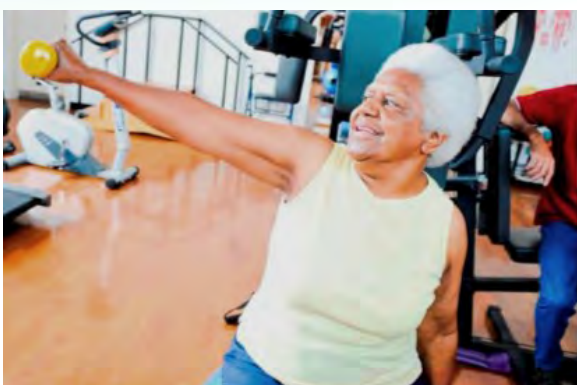


# Access and Capacity-building Team Health Equity and Access Unit 2016 Highlights





## About us

**The organisation:** Metro South Health (MSH) is the major provider of public acute and specialist health services in the Brisbane south side, Logan, Redlands and Scenic Rim regions of Queensland, Australia.

**The unit:** The Health Equity and Access Unit (HEAU) aims to ensure equitable, accessible and culturally appropriate services because some communities experience poorer health outcomes and difficulties accessing the services they need.

**The team:** The Access and Capacity-building Team (ACT) is located in three community health centres in Logan, Eight Mile Plains and Inala. ACT is a small multidisciplinary team made up of two social workers, a clinical nurse consultant, a cultural diversity coordinator, four community nutritionists and an advanced health worker (nutrition promotion). It is the only team of its kind in Australia.

ACT builds the cultural competence and capacity of health services to work with our priority communities and empowers our communities to improve their health. Our priority communities are:

- multicultural communities
- people with disabilities
- people experiencing homelessness
- Aboriginal & Torres Strait Islander people.

In partnership with Metro South Health services, community groups and non-government organisations, we offer, support or develop:

- community programs
- community information resources
- training and resources for health care workers
- service development support
- supportive health service policies
- research projects.

## The year in review

This report showcases achievements in the ACT portfolio areas of multicultural health, disability, Aboriginal and Torres Strait Islander nutrition, and homelessness as well as our overall team highlights.

We celebrate this work with the acknowledgement that it has been made possible by the partnerships and support we have received from our internal and external stakeholders. Thank you to those people who have made our work in 2016 so rewarding.

# Team achievements

## Health Equity and Access Framework

After extensive literature reviews, we have developed the MSH Equity and Access Framework. The framework seeks to achieve equitable, accessible and safe care in the following five domains:

1. inclusive systems and environments
2. capable and informed staff
3. effective communication
4. consumer engagement and partnerships
5. healthy communities.

The framework is used to guide our team's work and also provide a common structure for the MSH Disability, Homelessness, Closing the Gap and Multicultural Action Plans.



## Nurse Navigator submissions

ACT and the broader Health Equity and Access Unit developed a number of Nurse Navigator funding submissions to support consumers from our priority groups with complex health care needs.

Several of our Nurse Navigator submissions were successful and there are now three Multicultural Nurse Navigators who are located at Logan, Princess Alexandra and Queen Elizabeth II Hospitals and one Disability Nurse Navigator at Logan Hospital.

Each of these Nurse Navigators have been establishing their services during 2016 and developing models of care and referral pathways.

## QHEPS and webpages

In 2016 we developed and launched our internet and intranet webpages. The webpages have information about our teams, portfolio areas and house key resources.

The resources available aim to improve staff knowledge and capacity to work with priority communities as well as providing community members, other organisations and health professionals resources to improve the health and wellbeing of community members.

Our webpages can be found at:

[Metro South internet](#)

[QHEPS intranet.](#)

## Maori and Pasifika Women and Newborn Project

ACT, in partnership with Maori and Pasifika community members and organisations, hosted a community forum to investigate community awareness of maternity services by Maori and Pasifika women and the barriers and enablers to accessing services.



*Project managers and focus group facilitators. Left to right: Front row: Aunty Wynn TeKani, Aunty Maureen Mopio-Jane. Back row: Thomas Lilley, Valami Qoro, Ranandy Stanley, Lana Tukaorao, Inez Fainga'a, Andrea Cruickshank, Lisa Mahuika.*

Launched by the Minister for Health, the forum included separate focus groups of community members for each of the six largest Maori and Pasifika cultural groups in Metro South i.e. Maori, Tongan, Samoan, Fijian, Papua New Guinean and Cook Islanders.

The focus group data has now been analysed and a report generated and sent to key services and stakeholders to be used to inform improvements in practice.

This research has ethics approval and will be used to contribute to developing greater understanding of the needs of Maori and Pasifika women in women's and children's health.

## Multicultural meet and greet dinner

In Multicultural Awareness Month, ACT hosted a networking dinner to provide an opportunity for MSH leaders to meet our local multicultural communities. They discussed our shared goals and vision for healthcare, and learnt about the Multicultural Recognition Act 2016 and its implications for health service delivery.

This event was attended by multicultural community leaders, the Health Minister Hon Cameron Dick and MSH Executive and leaders.



## Multicultural Health Reference Committee

The MSH Multicultural Reference Committee was established in April and is comprised of 16 multicultural community representatives and key MSH staff.

The committee aims to;

- increase the capacity of MSH health services to engage Culturally and Linguistically Diverse (CALD) communities
- provide advice on matters affecting health outcomes for people from CALD and refugee backgrounds
- provide assistance to MSH health services to ensure CALD consumer engagement in the health service delivery.

The committee has provided invaluable support to a number of MSH activities.

# Multicultural communities

## Informed consent

'Informed consent' is not fully understood by some cultural groups due to cultural values, language barriers and a limited understanding of the Australian health system.

Print and video resources about informed consent were developed in partnership with CALD community representatives and translated into 26 languages for print and 12 languages in video format.

Video resources feature interpreters from each community to enhance the delivery of the message and provide local and familiar faces.

Clinicians can use the resources on iPads for consultations with CALD consumers. The resources are also available on MSH Health Equity and Access webpage by the community.

This project was funded by the MSH Transformation and Innovation Collaborative.



## Food and cultural profiles for Syrian and Afghan communities

Separate profiles were developed for dietitians and people working in community settings. These were created to assist health professionals to provide culturally appropriate and effective services.

The Afghan food and cultural profiles were developed with the assistance of community members and staff of Access Community Services, while MDA organised consultation with Syrian community members.

The profiles are published on the Metro South Health internet and intranet sites, along with other food and cultural profiles for local Burmese,

Chinese, Congolese, Indian, Maori, Samoan, Somali and Tongan communities.



## Capable and informed staff

An **online Cultural Diversity Training module** was developed and is now available for all MSH staff on [LEAPOnline](#).

**Staff education** on working with cultural diversity, working with interpreters and other customised multicultural staff training has been delivered face to face via in-services, corporate orientation, grand rounds and professional development forums.

ACT supported the running of **Multicultural Month activities** at QEII, Redland and Logan Hospital and provided face to face training during August on: cross-cultural health care; African cultures; and Vietnamese cultures.

ACT presented two workshops at the **Refugee Awareness Week (RAW) conference**.



ACT provided **education to university nursing, social work and dietetic and nutrition students** about cultural competence and working with CALD consumers.

**Religious meal requirements tool:** A draft education tool has been developed to educate hospital staff on religious dietary requirements and the importance of patient access to meals which meet these.

**Metro South Allied Health Showcase presentation:** Our team's presentation on community consultation, using the Maori and Pacifica Maternal Forum as an example, won the best presentation prize at this forum.



**Home Economics Institute of Australia state conference presentation:** ACT nutritionists were invited to deliver a workshop on food and culture. The workshop used the ACT Equitable and Accessible Care Framework to brainstorm practical ideas on how to make schools equitable, accessible and safe.

**World Congress on Public Health:** Our nutrition and health promotion work with the local Somali community, in partnership with Diversicare, will be presented at this conference in April 2017.

## Inclusive systems

The **Appointment Translation Tool** generates a simple one-page appointment letter in 33 different languages. ACT partnered with the NSW Refugee Health Service, who is the original developer of the tool to expand the number of supported languages. The Translation Tool now supports MSH's top languages requiring interpreter assistance.

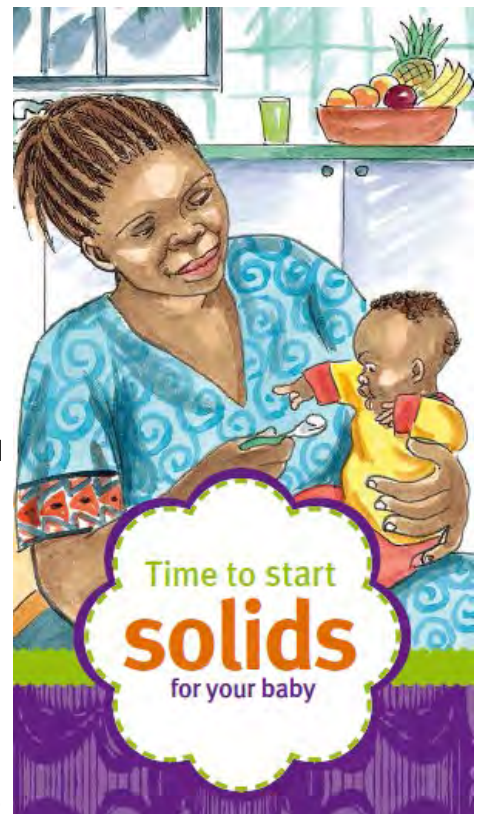
ACT supported Logan Hospital Emergency Department and Maternity Services to develop **translated triage tools**.

## Effective communication

**Publication and promotion of culturally and linguistically diverse nutrition resources:** Over 100 translated and easy English nutrition resources are e-published along with guides for health professional working with people from culturally and linguistically diverse backgrounds. Since e-publication in June 2016, the [multicultural nutrition page](#) has received over 2500 page views.

ACT and Children's Health Queensland updated the **Healthy Babies infant feeding resources for African communities** and distributed them to refugee-ready GPs, settlement agencies and Queensland Health refugee clinics across South-East Queensland.

**NEMO:** Team members have re-established and now lead the state Culturally and linguistically diverse NEMO (Nutrition Education Materials Online) Group. This group reviews, develops and promotes resources that promote best practice.



## MSH Disability Plan

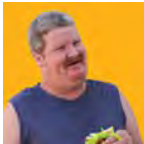
In 2016 MSH became the first Queensland Hospital Health Service to develop a Disability Plan. The MSH Disability Plan was endorsed by the Executive Planning and Innovation Committee in November.

The MSH Disability Plan aims to improve the accessibility and appropriateness of MSH services for people with disabilities. The plan also outlines how MSH will prepare for the National Disability Insurance Scheme (NDIS).

The plan was developed by the Disability Action Committee, which includes representatives from key MSH divisions and people with disability and advocates.

Forty-seven consumers and stakeholders provided feedback on the draft plan via a community forum and online methods.

The Disability Plan is a commitment within the MSH Strategic Plan.



## Healthy eating in supported accommodation

This is a partnership project between ACT nutritionists, MSH Addiction and Mental Health Services and supported accommodation providers. The project will address healthy eating across three action areas:

1. resources designed by and for supported accommodation
2. staff training /support
3. influencing external processes, organisations and environment.

A toolkit is currently in development and will contain sections on menu planning, food for special needs, recipes and helping residents to make healthy food choices.

## Flu Vaccination Project

Respiratory disease is a leading cause of death amongst people with disability. Our [influenza vaccination resources](#) were launched in April and feature people who live in supported accommodation services.

Our partner organisations on this project include Micah Projects and the Queensland Centre for Intellectual and Developmental Disability.





**QEII Oral Health Clinic Tour** was attended by 12 people with intellectual disability and seven carers. A further six disability workers attended an additional tour of the clinic for professionals.

The **Healthy Living Project** delivered nine health literacy sessions for an average of 29 people with disabilities at each session. Topics included patient rights, flu vaccination, mental health, bowel cancer screening, constipation management, and staying healthy during hot weather.

#### **NDIS readiness:**

- We provided training and support to establish a network of **20 NDIS Champions** within the Division of Addiction and Mental Health Services.
- We worked with Metro North Health to establish a **Statewide NDIS HHS Project Officer Network**. This network now has all Queensland HHSs participating and sharing NDIS readiness initiatives and advice.

We delivered seven **training sessions** for 139 MSH mental health staff and nursing students on placement.

We developed and distributed the **Head for Health** mental health resource which was developed by and for people who live in supported accommodation services. The booklet includes messages about physical activity, medication compliance, physical activity, hobbies and interests, sleep, social support, professional support and diet.

A **MSH Disability Email Network** was established in 2016. This is an email information network for MSH staff interested in disability issues. The network now has more than 90 subscribers.



*"This day has been so, so special for both David and myself. David, who lives with autism, has struggled with an enormous fear of the dentist but through the care and personal touch shown toward him today, the whole dental experience has been demystified." Joan, mother of David.*

#### **Remember your medication**

If a doctor has prescribed medication, then you need to remember to take it. Pill boxes or Webster Packs can help you remember. Talk to your doctor or pharmacist if you are worried about your medications.



# Aboriginal and Torres Strait Islander People

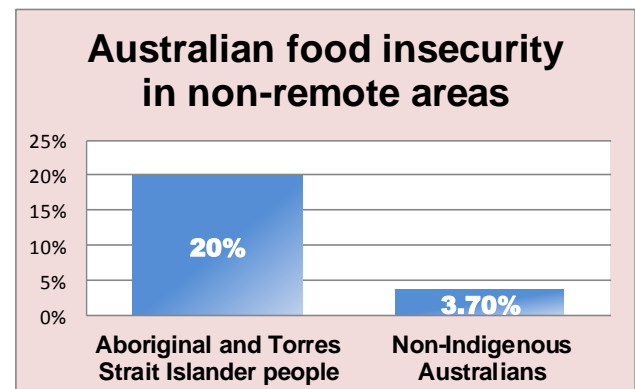
## Food security research

Two qualitative research proposals have been developed throughout 2016 to better understand food insecurity for Aboriginal and Torres Strait Islander people living in urban communities.

Focusing on Inala community members experiences of food insecurity and how health staff respond to the issue, both projects will be undertaken in 2017-18.

An Advisory Group consisting of Aboriginal and Torres Strait Islander people from the Inala community and staff from Inala Indigenous Health Service has been established to guide the research projects.

Both projects have received approval from the Inala Community Jury for Aboriginal and Torres Strait Islander Health Research.



Australian Bureau of Statistics 4727.0.55.005, 2015.

## NAIDOC Musgrave Park Family Fun Day 2016

This year the team cooked up fried rice at the event to promote tasty and affordable healthy eating and increased vegetable consumption. We distributed 221 food samples for attendees to taste, along with 80 recipe ingredient packs to encourage home cooking.

All stall attendees reported liking the taste of the sample on the day and 85% of evaluation respondents cooked the fried rice recipe within two weeks.



## Clinic cook ups

Throughout 2016, regular cook ups were held at the Inala Indigenous Health clinic to demonstrate healthy cooking techniques and promote produce from the clinic garden.

Recipe samples were provided that allowed for discussion with clients, and recipes were shared on social media.

Two cooking videos were prepared and distributed on Facebook to promote healthy eating using a variety of formats.



# Aboriginal and Torres Strait Islander People

## Nutrition promotion at community events:

A variety of nutrition promotion activities were held during 2016 at community events across Metro South including Punyahra, Inala NAIDOC, school holiday programs at Inala and Carole Park, and a Murri School health expo.

## Nutrition program at Wandarrah Preschool:

Continuing from previous years, Aboriginal and Torres Strait Islander nutrition staff delivered a healthy eating and cooking program during terms 2 & 3 aimed at encouraging preschool children to have fun with healthy food.

## Nutrition Education Materials Online (NEMO):

ACT Nutritionists are facilitating the Aboriginal and Torres Strait Islander NEMO group to coordinate the review of appropriate, high quality and evidence-based resources for the Queensland Health website. The NEMO website is an important information source for clinical dietitians, with over 90,000 views per year.

## Cultural competency training for nutrition & dietetics students:

Two lectures were presented to QUT Nutrition & Dietetics students relating to Aboriginal and Torres Strait Islander nutrition and cultural competency sessions were provided to each nutrition student block in 2016.



# People experiencing homelessness

## Logan Street Services Guide

The Logan Street Services Guide provides practical, relevant and useful information on where to get help with a variety of issues that impact on people experiencing homelessness or at risk of homelessness in the Logan area.

A number of government and non-government agencies worked together facilitated by ACT to develop the guide.

With the release of the second edition in 2016, over 11,000 guides were distributed across the Logan area. Evaluation of the first edition was positive and requests for more guides are continuing.



## Homeless Action Steering Committee

The Homeless Action / Steering Committee was initiated following a MSH Homeless Forum.

The committee consists of representatives from MSH services who work with people who are homeless or vulnerably housed.

The committee provides leadership and advocacy on matters affecting the health of people who are homeless.

## Logan Homeless Connect

The inaugural Logan Homeless Connect was held in August 2016, with more than 500 adults attending. ACT helped plan and coordinate the event with partners.

Representatives from MSH included Oral Health, Breast Screen and Addiction and Mental Health Services.

External agencies included Street Doctors, Hearing Services and students from Griffith University and QUT.



# People experiencing homelessness

ACT is a member of **Safe by the Bay Committee**, which seeks to promote social inclusion and decrease marginalisation for people who are homeless or at risk of homelessness. In 2016, the committee held four community lunches.

ACT provides a representative on the **Pathways Hospital Admission and Discharge Pilot Project Steering Committee** – a joint Micah (Brisbane Homeless Service Collaborative) and St Vincent's Private Hospital Brisbane project.



## Contact us

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- QHEPS site:** <http://qheps.health.qld.gov.au/metrosouth/hea/>

