Do you want support to overcome complex refugee and asylum seeker issues?

## **Would your staff like to access free in-house education on refugee and asylum seeker health topics?**

## **Is your practice interested in specialising in refugee and asylum seeker health?**

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North Western Melbourne PHN has commissioned five health professionals to be our ‘Refugee Health Experts’, who will be able to provide education, support and mentoring to general practice staff. Each expert has extensive experience in providing services to people with refugee-like backgrounds, either in a generalist or specialist capacity.

We would like to offer all general practices in the North Western Melbourne PHN region the opportunity to receive in-house support/ education from our Refugee Health Experts.

**Who will deliver our support/ education?**

The experts will be allocated based upon your practice’s identified needs.

**In what form can support/ education be delivered?**

The support provided can take the form of:

* Education delivered to the whole practice or to specific people, around general cultural awareness or on specific clinical topics.
* Support and advice delivered as more of a collaborative session: Examples: clinical advice on specific cases; tips on setting up welcoming and supportive practice systems.

\*Even if you don’t want a visit, you can phone/email Refugee Health Fellows for advice: <http://www.nwmphn.org.au/_uploads/_ckpg/files/Services/Refugee/2016-Refugee-Health-Fellows-flyer.pdf>

**Who can receive support/ education?**

Education can be delivered to general practitioners, practice nurses, or whole practice teams.

**Our practice is interested. What do we do now?**

Please see the education and support options available on Pages 3 and 4. Please complete pages 3 and 4 and return to us at samantha.milford@mpcn.org.au or fax on 9347 7433.

**Background on Refugee and Asylum Seeker Health**

Australia currently accepts 13,750 humanitarian entrants per year, and is also accepting an additional 12,000 Syrian / Iraqi refugees. Approximately 30-40% of these entrants are settled in Victoria; many Syrian refugees are likely to be settled in areas to the north of Melbourne.

It is common for refugees to move from their initial location to be closer to family or friends, so any services in the region could reasonably expect a number of refugees to be living in the area and accessing their services. Currently, around 10,000 asylum seekers also live in the community in Victoria, many of which are able to access Medicare.

People with a refugee-like background (encompassing refugees, asylum seekers, and other humanitarian entrants on different visas) are an extremely vulnerable population, have been through significant trauma and oppression, and may have previously received poor or no healthcare. Due to their background and their experiences, they have a higher level of need than the general population, and require strong support from general practice as key caregivers and gateways to the rest of the health system.

North Western Melbourne PHN recognises that refugee health is complex and has identified a need to facilitate strong support and mentoring links between general practice and other experts.

**Aims of the program**

The overall aims of this support program are to:

* improve general practice staff awareness;
* provide clinical education;
* aid whole practice improvement;
* enable clinicians to understand and complete a Refugee Health Assessment;
* help implement refugee and asylum seeker friendly systems in general practice;
* support general practices to overcome complex issues; and,
* improve linkages between general practice and other support resources.

**Your practice**

This support program is available to all general practices in the North Western Melbourne PHN region, regardless of current experience or knowledge. The information delivered can be tailored to your practice’s needs, to ensure it is relevant and useful for staff. The skill set also transfers well to other practice populations, such as CALD patients.

Your practice may or may not currently have a significant refugee or asylum seeker population. It is also possible that refugees or asylum seekers attend your practice but have not identified as refugees.

Whilst the PHN does not directly accredit these activities, GPs may choose to use these sessions as a basis for a quality improvement activity, under RACGP’s QI&CPD Program - Self Directed Learning. Practices can go to <https://www.racgp.org.au/education/qicpd-program/gps/self-directed-learning/> for more information about how to apply for points.

**Our practice would like to receive support/ education about Refugee and Asylum Seeker Health**

|  |  |
| --- | --- |
| Practice: |  |
| Practice address: |  |
| Contact name: |  | Phone number: |  |
| Contact email: |  |

**Practice’s current issues**

Do you or your practice currently have any specific issues or questions relating to refugees or asylum seekers that you need support with? These could include specific cases you need advice about. We will make sure these issues are addressed during the visit/s.

**Education Options**

There are two education options available to choose from on the next page:

**Option 1: Receive a package of three visits, which will provide a good broad overview of refugee and asylum seeker health issues.**

Receiving this package of education will put your practice in a good position to be a first point of call for referrals from settlement services or refugee health nurses when refugees or asylum seekers first arrive.

**Option 2: Receive specific education/ support in particular areas.**

Your practice may need an update or some support around one or two very specific topics only.

**Option 1: Package of three visits**

[ ]  Our practice would like to receive the package of three visits (ideally one hour each):

* Introduction to refugee health: cultural awareness, the refugee experience, refugee health assessment process, MBS items, common health conditions including non-communicable diseases, screening. (*Aimed at clinical and non-clinical staff*)
* Paediatric health: learning, developmental and behavioural issues, education, maternal child health, facilitating referrals, child mental health, catch up immunisations (*Aimed at clinical staff*)
* Overview of infectious diseases: TB, hep B, schistosomiasis, strongyloides (*Aimed at clinical staff*)

**OR**

**Option 2: Specific education / support in particular areas**

(Please tick up to 3 topics below).\*Note: Topics may be combined into one visit, or delivered separately. This will depend upon the practice’s availability, and the topics chosen.

[ ]  Chronic Hepatitis B screening and management

[ ]  Conducting a Refugee Health Assessment / completing care plans

[ ]  Conducting catch-up immunisations for refugees

[ ]  Health literacy - common problems and help using Translating and Interpreting Service

[ ]  Introduction to refugee and asylum seeker health: the refugee experience, access issues, identifying refugees in the practice, using interpreters, maximising Medicare billing (*Aimed at clinical and non-clinical staff*)

[ ]  Latent TB screening and management

[ ]  Mental health in refugees (general or specific to adults or children)

[ ]  Other infectious disease screening and management (excl. hep B and TB)

[ ]  Paediatrics – learning, developmental and behavioural issues

[ ]  Red flags in refugee health

[ ]  Refugee Health referrals

[ ]  Supporting a whole of practice approach (*Aimed at clinical and non-clinical*)

[ ]  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[ ]  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please complete and return to** **samantha.milford@mpcn.org.au** **or fax to 9347 7433**