

# Co-design and Consumer Engagement

## Developing Culturally and Linguistically Appropriate Health Resources for Refugee Communities

### Background

Settlement Services International (SSI) supports over 3000 newly arrived refugees in NSW annually through the Humanitarian Settlement Program (HSP), with a focus on holistic support, including health and well-being.

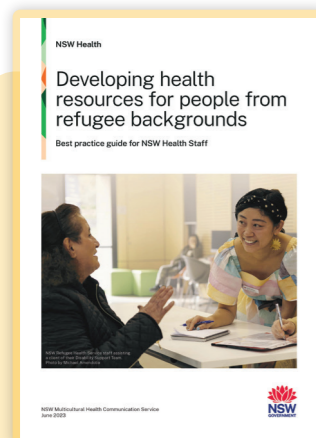
SSI is a key partner alongside NSW Refugee Health Service on the Translated Health Resources for Refugee Communities Project led by the NSW Multicultural Health Communication Service (MHCS). The project aims to address critical gaps in translated health information and enhance the health literacy of people from refugee, refugee-like and asylum seeker backgrounds.

The SSI Consumer Engagement Panel plays a crucial role in supporting the co-design process of the project, where lived experiences and needs of individuals from refugee backgrounds are considered. The panel is comprised of bilingual SSI caseworkers who represent 6 of the most commonly spoken languages by refugees in NSW.

### Method

SSI plays a pivotal role in facilitating consumer engagement through:

- **Consultations and interviews:** Gathering valuable insights and feedback from the community on existing health resources and identifying areas where improvements are needed.
- **Resource review:** Engaging in the critical task of reviewing resources for readability, accuracy in translation, and ensuring cultural sensitivity.
- **Co-design workshops:** Participating in MHCS-organised workshops, which provide a platform for community members and healthcare experts to collaboratively design resources.
- **Advisory committee meetings:** Actively participating in advisory committee meetings, ensuring an ongoing and meaningful dialogue throughout the project.
- **Resource promotion:** Taking an active role in promoting the resources developed, ensuring that they reach and benefit the intended audience effectively.



### Results

- **6 translated resources** on mental health, maternal health, women's health and accessing the Australian healthcare system.
- **Best practice guide** for the development of translated health resources for refugee communities.
- **Forum** on engaging effectively with refugee communities.
- **Dedicated web page** for translated resources.

### Contribution to the NSW Refugee Health Plan 2022-27



The project seeks to address the NSW Refugee Health Plan 2022-27 priority, "Effective communication in people's preferred language". Through the Consumer Engagement Panel, SSI supports the development of translated health resources that are relevant, appropriate and culturally responsive to refugee communities.

### NSW Health Care System Information Booklet

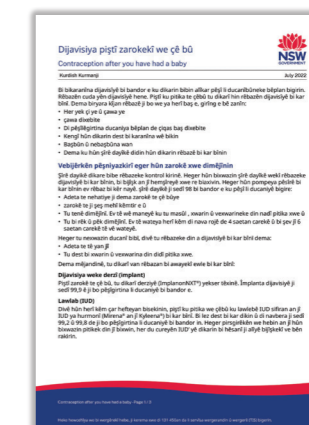


HSP case managers provide the NSW Health Care System Information Booklet as part of client orientation. The booklet was updated in 2023, supported by the Consumer Panel through consultations to identify health needs and community checking to review the resource.

### Contribution to SSI's Impact Strategy:



- **Increased** access to health and wellbeing services.
- **Improved** community and sector capacity to support refugee communities.



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