

The Health Literacy Project

A project delivered by Mater Refugee Health and funded by Brisbane South PHN
(July 2022- June 2023)



Health System Navigation presentation to students at Upper Mt Gravatt TAFE

Overview

- Refugee Health Consultants in Brisbane were trained about the Australian Health System
- Workshops about Healthcare in Queensland: Navigating the Health System were delivered to multicultural communities by consultants through attending groups in TAFEs or coordinating community health workshops
- Information was delivered in language or sometimes in partnership with health services and an interpreter
- A resource Healthcare in Queensland: A guide for Queensland humanitarian program arrivals was produced in English and Swahili in collaboration with Queensland Health Communication branch and in consultation with community and clinicians. More languages coming soon.
- Health system navigation resources were given at workshops to complement information

Highlights

- Trained 18 bi cultural workers in 'Navigating the Australian Health System' from 14 different cultural backgrounds
- Delivered 39 health system navigation workshops
- Co designed and presented information to 1082 people born in 39 different countries
- Partnered with TAFE Qld, True Relationships and Reproductive Health and Qld Program of Assistance to Survivors of Torture and Trauma (QPASTT) to deliver information about the Queensland health system

This project builds on the project funded by Brisbane south PHN 2020-2022. A summary of the initial phase of the project can be viewed here:

<https://bit.ly/3zQISUu>

What works well

- Workshops driven by community need and readiness
- Bi cultural workers supported and trained with health system information
- Project works with trusted community members to engage community, tailor information and co present
- Food and childcare provided at workshops to increase community access
- Strong relationships with partner organisations to ensure a meaningful response to community requests
- Collaboration and partnership with Queensland Health Communications Branch and Brisbane South PHN
- Information usually delivered in language

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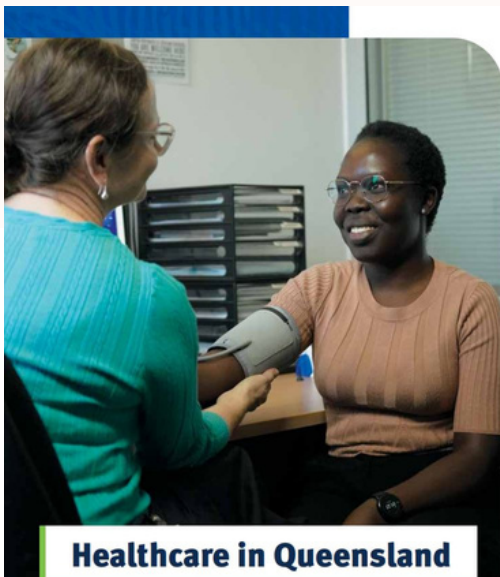
'I learned about multicultural connect line phone number if I feel stressed, general health, breast, cervical and bowel check-ups, how to take care of myself if I get COVID and how to choose healthy food for my family.'

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Topics covered

- What to do when you are sick
- Asking for an interpreter
- Seeing a Doctor and Specialist
- Medicare and Health Care Cards
- Medicines
- Vaccinations
- Preventative Health Care
- Mental Wellbeing
- Oral Health
- Chronic Disease



Healthcare in Queensland

A guide for Queensland humanitarian program arrivals

English



What we can offer (2023)

- Training about 'Navigating the Health System in Queensland' for community leaders and cultural support workers
- Co design and presentation of health system information tailored to community need for multicultural communities - often in language
- Sharing of health resources including translated resources to support workshops for multicultural communities

More information:

[About Health Literacy](#)

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