaken to interested stakeholders.

Forum Format

The forum began with an Acknowledgement of Country and opening remarks by Liz Junck (Director, Community Care and Priority Populations Unit, Health and Social Policy Branch). It featured extended presentations by six project teams, including initiatives from Justice Health and Forensic Mental Health Network, Western Sydney Local Health District (LHD), Sydney Children's Hospital Network, Illawarra Shoalhaven LHD, Northern Sydney LHD and South Western Sydney LHD.

Across the six presentations, which covered initiatives targeting adults, children, families and communities, and various language groups,

1 of 8

RHFF webpage

The screenshot shows the NSW Health website for the Refugee Health Flexible Fund. The header includes the NSW Government logo, the text 'NSW Health', and a search bar. A navigation menu lists various categories like COVID-19, Public, Healthy living, etc. The breadcrumb trail is 'Home > Multicultural health > Refugee Health Flexible Fund'. The main heading is 'Refugee Health Flexible Fund'. The content area is divided into three columns: a left sidebar with a menu, a central main text area, and a right sidebar with 'Related links'. The sidebar menu includes 'Multicultural health', 'Multicultural health policy', 'NSW Health Care Interpreting Services', 'Refugee health policy', 'NSW Refugee Health Plan -2022-2027', 'Refugee Health Flexible Fund' (highlighted), 'Specialist multicultural and refugee health services', 'Multicultural events', and 'Multicultural health contacts'. The main text area contains an introductory paragraph, a paragraph about 15 projects, a list of project goals, and two paragraphs about collaboration and forums. The 'Related links' sidebar contains 'Forums' and 'Resources' with right-pointing arrows.

NSW Health Search...

COVID-19 Public Healthy living Professionals Research Careers Publications Media About Ministers

Home > Multicultural health > Refugee Health Flexible Fund

Multicultural health

- Multicultural health policy
- NSW Health Care Interpreting Services
- Refugee health policy
- NSW Refugee Health Plan -2022-2027
- Refugee Health Flexible Fund**
- Specialist multicultural and refugee health services
- Multicultural events
- Multicultural health contacts

Refugee Health Flexible Fund

The Refugee Health Flexible Fund for 2021-22 to 2022-23 supports healthcare for people from refugee backgrounds across NSW.

NSW Health has funded **15 projects** to support priorities set out in the **NSW Refugee Health Plan 2022-2027**. The projects share a common purpose, that is, to ensure access to timely, culturally responsive and trauma-informed healthcare services for people from refuge and asylum seeker backgrounds.

The projects address local and statewide needs, including in regional NSW, through targeted strategies to enhance:

- service access for oral health and mental health
- health communication
- care coordination/navigation
- cancer screening
- women's health
- paediatrics and child health
- coordination of referral pathways between mainstream and specialised services
- capacity building for health staff around cultural responsiveness and trauma-informed care
- as well as allied health supports for refugee health services.

A key feature of the fund and the projects is enhancing collaboration across NSW Health, as well as with partners and communities.

NSW Health has engaged Dr Ilse Blignault to support four forums to foster collaboration, promote knowledge exchange and learning across the projects. Dr Blignault will also undertake a review of the overall project. The review of the fund will be completed in the second half of 2023.

NSW Health will use this webpage as a hub for recordings of the forums, as well as new resources, literature reviews, and evaluations, which have been supported through the fund and will be a lasting resource for refugee health.

Related links

- Forums →
- Resources →

Review findings

Conclusion

The RHFF is successfully addressing the goals and priorities of the NSW Refugee Health Plan. In addition to meeting local needs, it has built capacity within the broader public health system and among project partners. The forums and webpage have supported connections with others working in the field. It is important to build on these achievements as demand grows, particularly in rural and regional areas.

Recommendations #1

Projects with the following features be encouraged:

- ▶ innovative and ambitious, but not too ambitious
 - ▶ seek advice and support early
- ▶ support capability and capacity building
- ▶ involve partnerships and collaborations
 - ▶ bring complementary expertise and resources
 - ▶ support knowledge transfer
- ▶ engage consumers and community at all stages.



Recommendations #2

Further,

- ▶ Project teams be encouraged to upskill in culturally competent, trauma-informed approaches to co-design
- ▶ Project reporting requirements be kept simple, but greater emphasis be placed on project evaluation, including quantitative and qualitative indicators and consumer feedback
- ▶ Applicants seek advice and support from researchers/evaluators with expertise in refugee health in the design phase
- ▶ Any future funding round includes appropriate review, as for the first RHFF.

Recommendations #3

With respect to the RHFF forums,

- ▶ The first forum in any future RHFF funding round be held in person
- ▶ Future online forums be more interactive (e.g., more time and opportunity for questions to presenters).

With respect to the RHFF webpage,

- ▶ Additional project outputs (resources, reports, publications etc.) from the first RHFF be uploaded as they are finalised, together with the Review Report
- ▶ The link to the RHFF webpage be circulated to the NSW Health system, together with a memorandum advising of this Report.