

Area for improvement: Communication

Foundational skills and systems	Whole of practice suggestions	
<i>Practice has a welcoming physical environment</i>	Reception	<ul style="list-style-type: none"> • Appropriate artwork or multilingual “Welcome” signs displayed in waiting room • Space/toys for children to play • Interpreter poster displayed in waiting area • Posters/healthcare information with diverse/multicultural people/images • •
	Practice Nurse	<ul style="list-style-type: none"> • •
	Practice Manager	<ul style="list-style-type: none"> • Photos of staff are displayed in the waiting room
	General Practitioner	<ul style="list-style-type: none"> •
	Other	
<i>Demonstrated knowledge of and use of accredited interpreters by all staff</i>	Reception	<ul style="list-style-type: none"> • Practical training undertaken in working effectively with interpreters • TIS code and Doctors Priority Line displayed at reception • Need for an interpreter and language spoken is documented in patient records/information • Reception staff make interpreter bookings ahead of time if/where possible • Interpreters are used to communicate next appointment or follow up details •
	Practice Nurse	<ul style="list-style-type: none"> • Practical demonstration/training undertaken in working effectively with interpreters • TIS Code and Doctors Priority Line displayed prominently near phones • Need for interpreter and language spoken is routinely included in referral forms • TIS “I need an interpreter” card is provided to patients for future appointments
	Practice Manager	<ul style="list-style-type: none"> • Practice has a policy that outlines interpreting and language services • Practice is registered with TIS and TIS code is displayed on all phones • Interpreter booking processes and procedures clearly documented & accessible to all staff • Appropriate speaker phones accessible to all practice staff • Need for an interpreter and language spoken is included on all outgoing referral forms
	General Practitioner	<ul style="list-style-type: none"> • Practical training undertaken in working effectively with interpreters • TIS Code and Doctors Priority Line displayed prominently near phones • Need for an interpreter and language spoken is routinely included in referral forms

		<ul style="list-style-type: none"> • GP is familiar with the RACGP Curriculum CS1.1.1.5b (Professional interpreter services)
	Other	
<i>Demonstrated confidence in working cross culturally</i>	Reception	<ul style="list-style-type: none"> • Reception ask and record gender preference of practitioner • Reception staff check that clients understand information about appointments and follow up
	Practice Nurse	<ul style="list-style-type: none"> • PNs deliver sensitive and appropriate health assessment, diagnosis and management plans e.g. Promoting Refugee Health and Consensus Guidelines are utilised in practice. • Demonstrated awareness and skills to address health literacy. PNs check that information about diagnosis, treatment and management has been understood by the client e.g. using the Teachback method. • PNs consider patients health beliefs and explanatory models
	Practice Manager	<ul style="list-style-type: none"> • Cultural competence/safety training and updates are provided to practice staff • Discussion about working cross culturally is encouraged and supported i.e. in team meetings
	General Practitioner	<ul style="list-style-type: none"> • Availability of female and male GP's where possible • GPs deliver sensitive and appropriate health assessment, diagnosis and management plans e.g. Promoting Refugee Health and Consensus Guidelines are utilised in practice. • Demonstrated awareness and skills to address health literacy. GPs check that information about diagnosis, treatment and management has been understood by the client e.g. using the Teachback method. • GP is familiar with RACGP Curriculum S1.1.1.2c (Cultural Competence) •
	Other	

Additional skills and systems	Practice Suggestions	
<i>Demonstrated informal/incidental counselling skills</i>	Reception	<ul style="list-style-type: none"> • Referral information is up to date for Torture and Trauma Counselling and local/community health general counselling where appropriate •
	Practice Nurse	<ul style="list-style-type: none"> • Trauma informed Incidental Counselling Training has been undertaken • Local referral pathways are utilised for Torture and Trauma/generalist counselling referrals •
	Practice Manager	<ul style="list-style-type: none"> • Incidental counselling is promoted/offered to relevant staff • Referral information is available to relevant staff for Torture and Trauma Counselling and local/community health generalist counselling where appropriate. • Counselling referral forms indicate need for an interpreter and language spoken •
	General Practitioner	<ul style="list-style-type: none"> • Trauma informed Incidental Counselling Training has been undertaken • Local referral pathways are utilised for Torture and Trauma/generalist counselling referrals •
	Other	
<i>Demonstrated availability of or access to multilingual resources in relevant languages</i>	Reception	<ul style="list-style-type: none"> • Multilingual health and practice information in appropriate languages available in reception • Bilingual front of house staff employed in relevant languages •
	Practice Nurse	<ul style="list-style-type: none"> • Health Translations Directory bookmarked and printer accessible • Bilingual clinical staff are employed in relevant languages •
	Practice Manager	<ul style="list-style-type: none"> • Multilingual resources developed/sourced Practice Info; Privacy & Confidentiality • Clinical staff are aware of the Health Translations Directory and are able to access it and print when required •
	General Practitioner	<ul style="list-style-type: none"> • Health Translations Directory bookmarked and printer accessible • Bilingual clinical staff are employed in relevant languages •
	Other	

<i>Knowledge and understanding of local settlement services for support</i>	Reception	<ul style="list-style-type: none"> • Details of local settlement caseworkers are accessible at reception • Caseworker details are recorded in patient file/record for assistance with first appointments •
	Practice Nurse	<ul style="list-style-type: none"> • Knowledge of local settlement services and how to get in touch
	Practice Manager	<ul style="list-style-type: none"> • Practice is listed on local settlement services GP lists or PHN lists as interested in refugee health • Local Settlement Managers & caseworker details are documented and accessible to all staff •
	General Practitioner	<ul style="list-style-type: none"> • Interest in refugee health is noted on GP profiles/website etc • GP attends or receives local settlement service/network information •
	Other	

*These suggestions have been developed with reference to the RACGP Curriculum: Core Competencies; Refugee and Asylum Seeker Community Health Guidelines; and based on the advice of the Victorian Refugee Health Network Primary Care Project Advisory Group and Project team who have expertise in both general practice and refugee primary health care

**These have been compiled to assist with general practice service delivery to people from refugee backgrounds, however they are flexible and may be modified or redeveloped by general practices and refugee health general practice facilitators.