



victorian refugee  
health network



## PROJECT INFORMATION SHEET

### Supporting general practice in the delivery of healthcare to people from refugee backgrounds

General practice is crucial for on arrival health assessment and ongoing care of people from refugee backgrounds, including asylum seekers, and many practices have developed significant clinical and organisational capacity in this area.

The number of people settling under the humanitarian program in Victoria will soon increase as many people fleeing the conflict in Syria and Iraq are resettled in Victoria. This is in addition to the existing 4 000 people who settle in Victoria every year under the existing humanitarian program and the 11 000 who are currently seeking asylum. Humanitarian settlement will grow and move into new areas, and as new communities are established general practices will provide crucial healthcare.

The Victorian Refugee Health Network has partnered with ISIS Primary Care and EACH Social and Community Health Service to develop and trial an approach to supporting general practice so that practices are ready, willing and confident to respond.

So far we have been scoping the challenges, needs and priorities when working with people from refugee backgrounds in general practice through surveys, interviews and review of the academic literature.

We are interested in working together with you to support all areas of your general practice and to do so in a manner that would be most useful and valuable for you.

### What does the project involve?

If your practice is interested, we'd like to work with you to help identify, implement and measure practice changes that meet your needs and ensure that the delivery of healthcare to people from refugee backgrounds is efficient, effective and good quality. These may be small or larger practice changes depending on your needs, priorities and resources.

We are interested in how we can work together to support both clinical and non-clinical staff to improve knowledge, skills and systems to assist in the delivery of healthcare to people from refugee backgrounds.

This first step will involve a discussion with your local refugee health nurse to understand what motivates you to work with people from refugee backgrounds, what you value about this work, the challenges you face and what would make this easier or more effective for you.

## Identifying your priorities and areas for action

1. What are the things that **motivate** you / what would motivate you (as a GP/Practice Nurse/principal GP/PM) to see people from refugee backgrounds, including those seeking asylum, in your practice?
2. What do you **value** most about seeing patients from refugee backgrounds in your practice?
- 3a. What do you find **challenging** when you work with people from refugee backgrounds? *(please describe in as much detail as possible)*
  - 3b. How do you work to address or try to overcome these challenges?
  - 3c. Where do you go for support or information?
- 4a. If money, resources and time were no object what would facilitate the delivery of accessible and appropriate health care to people from refugee backgrounds in your general practice?
  - 4b. How would **you** prioritise this wish list? (list your top 3 most immediate needs)

*We will then support the development of a tailored action plan for your practice and will provide you with practical support and resources to assist you with implementation and evaluation.*

## Find out more or get involved

If you have a Practice Nurse, Practice Manager, GP, or Reception staff member who is interested in refugee health, and you think your practice would like to be involved, please contact:

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