

# Multicultural Health Policy and Action Plan 2024–2029

## MHPAP

All people from multicultural backgrounds in Queensland can access safe and culturally appropriate public healthcare with equitable outcomes.



### PRINCIPLES



The MHPAP will focus on health outcomes for all multicultural populations including people who:

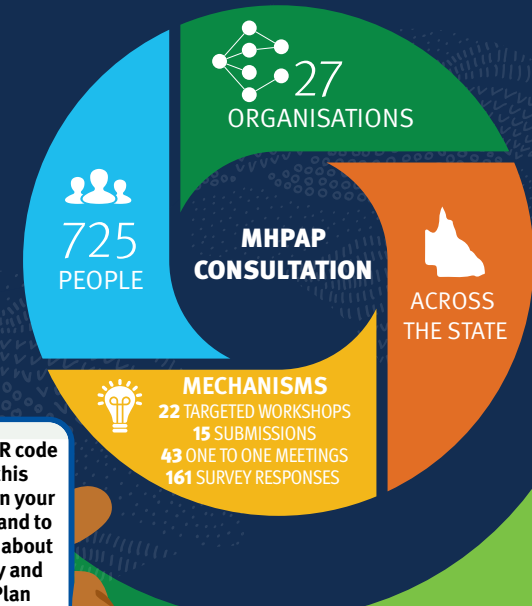
- are born in Australia with parents or grandparents born overseas
- have migrated to Australia as refugees or people seeking asylum
- are New Zealand citizens on temporary visas
- are people on temporary visas with limited Medicare access, including seasonal workers, international students and those on other temporary visa pathways
- are Australian South Sea Islanders.

The MHPAP is the first policy that Queensland Health has developed in over 10 years that aims to improve the health of multicultural populations.

The MHPAP was co-designed with many stakeholders, including community members and organisations, to ensure community voice is reflected in the policy for the health system.

The MHPAP will deliver programs and initiatives across the health system so Queensland Health can respond better to the health needs of multicultural communities. Queensland Health will monitor its progress in achieving the aims and objectives of the MHPAP.

Queensland Health thanks everyone who has contributed to this policy by sharing their unique experiences and suggestions on how to improve the health of multicultural communities.



Scan the QR code to find this summary in your language and to read more about the Policy and Action Plan



Queensland Government



Priority areas	Objectives	What we heard
 <p><b>Priority 1</b> <b>Prevention and early intervention</b></p>	<ul style="list-style-type: none"> <li>We will engage with people from multicultural backgrounds to better understand the challenges they face in accessing and achieving good health and wellbeing outcomes.</li> <li>We will work with multicultural communities to design health services that help to overcome these problems.</li> <li>We will support people from multicultural backgrounds to manage their own health, avoid illness and access health services.</li> </ul>	<p><b>“Build prevention capacity of the community by ensuring prevention initiatives are well supported by qualified health professionals but led by us, the community.”</b></p>
 <p><b>Priority 2</b> <b>High quality language services and communication resources</b></p>	<ul style="list-style-type: none"> <li>We will ensure Queensland Health staff know how, when and why to engage interpreters.</li> <li>We will provide information to people from linguistically diverse backgrounds in their preferred language.</li> <li>We will monitor and improve the quality of language services provided to patients, including supporting the language services workforce.</li> </ul>	<p><b>“Language barriers remain the largest barrier to healthcare for our communities. Usage of available interpreting services within the health system is poorly understood and utilised.”</b></p>
 <p><b>Priority 3</b> <b>Sustainable, accessible, trauma-informed and culturally safe health services</b></p>	<ul style="list-style-type: none"> <li>We will build a culture in Queensland Health services that respects patients and is free from racism and discrimination.</li> <li>We will increase the number of people from multicultural backgrounds who participate on boards and committees.</li> <li>We will support multicultural communities to understand and use their rights when accessing health services.</li> <li>We will develop culturally appropriate programs to help patients navigate and feel safe in the healthcare system.</li> </ul>	<p><b>“Flexibility to modify usual practice to better meet needs of our communities is key, such as multicultural nurse navigators who have been helpful in navigating a complex system.”</b></p>
 <p><b>Priority 4</b> <b>Productive partnerships, collaborations and linkages</b></p>	<ul style="list-style-type: none"> <li>We will build strong and respectful relationships with multicultural communities.</li> <li>We will work with other parts of the health system to make it easier for multicultural communities to access healthcare.</li> <li>We will work with community organisations to make sure that multicultural communities are supported to achieve the best health and wellbeing possible.</li> </ul>	<p><b>“There are many learnings from COVID-19 which showed the importance of working collaboratively across all areas of health, in partnership with community and other sectors to address social determinants of health.”</b></p>
 <p><b>Priority 5</b> <b>Diverse, inclusive and culturally capable health workforce</b></p>	<ul style="list-style-type: none"> <li>We will implement inclusive recruitment practices to build a diverse health workforce.</li> <li>We will provide appropriate training for Queensland Health staff to deliver culturally safe and responsive care.</li> <li>We will ensure that Queensland Health staff from multicultural backgrounds feel valued, respected and empowered in the workplace.</li> </ul>	<p><b>“There is a need to ensure cultural and professional diversity is reflected in the system. Otherwise, some of our communities might not be represented in the health workforce. We need to see an even distribution of workforce diversity in the data and a workforce trained to have an understanding of working with people from our communities.”</b></p>
 <p><b>Priority 6</b> <b>Multicultural data and research</b></p>	<ul style="list-style-type: none"> <li>We will improve how we collect and analyse information about multicultural communities to improve health services.</li> <li>We will do more research about health issues affecting multicultural communities.</li> <li>We will engage multicultural communities in research to better understand their health needs and outcomes.</li> </ul>	<p><b>“It’s important to invest in generating research evidence and working with our communities in evaluations and research to improve culturally appropriate and effective services for our communities.”</b></p>