

NSW Refugee Health Plan 2022-2027

Plan overview

Vision:

People from refugee backgrounds are healthy, thriving members of NSW



NSW Health services will use this Plan to guide, develop and inform local plans to ensure that:

- People from refugee and asylum seeker backgrounds are at the centre of their healthcare, supported by NSW Health partnering with patients and communities
- NSW Health responds flexibly to meet new and emerging healthcare needs including by working collaboratively with other government agencies and non-government organisations
- NSW Health seeks to address and reduce health inequities experienced by people from refugee backgrounds
- NSW Health adopts holistic approaches to healthcare, acknowledging people's life experience and family context, cultural background and spiritual beliefs, not just their presenting health conditions

Goals	NSW Health will:
People have timely access to culturally responsive and trauma-informed healthcare services	Modify and target mainstream healthcare services to ensure access to effective, evidence-based and tailored services which are culturally responsive and trauma-informed.
	Provide targeted and specialised healthcare services to work with and respond to the healthcare needs of people from refugee backgrounds.
	Employ and train a culturally responsive and resilient workforce that is supported to deliver outcomes that matter most to people from refugee backgrounds.
People are at the centre of their own care	Support people to understand and navigate the health system and be active participants in their healthcare, including through partnering with patients and communities to make decisions about their own care.
	Provide timely and effective interpreting and language services, including to improve health literacy and access to information.
	Partner with consumers in co-design, implementation and evaluation of health services.
NSW Health responds flexibly and collaboratively to meet new and emerging healthcare needs	Respond flexibly to changes in healthcare needs, in particular to emerging need and priorities identified in this Plan, such as the increased resettlement of people in rural and regional areas of NSW.
	Respond flexibly to demand for healthcare services when and where they are required, including targeted responses to high complexity presentations and prioritisation in long wait-list services.
	Continue to collaborate and work with partners, including Government agencies in health, social services and immigration, as well as settlement services, NGOs (Non-Government Organisations), PHNs (Primary Health Networks) and primary care providers to improve health outcomes for people from refugee backgrounds.
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+)	