



Refugee Service Coordination Project

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HealthWest

- Strategic Initiative of WestBay and Brimbank Melton PCPs
- Covers 5 LGAS – Maribyrnong, Hobsons Bay Wyndham, Brimbank and Melton
- Members include Local government, hospitals, community health centres, GP divisions, RDNS, mental health, women's health, and a range of other local, regional and statewide agencies such as ethno specific agencies, Carer agencies, indigenous health and welfare and disability.



Refugees in Victoria

- Victoria annually settles a third of Australia's refugee and humanitarian entrants.
- A third of these settle in the 5 LGAs mentioned.
- In the past 5 years, this is over 4,600 entrants.
- There are multiple agencies that currently respond to the needs of refugees in the West.
- There are a number of communities who have also established groups or agencies to provide services.

Refugee Health Service Coordination project

- Funded through a “one-off” initiative by the Primary Health Branch of the Department of Human Services (DHS)
- Funds allocated to each of the 8 PCPs where Refugee Health Nurses are situated.
- Aim is to develop stronger, more integrated, community-based, health and community services for refugees by:
 - Reducing duplicative practices.
 - Increasing understanding of referral pathways.
 - Improving service coordination.
 - Increase integrated health promotion practice



Participants

- Western Region Health Centre
- ISIS Primary Care
- AMES North West MRC
- WMDGP, Westgate DGP
- Royal Melbourne Hospital
- Royal Children's Hospital
- Western Health
- Western English Language School
- Foundation House
- Maribyrnong Council
- Brimbank Council
- Royal Women's Hospital
- New Hope Foundation
- Karen Refugee Rep
- Dinka Refugee Rep
- Individual GPs
- DIMIA
- DHS

Process and approach

Approach

- Service system redevelopment approach utilised
- Engage players across the continuum of care
- Include practitioners and managers
- Look at all elements of system

Process

- Identify issues through interviews then document
- Workshop and problem solve with practitioners and managers
- Develop and trial/pilot solutions
- Formal sign off by participating agencies
- Focus on sustainability

Initial Project Outcomes/ Benefits

Outcomes

- Agreed Care Pathway
- Complexity Screening tool
- Service Coordination Protocol
- New Partnerships (including statewide specialists and GPs)

Benefits

- Extension of project identified as a priority for Victorian refugee health network
- Aim is to develop stronger, more integrated, community-based, health and community services for refugees by:
 - Reducing duplicative practices.
 - Increasing understanding of referral pathways.
 - Improving service coordination.
 - Increase integrated health promotion practice



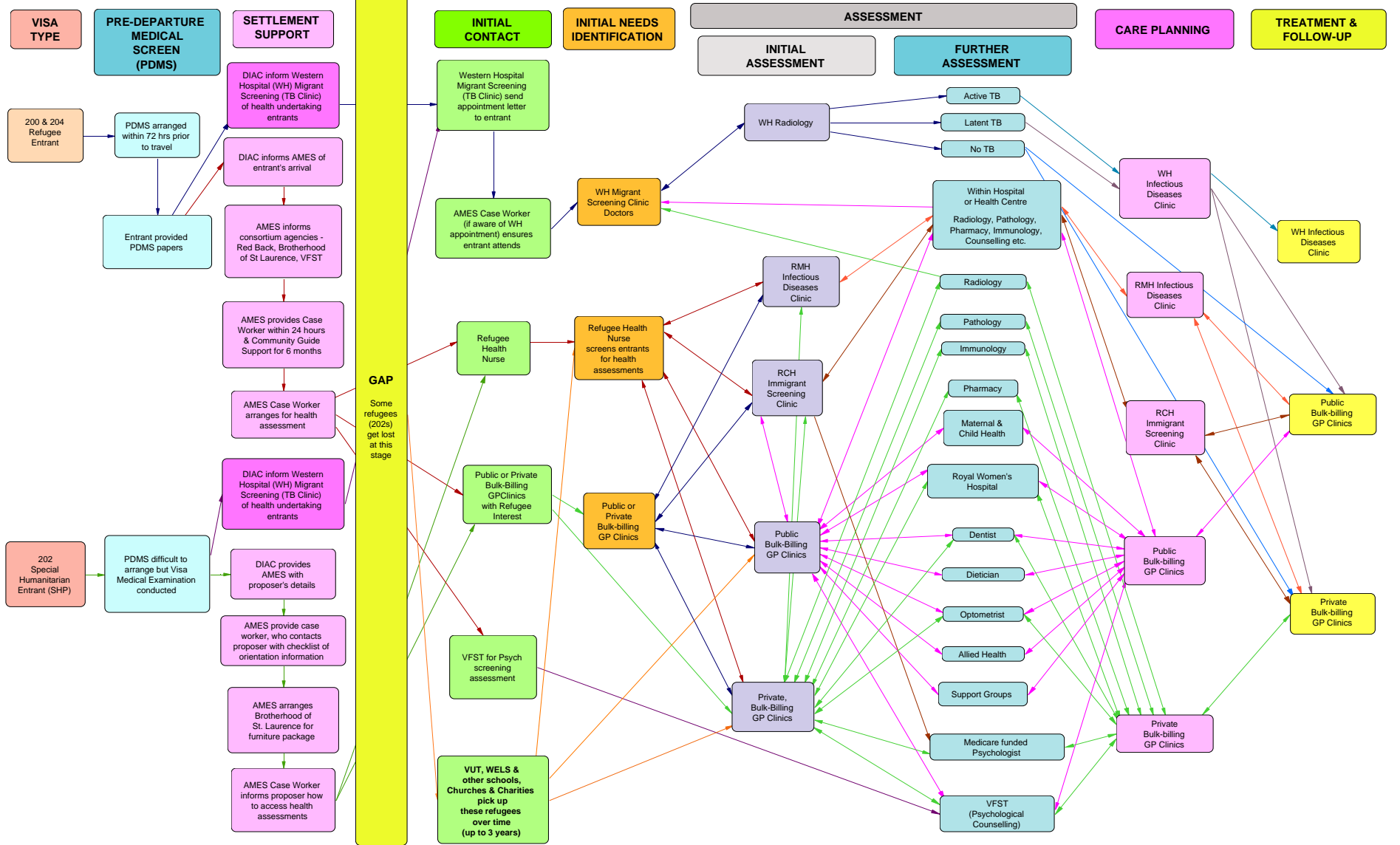
CURRENT SETTLEMENT PATHWAY

REFUGEE & SPECIAL HUMANITARIAN PROGRAM VISA HOLDERS IN

Maribyrnong, Hobson's Bay & Wyndham, Brimbank & Melton

CURRENT CARE PATHWAY

FOR REFUGEE ACCESS TO HEALTH SERVICES IN Maribyrnong, Hobson's Bay & Wyndham, Brimbank & Melton



Refugee Health Service Coordination REFUGEE CARE PATHWAY

PROPOSED SETTLEMENT PATHWAY

REFUGEE & SPECIAL HUMANITARIAN PROGRAM VISA HOLDERS
in Maribyrnong, Hobson's Bay & Wyndham, Brimbank & Melton

PROPOSED HEALTH CARE PATHWAY

FOR REFUGEE ACCESS TO HEALTH SERVICES
in Maribyrnong, Hobson's Bay & Wyndham, Brimbank & Melton

1. DIAC INITIAL CONTACT

1A. Visa Type

1B. Visa 200 Refugee & 204 Women at Risk Entrants (Eligible for all services)

1C. 202 Global Special Humanitarian (SHP) Entrant
Visas 201 In-country Special Humanitarian & 203 Emergency Rescue (Eligible for all Services)

1D. Other Types of Humanitarian & Temporary Visas: Bridging (10-70), Working & Humanitarian (405-497), Visitors (675-695), & Border Temporary Protection (771-787). Usually don't have Medicare or IHSS access*, and DHS access is not free.

1E. Medicare & IHSS Ineligible Asylum Seekers

1F. TOOLS



2. SETTLEMENT SUPPORT

2A. Settlement Consortia Partners for Victoria - AMES Provides (AMES), Red Back, Brotherhood of St Laurence and VFSIT

2B. IHSS provider - Adult Multicultural Education Services (AMES) Settlement Support

2C. Red Back: Provide pick-up & transport from airport & temporary housing for Visa 200 & 204

2D. "Brotherhood of St. Laurence": Provides basic household furniture and goods package for Visas 200-204

2E. AMES Case Coordinator & Community Guide: Provides support for Visa 200 & 204 entrants (for 6 months) & on request* for Visa 202s

2F. "Victorian Foundation for Survivors of Torture (Foundation House)": Psychiatric screening assessment, short-term counseling & advocacy for Visas 200-204

2G. Asylum Seekers: In process of seeking asylum

2H. AMES
* Holistic Assessment
* Complexity Screen

2I. Asylum Seekers: Unrestricted, free access to all state funded health and community services*

2J. High Complexity 200 & 204 Cases and 202 Cases (on request)

2K. Low Complexity 200 & 204 Cases and 202 Cases (on request)

3. INITIAL CONTACT

3A. TB Health Undertaking: Western Hospital Migrant Screening (Statewide TB Clinic for TB Health Undertaking)

3B. Red Alert: Hospital Emergency Department

3C. Yellow Alert: Public or Private Bulk Billing GP Clinic with Refugee Interest

3D. Refugee Health Nurse (RHN) (where present)

3E. Community Health Nurse (CHN) (where available)

3F. GP or Receptionist / Clinic Nurse at GP Clinic

3G. Community Health Centre

3H. Hospital Emergency Department

3I. Asylum Seekers: Assistance provided by organisations such as the Asylum Seeker Resource Centre

3J. *Refugee Health Assessment
* MBS Items 714 & 716
* Service Coordination Tool Templates (SCTT)
* Consumer Consent to share information
* Confidential Referral Cover Sheet
* Consumer Information
* Summary &

3K. *Refugee Health Assessment
* MBS Items 714 & 716
* GP Referral Template

3L. *GP Referral Template
* Summary & Referral

3M. *GP Management Plan (GPMP)
* GP Team Care Arrangement (TCA)
* SCTT
* Organisational Profiles
* Functional Assessment Summary
* etc

3N. *GP Management Plan (GPMP)
* GP Team Care Arrangement (TCA)
* SCTT
* Service Coordination Plan

4. INITIAL NEEDS IDENTIFICATION

4A. Combined initial assessment: With Refugee, RHN or CHN & Interpreter. Partially completes Refugee Health Assessment

4B. AMES Community Guide / Access Worker / Volunteer Support: Arranges transportation to appointments

4C. GP Clinic (Public or Private Bulk Billing with Refugee Interest)

4D. *GP Referral Template
* Summary & Referral

4E. *GP Management Plan (GPMP)
* GP Team Care Arrangement (TCA)
* SCTT
* Organisational Profiles
* Functional Assessment Summary
* etc

4F. *GP Management Plan (GPMP)
* GP Team Care Arrangement (TCA)
* SCTT
* Service Coordination Plan

5 & 6. ASSESSMENT

5. INITIAL ASSESSMENT

5A. Active TB

5B. Latent TB

5C. RCH TB Clinic

5D. Western Hospital Infectious Diseases Clinic

5E. Western Hospital Hepatitis Clinic

5F. Royal Melbourne Hospital Infectious Diseases Clinic

5G. Royal Childrens Hospital Immigrant Screening Clinic

5H. Public / Private Laboratory Testing Centres (Radiology, Pathology, Immunology)

5I. Maternal & Child Health (MCH) Nurses

5J. Asylum Seekers: Assistance provided by organisations such as the Asylum Seeker Resource Centre

5K. *GP Referral Template
* Summary & Referral

5L. *GP Management Plan (GPMP)
* GP Team Care Arrangement (TCA)
* SCTT
* Organisational Profiles
* Functional Assessment Summary
* etc

5M. *GP Management Plan (GPMP)
* GP Team Care Arrangement (TCA)
* SCTT
* Service Coordination Plan

6. FURTHER ASSESSMENT

6A. GP bases with Hospital Specialist and RHN / CHN: Coordinates further assessments as required

6B. AMES Community Guide / Access Worker / Volunteer Support: Arranges transportation to appointments

6C. Acute / Specialist Medical

6D. Allied Health: (Optometrist, Dietician, Audiologist, PI/OT, V/D Clinic etc)

6E. Specialist Women's Health / MCH

6F. Sexual Health Services

6G. Acute / Specialist Mental Health

6H. Victorian Foundation for Survivors of Torture (Foundation House): Medium to long-term counseling & advocacy

6I. Dental

6J. Asylum Seekers: Assistance provided by organisations such as the Asylum Seeker Resource Centre

6K. *GP Referral Template
* Summary & Referral

6L. *GP Management Plan (GPMP)
* GP Team Care Arrangement (TCA)
* SCTT
* Organisational Profiles
* Functional Assessment Summary
* etc

6M. *GP Management Plan (GPMP)
* GP Team Care Arrangement (TCA)
* SCTT
* Service Coordination Plan

7. CARE PLANNING

7A. Team Care Planning: GP bases with RHN / CHN and AMES Case Coordinator to decide on Care Plan and Treatment

7B. Asylum Seekers: Assistance provided by organisations such as the Asylum Seeker Resource Centre

7C. *GP Referral Template
* Summary & Referral

7D. *GP Management Plan (GPMP)
* GP Team Care Arrangement (TCA)
* SCTT
* Organisational Profiles
* Functional Assessment Summary
* etc

7E. *GP Management Plan (GPMP)
* GP Team Care Arrangement (TCA)
* SCTT
* Service Coordination Plan

8. TREATMENT & FOLLOW-UP

8A. Western Hospital TB Clinic

8B. Specialist Medical

8C. Allied Health: (Optometrist, Dietician, Audiologist, PI/OT, V/D Clinic, etc)

8D. Specialist Women's Health / MCH

8E. Sexual Health Services

8F. Specialist Mental Health

8G. Victorian Foundation for Survivors of Torture (Foundation House): Medium to long-term counseling & advocacy

8H. Community Support Groups

8I. Asylum Seekers: Assistance provided by organisations such as the Asylum Seeker Resource Centre

8J. *GP Referral Template
* Summary & Referral

8K. *GP Management Plan (GPMP)
* GP Team Care Arrangement (TCA)
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8L. *GP Management Plan (GPMP)
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In summary

- PCP's can provide opportunity.
- PCP's enable a broad range of agencies to come together to resolve issues all of us face.
- Work would not have been able to be completed without a partnership approach.
- Partnerships enable service system reform in ways that often have not been explored.
- Limited resources so have to be smart about how we use them.
- Positive outcomes for the community are a reality

