



## About this plan

The *Metro South Health Multicultural Health Service Plan 2023–26* outlines Metro South Health’s strategic approach to working with people from culturally and linguistically diverse backgrounds. It affirms our respect for the skills, experiences and strengths of people from all cultures and our commitment to understanding what really matters to people. Metro South Health (MSH) recognises the unique needs of each individual and the importance of connecting every person with care that’s appropriate, safe and of greatest benefit to their wellbeing.

The Metro South community is one of the most culturally and linguistically diverse populations in Queensland. This presents us with many opportunities to work collaboratively with our multicultural partners to deliver high-quality, culturally responsive healthcare. We are also building a workforce that reflects our diversity and recognises that consumers, their families and carers are part of the healthcare team.

The plan aligns with all objectives of the *MSH Strategic Plan 2021–2025* with a focus on equitable access to services, collaboration and development of an exceptional workforce. This will ensure that Metro South Health will co-design services to:

- develop an organisation that welcomes and embeds cultural and linguistic diversity
- support the development and growth of high-quality language and communication support for everyone
- develop our skills and processes ensuring we consult, listen and learn from people’s experiences to make the system culturally responsive for everyone
- ensure we understand and respond to all health needs: physical and mental, emotional, social, cultural and spiritual that are underpinned by empathy, respect, equity and safety
- partner to ensure our health services are innovative and provide solutions for complex issues.

### ICARE<sup>2</sup> values



#### Acknowledgement of Country

Metro South Health recognises and pays respect to the traditional custodians of the land and waters—the Yugambah, Quandamooka, Jaggera, Ugarapul, Turrbal and Mununjali peoples—and to Elders, past, present and emerging.

## How the plan was developed

A human-centred design approach was used to develop the *Metro South Health Multicultural Health Service Plan 2023–26*. This means the plan is informed by the experiences of people from culturally and linguistically diverse (CALD) backgrounds, their families and carers, and staff. We believe their voices and experiences should be heard on issues that impact their health. These voices were underpinned by emerging evidence and best practice, legislation and policy. The COVID-19 pandemic response also highlighted many inequities for our multicultural communities and the learnings and experiences from the pandemic have been incorporated into this plan. In addition, this plan has been informed by and is aligned with the *Refugee Health and Wellbeing: Policy and Action Plan 2022–27* and the *Queensland Multicultural Action Plan 2022–23 to 2023–24*.



**We will respect, protect, and promote human rights in our decision-making and actions.**



# Our plan

<i>Community insight</i>	<b>“A welcoming environment makes me feel that I belong and that I am in a safe place.”</b>	<b>“It is critical for mental and physical health to understand the health professionals, ask questions and feel safe with the interpreter.”</b>	<b>“The health system here is very different - there is a gap between the community’s expectations and what happens.”</b>	<b>“Being healthy means different things to different people.”</b>	<b>“It is important to understand who you are providing care to and working with them.”</b>
<i>Priority</i>	<b>Workforce</b> Develop an organisation that welcomes and embeds cultural and linguistic diversity.	<b>Language and communication</b> Support the development and growth of high-quality language and communication support for everyone.	<b>Safety and quality</b> Develop our skills and processes ensuring we engage, listen and learn from people’s experiences to make the system culturally responsive for everyone.	<b>Holistic care</b> Ensure we understand and respond to all health needs: physical, mental, emotional, social, cultural and spiritual, underpinned by empathy, respect, equity and safety.	<b>Co-design and partnership</b> Partner to ensure our health services are innovative, responsive and provide solutions for complex issues.
<i>Strategies</i>	<b>W1:</b> Actively adopt culturally responsive recruitment strategies to ensure the diversity of the MSH population is reflected in the workforce.	<b>L1:</b> Adopt and deliver innovative language support services.	<b>S1:</b> Actively engage consumers in quality improvement initiatives.	<b>H1:</b> Work in partnership with existing health services and community groups to enable a cross-sectoral approach to improving mental health and wellbeing within a cultural context.	<b>P1:</b> Collaborate with community and key stakeholders to co-design community led solutions in response to identified needs.
	<b>W2:</b> Build a diverse workforce by developing pathways for people from CALD backgrounds to build new knowledge, skills and experience, and enable people to utilise existing and relevant qualifications.	<b>L2:</b> Build capacity and capability of staff to provide culturally responsive care and information.	<b>S2:</b> Review current consumer feedback mechanisms for appropriateness; and analyse consumer feedback to systematically monitor and respond to issues which affect consumers from CALD backgrounds.	<b>H2:</b> Incorporate the needs of people from CALD backgrounds into all disaster and emergency planning processes.	<b>P2:</b> Partner with academia, government and non-government agencies to establish a centre of health equity and inclusion.
	<b>W3:</b> Identify opportunities to better support and utilise the skills and experiences of staff from CALD backgrounds.	<b>L3:</b> Utilise best practice methods to ensure vital public health information is disseminated to, and understood by people from CALD backgrounds.	<b>S3:</b> Monitor MSH data for trends amongst consumers from CALD backgrounds and respond to identified issues.	<b>H3:</b> Partner with consumers to co-design models of care that address the significant barriers for people accessing health services.	<b>P3:</b> Collaborate to deliver the Pasifika and Māori Health and Wellbeing Strategy.
	<b>W4:</b> Develop and adopt strategies to eradicate institutional racism, and celebrate our diversity to create engaged workplaces that are safe and welcoming.	<b>L4:</b> Develop accessible health information and be responsive to the linguistic and communication needs of people from CALD backgrounds.	<b>S4:</b> Assess the cultural responsiveness of our workplace and identify strengths and priorities for improvement.	<b>H4:</b> Collaborate with relevant agencies to improve access to health care for people seeking asylum and on temporary visas.	<b>P4:</b> Adopt strategies that enable community-based organisations to be competitive in response to tenders and other commissioning/procurement opportunities.
	<b>W5:</b> Enable the MSH leadership team to champion and lead strategies to improve the health of CALD communities.	<b>L5:</b> Trial innovative technologies to support communication in low-risk situations and when short-term measures are needed.	<b>S5:</b> Ensure an equity and inclusion lens is applied to all policy, planning, project and redesign initiatives in MSH, including capital programs.	<b>H5:</b> Co-design health promotion and preventative health care strategies with people from CALD backgrounds.	<b>P5:</b> Build a co-designed research agenda which will explore health access and equity issues/opportunities for people from CALD backgrounds.
<i>Measures</i>	<ul style="list-style-type: none"> <li>» Queensland public sector target of 12% for CALD staff overall is met or exceeded.</li> <li>» Improved workplace culture measured in employee surveys.</li> <li>» Numbers of MSH Executive and Board members completing cultural awareness training and attending diversity focused events.</li> </ul>	<ul style="list-style-type: none"> <li>» Improved performance on Interpreter Management System Dashboard metrics.</li> <li>» Culturally sensitive health literacy principles are evident in all facilities, systems, policies, practices and resources.</li> </ul>	<ul style="list-style-type: none"> <li>» Improved performance in consumer-reported experience measures.</li> <li>» Reporting of CALD data is automated, disseminated to Facilities and actioned.</li> <li>» Improved performance on recognised measures of cultural responsiveness including National Safety and Quality Health Standards.</li> </ul>	<ul style="list-style-type: none"> <li>» Disaster planning and responses incorporate the needs of people from CALD backgrounds.</li> <li>» Number of partnerships /projects addressing complex health needs of identified groups.</li> <li>» Delivery and expansion of initiatives under the Logan Community Health Action Plan.</li> </ul>	<ul style="list-style-type: none"> <li>» Increased partner-reported satisfaction with service partnering arrangements.</li> <li>» Number of reported community led initiatives.</li> <li>» Progress reporting for the Pasifika and Māori Health and Wellbeing Strategy.</li> <li>» Number of research projects co-designed with and focused on CALD communities.</li> </ul>