

Queensland Multicultural Action Plan

Queensland Health and Queensland Ambulance
Service Annual Report 2023-24



**Queensland Multicultural Action Plan
- Queensland Health and
Queensland Ambulance Service
Annual Report 2023-24**

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An electronic version of this document is available at: <https://www.health.qld.gov.au/public-health/groups/multicultural/policies-plans-strategies/plans/multicultural-policy-and-action-plan-2022-23-to-2023-24>

Message from the Director-General

I am proud to present the *Queensland Health and Queensland Ambulance Service 2023-2024 Annual Report* on the *Queensland Multicultural Action Plan for 2022-2024*.

Queensland Health remains deeply committed to the Queensland Government's vision of fostering an inclusive, cohesive, and united state where individuals from all backgrounds feel a strong sense of belonging and receive the necessary support to achieve optimal health and wellbeing outcomes.


Over the course of 2023-2024, Queensland Health has delivered key initiatives that will help achieve significant improvements to how health services are provided to people from culturally and linguistically diverse (CALD) backgrounds. In mid-2023, we began developing the *Multicultural Health Policy and Action Plan 2024-2029*, the first state-wide policy in over a decade focused on addressing the health needs of multicultural populations.

We also concluded a comprehensive review of refugee health services in Queensland, conducted by the University of Queensland. An implementation plan is now being developed to put into action the review's key recommendations. Additionally, Queensland Health facilitated consultations to inform the development of a program framework aimed at enhancing the quality of whole-of-government Language Services.

In the past year, Queensland Health has made significant progress in implementing the key initiatives outlined in the *Multicultural Action Plan*. While some actions have been marked as delivered for reporting purposes, our commitment to advancing the goals of *Queensland's Multicultural Policy* and supporting the needs of CALD communities continues.

I look forward to ensuring that Queensland Health continues to champion the cause for inclusive, healthy, and cohesive communities across Queensland in the years to come.

Together, we will work toward our shared vision of a more inclusive and healthier future.



Michael Walsh
Director-General
Queensland Health

Policy context

In 2016, the Queensland Government released *Our story, our future: Queensland's Multicultural Policy* (the Policy), promoting an inclusive, harmonious and united community for Queensland.

The Policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole:

- achieving culturally responsive government;
- supporting inclusive, harmonious and united communities; and
- improving economic opportunities.

This Annual Report responds to the third Multicultural Action Plan released under *Multicultural Recognition Act 2016* (the Act). It builds on outcomes achieved under the first and second Multicultural Action Plans and will continue to drive Queensland Government actions to support an environment of opportunity and achieve improved social and economic outcomes for people from culturally diverse backgrounds.

The Policy and Action Plan are a requirement of the Act and represent one of three key provisions of the Act, together with establishment of the *Multicultural Queensland Charter* and Multicultural Queensland Advisory Council. Section 24 of the Act requires government agencies with actions in the Plan to report publicly on an annual basis.

Highlights for 2023-24

- In mid-2023, the development of the *Queensland Multicultural Health Policy and Action Plan 2024-2029* commenced with extensive consultations with internal and external stakeholders.
- In January 2024, Queensland Health approved the temporary recognition of people fleeing the Hamas-Israel conflict as asylum seekers for the purpose of Queensland Health Fees and Charges for Healthcare Services directive to enable them access care, free of charge.
- In March 2024, Queensland Health launched the *Queensland Women and Girls' Health Strategy 2032*, with multicultural women and girls identified as one of the priority communities who need targeted interventions.
- In April 2024, Queensland Health finalised a review of refugee health services in Queensland, undertaken by the University of Queensland. An implementation plan is being developed to action the review's key recommendations.
- Through the *Health Workforce Strategy for Queensland to 2032*, \$7.3 million has been allocated to establish nine new Multicultural Health Liaison Officers and five additional refugee health nurses in Hospital and Health Services (HHSs) and with significant multicultural and refugee populations. An additional \$1.1 million was allocated to developing a new centralised booking system for language services to support frontline staff to engage and monitor language services more seamlessly.
- Queensland Health commenced the rollout of dedicated multicultural mental health coordinator positions to provide localised mental health support and culturally responsive care.
- Mackay HHS has established a dedicated role to support the health of the Australian South Sea Islander population, with a view to developing improved responsiveness to the health needs of Australian South Sea Islanders.
- Queensland Health undertook extensive consultation to review the whole-of-government Standing Offer Arrangement (SOA) for the provision of language services and progress the development of a program framework to support improved quality and management of the new SOA, commencing in July 2025.

KEY ACTION 2: Recruitment and workplace culture

Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government boards, through **culturally inclusive recruitment practices and workplace cultures**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Queensland gets the most benefit from our diversity and global connections.*
- *Individuals are supported to participate in the economy.*
- *Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture.*
- *Queenslanders celebrate our multicultural identity.*
- *Connected and resilient communities.*
- *A respectful and inclusive narrative about diversity.*

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Establish internships/pathways to employment to better utilise the skills and experiences of people with overseas qualifications.	Delivered	<ul style="list-style-type: none"> • Queensland Health supports workforce strategies that address barriers to employment for overseas trained health professionals, through the establishment of internships and employment pathways for people from multicultural backgrounds, and representation on the Health Workforce Taskforce and its work relating to the implementation of the Kruk Review. • The Queensland Ambulance Service (QAS) has further developed its cadet pathway and has onboarded people from multicultural backgrounds into the Cadet paramedic pathway. • Through the <i>Health Workforce Strategy for Queensland to 2032</i>, \$4.36 million has been allocated to attract, recruit, and appoint nine new Multicultural Health Liaison Officers in Hospital and Health Services (HHSs) with significant multicultural and refugee populations. These are dedicated positions for people from multicultural backgrounds. • Metro South HHS established new and permanent Multicultural and Māori Pacific Hospital Liaison Officer positions at the Logan Hospital. Culturally sensitive recruitment processes were undertaken and the appointment of candidates from culturally and linguistically diverse backgrounds.

Agency activities supporting Key Action 2	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<ul style="list-style-type: none"> • The Mater operates an observership program that assists international medical graduates to utilise their overseas qualifications. The Queensland Health Multicultural Health and Language Services Team continues to engage with the Mater Hospital to further understand this initiative and how similar programs might be implemented in HHSs. • Queensland Health is implementing and promoting approaches to attract and retain staff from multicultural backgrounds through adopting inclusive recruitment practices. For example: <ul style="list-style-type: none"> ○ In Children's Health Queensland (CHQ), the Good Start Program workforce is primarily made up of professionals who identify as being part of the Māori and Pacific Island community. This includes Multicultural Health Workers, Senior Multicultural Coordinator, Senior Multicultural Nutritionist, Program Manager. The identification of these roles supports best practice, fosters diversity in the broader health workforce and promotes cultural capability of front-line services.

● **KEY ACTION 3: Culturally responsive services**

Over the next two years, Queensland Government agencies will improve their cultural responsiveness by undertaking an **audit of critical areas of service delivery** (funded or directly delivered). As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 3	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse (CALD) backgrounds.
Review Queensland Health services provided to new arrivals under the Humanitarian Settlement Program.	Delivered	<ul style="list-style-type: none"> • In April 2024, Queensland Health finalised a review of Queensland Health refugee health services, undertaken by the University of Queensland. An implementation plan is being developed to action the review's key recommendations. These recommendations also informed the development of the <i>Multicultural Health Policy and Action Plan 2024-2029</i>. • This review delivers key insights on the function of Queensland Health's refugee health services, including system-level findings and recommendations related to the underpinning framework for the services, intergovernmental coordination, workforce and need for increased service coordination and support. • Together with the Refugee Health Network Queensland, Queensland Health has engaged in coordinated intergovernmental representations to the Department of Home Affairs on suggested improvements to the health component of the Humanitarian Settlement Program. This includes improvements to data sharing and improved national coordination of refugee health. • Early findings of the review resulted in new Refugee Health Nursing roles commencing across the state.
Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking their	Delivered	<ul style="list-style-type: none"> • The national safety and quality health standards for the health sector mandate consumer engagement as a key standard. HHSs across the state are moving towards incorporating CALD consumer engagement into their operations. These practices are reviewed and audited during each accreditation period.

Agency activities supporting Key Action 3	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse (CALD) backgrounds.
feedback on access to services and how they can be improved		<ul style="list-style-type: none"> • Queensland Health funded the Refugee Health Network Queensland to deliver the Multicultural Health Engagement Project in 2023 and 2024, building on insights from the CALD COVID Health Engagement Project. Over 50 different multicultural communities and 38 service providers were consulted to understand: <ul style="list-style-type: none"> ○ Health concerns/issues of communities ○ System and communication barriers ○ How communities like to receive health information ○ How communities distribute health information and resources. • In mid-2023, Queensland Health commenced the development of its <i>Multicultural Health Policy and Action Plan 2024-2029</i> and has been informed by feedback from the community including through a series of focus group sessions with CALD consumers. • Queensland Ambulance Service (QAS) continues to implement its Equity, Diversity and Inclusion Action Plan, which brings engagement with community organisations, government organisations and CALD communities regarding improved culturally appropriate and positive health care outcomes. • Metro South HHS partnered with consumers, staff and Department of Health Strategic Communications Branch to develop a welcome to Logan Hospital video for multicultural communities available on YouTube https://www.youtube.com/watch?v=mdBPcB3cHyl. The video aims to raise community awareness of the services and resources available, reduce anxiety around hospital visits and promote psycho-social safety. • Metro South HHS continues to implement the Healthy New Communities Project, a health promotion intervention, in partnership with community members and community organisations. Metro South HHS also continues to partner with Ethnic Communities Council Queensland and Multilink Services to deliver education to people from CALD backgrounds regarding aged care systems and related issues. • Metro South HHS, CHQ, the Department of Health and Brisbane South PHN continue to partner with community organisations to implement the <i>Pasifika and Māori Health and Wellbeing Strategy 2020-25</i> to deliver co-designed health interventions. • CHQ continues to implement the Good Start Program which includes the delivery of place-based, targeted health promotion and health literacy initiatives in partnership with Māori and Pacific Islander children and young people and their families. This includes a School Based Health Promotion project which has Multicultural Health Workers who develop and deliver health promotion sessions to Māori and Pacific Islander children and young people at primary and high schools across Queensland (primarily in Logan, Ipswich, Gold Coast, Moreton Bay and Cairns). Sessions are co-designed to address key health behaviours linked to chronic disease prevention.

Agency activities supporting Key Action 3	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse (CALD) backgrounds.
		<ul style="list-style-type: none"> • CHQ continues to deliver the Healthy Kids Club which involves a multidisciplinary team of health professionals' who work with CALD families to find solutions to the challenges of paediatric obesity and paediatric Type 2 Diabetes. • In 2023, Mackay HHS established a coordination role to oversee the development of improved health responses for the Australian South Sea Islander in partnership with community. • Gold Coast HHS has completed a community engagement process in partnership with the Gold Coast Primary Health Network and Multicultural Communities Council Gold Coast (MCCGC). This community engagement has occurred with the Gold Coast top ten language groups by representatives of MCCGC in native language. Outcomes from this engagement will be incorporated into the Joint Regional Needs Assessment (the forthcoming update to the LANA) which will be delivered both to Federal and State Health Departments in November 2024 and publicly published in March 2025. • West Moreton HHS recruited CALD consumer representatives to Consumer Advisory Councils and Committees and continues to engage with CALD consumers to inform quality improvement activities including resource development and redesign of models of care.
Ensure the audit is embedded in agency planning cycles and appropriately resourced.	Delivered	<ul style="list-style-type: none"> • In April 2024, Queensland Health finalised its <i>Review of Refugee Health Services in Queensland</i>, undertaken by the University of Queensland. An implementation plan is being developed to action the review's key recommendations. • These recommendations also informed the development of the Queensland Health <i>Multicultural Health Policy and Action Plan 2024-2029</i> as well the ongoing implementation of the <i>Refugee Health and Wellbeing Policy and Action Plan 2022-2027</i>.
Developing culturally capable workforce and services	Delivered	<ul style="list-style-type: none"> • Queensland Health revised Health Service Directive– Fees and Charges for Healthcare Services (QH-HSD-045) to ensure that Medicare-ineligible victim-survivors of domestic and family violence and/or sexual assault are provided access to public healthcare for assessment, diagnostic investigations, treatment, and other supportive health care, relating to their experience without any costs to the individual. Queensland Health developed guidelines and conducted consultations with key stakeholders including with the Multicultural Response to Sexual Violence Working Group to co-design communication resources for healthcare and community settings. • The Queensland Transcultural Mental Health Centre (QTMHC) continues to offer a statewide clinical consultation service for people from multicultural backgrounds and their families and facilitate culturally responsive mental health care. This highly specialised team utilises clinical, workforce development and community engagement expertise, and works closely with Multicultural Mental Health Coordinators based in HHSs across Queensland to respond to the needs of consumers from diverse cultural backgrounds at a

Agency activities supporting Key Action 3	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse (CALD) backgrounds.
		<p>local level. To promote cultural safety and inclusivity, QTMHC engages a broad network of cultural consultants and bicultural workers. This diverse pool, which currently represents over 100 languages and cultural backgrounds, provides crucial cultural consultations to treating teams within public mental health services. Their involvement ensures mental health services are both culturally appropriate and sensitive to the needs of multicultural populations.</p> <ul style="list-style-type: none"> • Metro South HHS delivers health equity and cultural capability training for staff through several mechanisms. For the 2023-2024 period, there were 39 sessions with 1,170 participants: <ul style="list-style-type: none"> ○ Nursing Orientation (on-boarding new staff) ○ Allied Health Students ○ In-service requests – for example, Spinal Unit, Pharmacy ○ Symposiums, conferences and community of practices. • Through the Queensland State Budget and the Health Workforce Strategy Investment Plan, \$7.3 million been allocated for new recurrent multicultural positions across the state. This includes: <ul style="list-style-type: none"> ○ 5 additional Refugee Health Nurses, and; ○ 9 additional Multicultural Health Liaison Officers. • Queensland Health, through <i>Better Care Together plan for Queensland’s state-funded mental health, alcohol and other drug services to 2027</i>, commenced the rollout of dedicated multicultural mental health coordinator positions to provide localised support in addressing the mental health needs of CALD consumers and the provision of culturally responsive care. • The Clinical Planning and Service Strategy Division within the Department of Health is supporting international medical graduates by offering a learning resource to assist them transitioning to clinical practice in the Australian Health care setting. This is an evidenced mechanism to support the attraction and retention of CALD health workforce, as well as building their capability to provide care for diverse communities.
Improved knowledge on CALD health and designing culturally responsive services	Delivered	<ul style="list-style-type: none"> • Queensland Health continues to strengthen and expand existing partnerships and collaboration with the CALD community sector to improve co-design processes, access knowledge and expertise, and be more responsive to the needs of multicultural communities. • Queensland Health made recurrent funding available to two key culturally responsive services to improve access and health outcomes for CALD populations. Queensland Health is investing \$0.93 million per year for the Multicultural Health Coordination Program, which provides access to specialist health care coordination for people from multicultural backgrounds with complex health and wellbeing needs.

Agency activities supporting Key Action 3	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse (CALD) backgrounds.
		<p>Queensland Health made recurrent \$2.6 million per year for the Logan Community Health Action Plan that is being delivered by Metro South HHS.</p> <ul style="list-style-type: none"> • In November 2023, Metro South HHS launched its <i>Multicultural Health Service Plan 2023-2026</i>. The MSH Multicultural Health Service Plan 2023-2026 Metro South Health sets the organisational direction and commitment to improving health services and was formed on the background of extensive community and staff consultation. • In January 2024, Queensland Health approved the temporary recognition of people fleeing the Hamas-Israel conflict as asylum seekers for the purpose of Queensland Health <i>Fees and Charges for Healthcare Services</i> directive (QH-HSD-045). This enabled these arrivals to access Queensland Hospital and Health Services free of charge. • In March 2024, Queensland Health launched the <i>Queensland Women and Girls' Health Strategy 2032</i>, which was informed by extensive consultation and research to inform the strategy and its new initiatives. The new Strategy aims to address health inequity and improve access to health care for women and girls living in Queensland. CALD women and girls have been identified as one of the priority communities who need targeted interventions due to additional barriers they face in accessing health care. • The QTMHC continues to offer a statewide clinical consultation service for people from multicultural backgrounds and their families and facilitates culturally responsive mental health care. This highly specialised team utilises clinical, workforce development and community engagement expertise, and works closely with Multicultural Mental Health Coordinators based in HHSs across Queensland to respond to the needs of consumers from diverse cultural backgrounds at a local level. To promote cultural safety and inclusivity, QTMHC engages a broad network of cultural consultants and bicultural workers. This diverse pool, which currently represents over 100 languages and cultural backgrounds, provides crucial cultural consultations to treating teams within public mental health services. Their involvement ensures mental health services are both culturally appropriate and sensitive to the needs of multicultural populations. • In 2023, the Queensland Health convened a Multicultural Health Advisory Group to provide advice on responding to the health care needs of people from CALD backgrounds across Queensland. The group has been engaged on an ongoing basis and is the key governance mechanism and forum for the Department of Health to partner with non-government health and multicultural sector stakeholders to consider public health system reform, implementation, and initiatives for multicultural health.

Agency activities supporting Key Action 3	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse (CALD) backgrounds.
		<ul style="list-style-type: none"> • Queensland Health undertook an expression of interest process to recruit a pool of CALD consumers from various diverse backgrounds across QLD which can be drawn on for consultation regarding health policies, initiatives, and reforms. Queensland Health has engaged with these consumers on the <i>Multicultural Health Policy and Action Plan 2024-2029, Health Workforce Strategy for Queensland to 2032, Queensland Women and Girls' Health Strategy 2032</i> and <i>Queensland Cancer Strategy</i>. • Mackay HHS commenced working with the Australian South Sea Islander community to establish improved health responses for people identifying as Australian South Sea Islanders. The project is specifically designed as a quality improvement initiative, working closely with community.

● **KEY ACTION 4: Cultural diversity data**

The Queensland Government will collect, analyse, and use **cultural diversity data** to improve service delivery and better meet customer needs. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 4	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Develop a report on health and wellbeing outcomes of people from culturally and linguistically diverse backgrounds in Queensland and recommend options for improved data collection and analysis.	Delivered	<ul style="list-style-type: none"> • In 2023, Queensland Health launched a report: <i>Exploring the health of culturally and linguistically diverse (CALD) populations in Queensland: 2016–17 to 2019–20</i>. • By providing a comprehensive analysis of health outcomes for CALD communities, the report has empowered Queensland Health to consider the needs of CALD populations in policy, programs, and strategies. It has laid the groundwork for evidence-based healthcare planning and service delivery, fostering targeted interventions to improve healthcare outcomes for CALD communities. • Findings and recommendations from this report has informed the development of key strategies and policies including the <i>Multicultural Health Policy and Action Plan 2024-2029</i>, which has highlighted actions for improved data collection and analysis to improve the visibility of health outcomes for people from CALD background.
Improving diversity data for CALD patients in hospitals reporting to inform strategic planning.	Delivered	<ul style="list-style-type: none"> • Queensland Health continues to support approaches for improving the inclusion of CALD data indicators in systems that support data collection to support service planning and culturally safe service delivery. • Queensland Health, Mater Refugee Service, together with other NGO's have established the Refugee Health Data Working Group. The working group's purpose is to bring together key stakeholders across the sector, community representatives, service providers and data custodians to identify barriers and enablers for improving the data quality and use of this data to improve service delivery and patient care for people from a refugee background. • Metro South HHS has developed a PowerBi dashboard monitoring hospital service usage and performance for CALD communities as well as interpreter usage.

Agency activities supporting Key Action 4	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<ul style="list-style-type: none"> • Metro South HHS has partnered with Best Practice Australia (BPA) to add CALD demographic identifiers to annual patient satisfaction surveys. This has enabled patient satisfaction reports to be generated specifically for people from CALD backgrounds and can be used to monitor and identify areas for improvement in patient care. • Metro South and Metro North HHSs have established comprehensive data collection and analytics on language service provision, to help track engagement of language services and understand how to improve care to patients who require language services.

● **KEY ACTION 5: Interpreters and communication strategies**

Queensland Government agencies will ensure people who have difficulty communicating in English can access information and services at the right time and in the right manner, through **improved access to interpreters and implementing multilingual and multi-modal communication strategies**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved knowledge about customers' diversity.*
- *Culturally capable services and programs.*
- *A productive, culturally capable, and diverse workforce.*
- *Queensland gets the most benefit from our diversity and global connections.*
- *Individuals are supported to participate in the economy.*

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Undertake a comprehensive review of the whole-of government Language Services Standing Offer Arrangement (SOA) (HSQ1639) to support improved language service delivery.	Delivered	<ul style="list-style-type: none"> • As the owner for the whole-of-government Language Services SOA, Queensland Health has commenced a comprehensive review of the SOA to support improved language service delivery. • The Multicultural Health and Language Services team in Queensland Health undertook extensive consultation to review the whole-of-government Standing Offer Arrangement (SOA) for the provision of language services and progress the development of a program framework to support improved quality and management of the new SOA, commencing in July 2025. The framework is expected to be endorsed by Queensland Government agencies that are higher users of language services by October 2024 and implemented as part of a new SOA commencing in 2025.
Develop and implement a plan to support improved language service provision across Queensland Health and Ambulance services.	Delivered	<ul style="list-style-type: none"> • The Department of Health continues to facilitate a HHS Interpreter Services Coordinators, Managers and Team Leaders bimonthly forum, for a community of practice and to build capacity within the health system. • \$1.1 million has been allocated through the State Budget to develop a new centralised booking system for language services to support frontline staff to engage and monitor language services more seamlessly. • Queensland Health is in the process of reviewing guidelines for working with interpreters. This review will

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		involve developing a stepped-out procedure for arranging written translations.
For agencies involved in front line service delivery, support the whole-of government Standing Offer Arrangement for the provision of interpreting and translation services.	Delivered	<ul style="list-style-type: none"> • As the owner of the SOA, Queensland Health provides regular support to other government agencies regarding the SOA.
Provide staff training on the Queensland Language Services Policy and how to work with interpreters.	Delivered	<ul style="list-style-type: none"> • Queensland Health supports the capability of staff through the promotion of best practice on working with interpreters and development and distribution of a variety resources available through Queensland Health intranet. Additionally, HHSs provide guidance to frontline and clinical staff by providing on-demand training opportunities on how to work with interpreters. • Across Queensland Health, various HHSs continue to develop language services resources and training for staff: <ul style="list-style-type: none"> ○ Metro South HHS has resources available to support working with interpreters and provides training on request. ○ West Moreton HHS has developed training materials for clinical staff on how to work with interpreters effectively. ○ Metro North HHS continues to conduct joint clinician/Interpreter training sessions on how to use interpreters in a clinical setting.
Ensure frontline staff have the skills and knowledge to support culturally and linguistically diverse customers, including knowledge of how to access interpreters and communicating this with funded non-government service providers.	Delivered	<ul style="list-style-type: none"> • Queensland Health continues to engage frontline staff to improve understanding of culturally responsive care and the need to engage interpreters for patients from CALD and non-English speaking backgrounds. • Queensland Health developed new guidelines for health service staff to support access to public health care for Medicare-ineligible victim-survivors of domestic and family violence and/or sexual assault. The guideline identifies communities who may be Medicare-ineligible, potential barriers to care, sensitivities for diverse communities experiencing violence and direction to additional training to support identification and how to support people experiencing, or at risk of, domestic and family violence and/or sexual assault.

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<ul style="list-style-type: none"> • Metro North HHS is delivering all-day workshops on the topic of interprofessional collaboration in cross-cultural communication. • Virtual Emergency Care Service (VECS) continues to explore opportunities for seamless engagement of interpreters for patients requiring their use. • The QTMHC continues to collaborate with Multicultural Mental Health Coordinators (MMHC) across various HHSs to develop and deliver training on working with interpreters. In partnership with the Practice Lead, Workforce Development team, and Interpreter Services, MMHCs are integrating this new training into the existing forums they facilitate. Additionally, a diverse range of educational series has been created and co-delivered to MHAOD teams across multiple HHSs. • Darling Downs HHS has provided specialised training to clinicians on how to engage interpreters over video and phone, to ensure physical distance to an interpreter is not a barrier for their patients. • Gold Coast HHS delivered regular workshops and training sessions, specifically within the Emergency Department at GCUH and Robina Hospital, on how to engage interpreters over video and phone. • West Moreton HHS has developed and implemented Interpreter Services staff lanyard cards for all front-line staff and Interpreter Booking Flowchart for display in clinical areas as quick reference guides for accessing interpreters.
Develop tools, education, and support to help guide agency communication with culturally and linguistically diverse communities. This could include a focus on engagement of qualified interpreters in circumstances where people experience difficulties communicating in English, the provision of multilingual information and communication	Delivered	<ul style="list-style-type: none"> • Queensland Health increased its investment in language service provision by 50 per cent between 2019-20 and 2023-24. This represents growing awareness of the need to engage language services for people with barriers to communicating adequately with staff. • Metro South HHS published the <i>Why don't they speak English</i> Fact Sheet on QHEPS – education tool for staff. Metro South HHS has also updated and disseminates its '<i>Need an Interpreter</i>' lanyard cards for staff to wear outlining the process for booking an interpreter in Metro South Health. • Gold Coast HHS continues to provide video interpreting on demand to patients in the Emergency Department at Gold Coast University Hospital and Robina Hospital. • Queensland Health has developed a Multicultural Health Communications Guide, Multicultural Health Communications Framework and co-design approach model, outlining best practice and methods to engage and communicate with multicultural communities. It is based on extensive consultation with multicultural

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
<p>strategies and training staff in how to work with interpreters (building on learnings from COVID-19 and disaster preparedness).</p>		<p>communities, key stakeholders and clinical staff across Queensland, as well as learnings from the CALD COVID Health Engagement Project.</p> <ul style="list-style-type: none"> • The QTMHC has continued to deliver a wide range of workshop and lectures to the Qld Postgraduate Training in Psychiatry across the stages of training (Stage 1, 2 and 3) covering essential topics including Communication Strategies and Engagement with CALD Consumers. This key action aims to prepare current registrars and future consultant psychiatrists in delivering culturally responsive psychiatric care.
<p>Encourage customers from new and emerging communities to participate in community events, relevant to portfolio responsibilities, as a soft entry point to help them learn English and make connections with established community members.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> • Queensland Health has been proactive in engaging interpreters in new and emerging languages to support access to healthcare. This includes sourcing and engaging interpreters overseas for languages where interpreters are not available in Australia and supporting local organisations to encourage people in new communities to become interpreters. • Queensland Health continues to provide refugee health services to new humanitarian arrivals, typically within their first month of arrival, and working with other services to support them to navigate and access health, disability and social services that they might require to fully participate in society in Australia. • Queensland Health continues to support Multicultural Affairs Queensland's Interpreter Training Boost program (ITB program) to ensure new and emerging language users are considered to participate in the program. • QTMHC's Promotion, Prevention and Early Intervention stream has actively engaged with diverse communities to promote mental health awareness and reduce stigma. One of our flagship initiatives is the Mental Health Expos, in partnership with Queensland TAFE, has reached over 2300 students in 2023-24. The Expo reached students from various cultural backgrounds, supported by bicultural workers representing 21 language groups. These bicultural workers delivered tailored mental health presentations, and the expo featured a wide range of activities including art, mindfulness, physical training, yoga, volleyball, dance, and nutrition, with the involvement of NGOs and community leaders. • QTMHC represented Queensland Health at the Brisbane Multicultural Expo, an event with over 2,000 attendees. The key message promoted was reducing mental health stigma across diverse communities, and the event highlighted the vital role of community engagement in fostering mental well-being. QTMHC's commitment to community involvement through these expos showcases the powerful impact of culturally tailored mental health promotion activities on improving system navigation, resilience, and overall well-being.

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
<p>Develop targeted communication and engagement plans that consider multiple formats and modes of delivery, including use of Plain English and audio-visual resources, and targeted and trusted communication channels utilised by diverse communities.</p>	<p>Delivered</p>	<ul style="list-style-type: none"> • Queensland Health continued to implement its CALD Communication Strategy 2022-24, including co-designing and dissemination of plain English and translated (audio, written, video) healthcare resources. This is an ongoing piece of work. For example, Queensland Health has developed vaping resources including posters and videos. These resources were co-designed and developed with people from CALD backgrounds including young CALD consumers. • Queensland Health developed a Healthcare in Queensland Guide for humanitarian settlement program arrivals into Australia, assisting with health system navigation. This resource was co-designed with clinicians and multicultural communities in partnership with the Refugee Health Network Queensland. It is available on the Queensland Government website and printed in 6 languages. • Queensland Health also developed the Mental Health Brochure which was co-designed with refugee communities and in partnership with the Refugee Health Network Queensland. It includes information about the symptoms of poor mental health, mental health care plans, and support phone lines. The resource has been translated into 9 languages. • In March 2024, Queensland Health published the Queensland Women and Girls' Health Strategy (the Strategy) and Investment Plan. The Strategy identifies culturally and linguistically diverse people as a priority community and includes measures to promote co-design and health system improvements that support the needs of culturally and linguistically diverse people. The Strategy and Investment Plan have been published online in Easy Read formatting to enhance accessibility for people with low English literacy. • Queensland Health partnered with the Multicultural Sexual Health Working Group to co-design, develop and deliver key messages and a suite of communication materials to support broad communication of the updated Fees and Charges for Healthcare Services Health Service Directive to support Medicare-ineligible victim-survivors of domestic and family violence and sexual violence. This includes a brochure, posters and a slide deck for community leaders. • Ryan's Rule Consumer Information brochures have been translated in Chinese, English, German, Hindi, Italian, Korean, Samoan, Spanish and Vietnamese. • The statewide Informed Consent program has translated some of its most frequently used patient information sheets and consent forms into Italian, Japanese, Korean, Samoan, Simplified Chinese, Traditional Chinese, Spanish, Hindi, Punjabi and Filipino/Tagalog. These are designed to facilitate shared decision-making between patients and clinicians with support from interpreters.

Agency activities supporting Key Action 5	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<ul style="list-style-type: none"> • To support an increase in the knowledge, participation and engagement in breast cancer screening of multicultural women, a number of resources have been translated to provide information about screening and follow-up tests and are available on the BreastScreen Queensland (BSQ) Website. Consultation with BSQ services across the state identified language groups to include and included AUSLAN. <ul style="list-style-type: none"> ○ BreastScreen Queensland Screening Video in animation (available in 14 languages) ○ BreastScreen Queensland Assessment Video animation (available in 5 languages) ○ A short guide to breast screening factsheet (available in 13 languages) ○ Breast screening for women with disabilities (available in 5 languages) • BreastScreen Queensland has undertaken an in-language SMS trial across 5 services to engage with multicultural women in their preferred language and provide a tailored SMS to support these clients to book a breast screen appointment. Early indications show an increased response rate of booking an appointment as a result of the in-language SMS. • Metro South HHS has a multicultural e-newsletter that is disseminated to community and staff stakeholders. Metro South HHS has also published an easy English version of its Strategic Plan with a supporting audio-visual.
Improve the capability of bilingual staff, including to work as interpreters.	Delivered	<ul style="list-style-type: none"> • Queensland Health supports the Language Badge Program delivered by HHSs across Queensland. The badges identifies staff and volunteers who can speak languages other than English, including AUSLAN. So far, Metro North, Metro South, Gold Coast, Sunshine Coast, North West and Townsville HHSs have implemented this program. • Bilingual Staff and volunteers wearing the Language Badge identify themselves as being able to provide language support to patients for non-clinical matters, such as basic care instructions or directions.

● **KEY ACTION 6: Address racism, discrimination, and promote inclusion.**

Queensland Government agencies will ensure equitable and respectful opportunities and experiences for staff and customers from culturally and linguistically diverse backgrounds, through targeted initiatives to **address unconscious bias and racism and promote inclusion**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Improved knowledge about customers' diversity.*
- *Culturally capable services and programs.*
- *A productive, culturally capable, and diverse workforce.*
- *Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture.*
- *Queenslanders celebrate our multicultural identity.*
- *Connected and resilient communities.*
- *A respectful and inclusive narrative about diversity.*

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
Addressing racism and discrimination and promoting inclusion through culturally capable programs	Delivered	<ul style="list-style-type: none"> • Harmony Day and Multicultural Queensland Month were promoted and celebrated across Queensland Health and Queensland Ambulance Services (QAS), including across Department branches and HHSs. These initiatives promoted inclusion, cultural awareness, and highlighted our commitment to diversity in the workforce. • Queensland Health is implementing effective approaches to capture and monitor staff diversity data to ensure our health workforce and leadership reflects the profile and diversity of our community. This includes minimising barriers for staff to disclose their diversity information, assisting us to implement the right programs for our people. • CHQ delivers an inclusive multi-faith program with a focus on partnerships and strengthening multi-faith care choices, through agreements with Islamic, Judaic, Buddhist, Hindu, Sikh, and other faith traditions relevant to the growing diversity of Queensland. • Gold Coast HHS continues to implement the Australian Human Rights Commission (AHRC) Anti-Racism eLearning course to increase employee understanding of racism and how to effectively respond to racism in the

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<p>workplace. Gold Coast Health employees will have access to this course through Learning Online Library (LOL) and can complete at their own convenience.</p> <ul style="list-style-type: none"> • Gold Coast HHS provides Spiritual Care Services for people of all faiths with access to prayer spaces and quiet rooms at GCUH and Robina Hospital. • Queensland Health supports the development of the National Anti-Racism Framework and will continue to participate in its development through the appropriate intergovernmental forums.
Ongoing commitment to building a diverse, culturally capable, and inclusive workforce	Delivered	<ul style="list-style-type: none"> • In June 2024, Queensland Health released the new <i>Health Workforce Strategy for Queensland to 2032</i> which acknowledges the critical importance of building a sustainable, culturally capable and well-supported workforce. Through this strategy, investment of over \$8 million has been allocated for Multicultural Health Liaison Officer roles across Queensland to support people from multicultural backgrounds in navigating the health system, developing a new centralised booking system for language services to support frontline staff to engage and monitor language services more seamlessly, and additional refugee health nurses to address unmet demand for refugee health assessments and support. This is a 50 per cent increase in the number of refugee health nurses across Queensland. • Queensland Health has established employment targets for a range of diversity groups including for staff from CALD backgrounds. For example, North West HHS diversity data outlines that 15.77% of employees identify as CALD as of 30 June 2024 which is higher than the average across the Queensland Public sector. • Queensland Health released an Equity Diversity and Inclusion Statement of Commitment and Equity and Diversity Plan 2023-2024. The Equity and Diversity Plan commits Queensland Health to implementing the following: <ul style="list-style-type: none"> ○ Reviewing recruitment and selection processes and provide recommendations on how to remove barriers for groups including CALD applicants. ○ Running targeted recruitment campaigns that reflect Queensland Health's commitment to diversity. ○ Publishing online training modules related to diversity and inclusion for Queensland Health staff. • Across Queensland Health, CALD-specific advisory groups and various Communities of Practice have been ongoing to share knowledge and best-practices to build cultural capability and competency across the health workforce.

Agency activities supporting Key Action 6	Progress status for 2023-24	Outcomes achieved for people from culturally and linguistically diverse backgrounds.
		<ul style="list-style-type: none"> • North West HHS developed and launched their <i>Diversity and Equity Plan 2024 – 2027</i>. This plan outlines the Health Services commitment to achieve a more equitable and diverse workforce that reflects the diversity in our community. • The QTMHC continues to foster a diverse, inclusive, and culturally capable health workforce. They continue to deliver tailored staff education, training and professional development to strengthen the capacity of the workforce to provide culturally responsive mental health care. For example, QTMHC continues to deliver a wide range of workshops with multiple disciplines across MHAOD on topics such as Trauma Informed Care, Cultural Formulation, Cultural Considerations in conducting discipline specific assessments. • Sunshine Coast HHS has established a CALD Employee Network Group and actively promotes and engages with this group to build cultural capability. • The Good Start Program also developed and implemented a culturally tailored recruitment strategy to provide a safe and inclusive place for people from Māori and Pacific Island backgrounds to be involved in the recruitment process so that they could demonstrate their skills well and ultimately select the best candidate for respective positions. • Gold Coast HHS launched the <i>Multicultural Inclusion Action Plan 2023-2025</i> which outlines a range of actions and initiatives to attract, retain and invest in a diverse workforce. • Darling Downs HHS are undertaking a range of activities to promote and retain an inclusive and diverse workforce. These activities including: <ul style="list-style-type: none"> ○ Utilising data from exit surveys and separation reports to deliver improvements to the experiences of multicultural staff. ○ Establish employee networks for diverse groups which will provide opportunities to influence strategic direction of diversity and inclusion activities. ○ Enable staff to feel confident to report discrimination and trust the complaint will be actioned appropriately by developing and promoting organisational narrative and actions around "we are safer when we speak up".