



victorian refugee  
health network

# State-wide Meeting

August 2022

# Agenda

2:10  
PM

## Order of Agenda

- **National Policy Update:** Refugee Council Of Australia
- **Victoria Settlement Data & Victorian Refugee Health Network (VRHN):**
  - VRHN Sector Development and Policy Advisor (Kristina Rienmueller)
  - VRHN Program Coordinator (Gavin Halge)
- **COVID-19 Update:** Update from the Senior Medical Adviser with Victorian Department of Health. (Dr. Lakshmi)
- **Victorian State Budget:** Department of Health (Manager of Diversity and Access team: Kim-Louise van den Nouwelant)
- **Multicultural Health Connect:** Manager of Multicultural Health Connect (Sameera Suleman)

5-10  
mins

- **Questions and Discussion.**

3:55  
PM

- **Evaluation via SurveyMonkey**

4:00  
PM

- **Meeting Close**

# Headline Updates

2:10  
PM

## National Policy Updates

Refugee Council Of Australia



# Global displacement as at July 2022

- 30.2 million refugees – 21.3 million refugees under UNHCR's mandate as at 31 Dec 2021,  
5.8 million Palestinian refugees under UNRWA's mandate, 3.1 million Ukrainian refugees in Europe as at 12 July 2022
- 4.4 million Venezuelans displaced abroad
- 4.6 million asylum seekers
- 60.2 million people internally displaced – 53.2 million as at 31 Dec 2021, 7 million Ukrainians as at 12 July 2022

**Total number of people displaced: 99.4 million** – 39.2 million outside country of origin

# Solutions for refugees

Three durable solutions for refugees:

- Safe return to country of origin
- Local integration in host country
- Resettlement to another country

In 2021:

- 429,300 refugees were able to return home
- 57,500 refugees were resettled to other countries (down from 107,800 in 2019)

**More than 30 million refugees have no solution in sight**

# Our vision for change

Since 2017, we have been working with member organisations to promote a [Platform for Change](#):

1. Solutions for people held in the limbo of offshore processing.
2. A single national asylum process which offers fairness, rights to appeal, a basic safety net and permanent protection to refugees.
3. Immigration detention used only as a last resort and for the shortest time possible.
4. An expanding refugee resettlement program which includes an additional community sponsorship program.
5. Australia to begin caring about the treatment of refugees in Asia, promoting policies which increase the chance of refugees getting properly protected where they first seek help.

# Offshore processing

- 3,127 people were sent to Nauru and PNG from July 2013 to early 2014. All boats of asylum seekers since then sent back to Indonesia, Sri Lanka or Vietnam
- 1,056 refugees have been resettled – 1,006 to USA and the rest to Canada and Europe. More than 750 have returned to country of origin, 15 have died and 251 children born since 2013
- 1,384 people remain – 112 in Nauru, 104 in PNG, 1,168 transferred to Australia for medical reasons (6 still in detention)

**Resettlement options currently available:** up to 250 in USA, 450 in New Zealand (150 per year to June 2025) and 159 sponsorship applications to Canada through [Operation Not Forgotten](#)

**ALP plans to continue with this policy** but must find solutions for 500-600 people

# Temporary protection

- 31,253 people assessed under 'fast track' process with no right to independent review
- **19,345 refugees** now on 3-year Temporary Protection Visa (TPVs) or 5-year Safe Haven Enterprise Visa (SHEV). 1,190 are still waiting for an initial decision. 987 seeking review of negative decision. Question of fairness for 9,731 people refused visas under an unfair process opposed by the ALP

Policy leaves refugees **unable to reunite with separated family members** and always uncertain about their future in Australia and travel permissions worsening

**ALP is committed to abolishing temporary protection.** No indication yet of when and whether refused applications will be reviewed or of any special measures to help separated families reunite quickly

# Australia's asylum process

Two-year backlog in deciding Onshore Protection visa claims (26,227 applications) and six-year backlog in reviewing negative decisions through Administrative Appeals Tribunal (36,708 cases)

85% cut to assistance for asylum seekers through Status Resolution Support Services (SRSS) program – from \$246 million in 2016-17 to \$36.9 million now. Substantial increase in destitution and homelessness among asylum seekers

Previous government cut funding of free legal advice (IAAAS) to people seeking asylum

ALP National Platform includes commitments to:

- Means-tested access to legal advice and appropriate social services (including income and crisis housing) during the assessment of protection claims
- Streamlining processing of asylum claims to give people prompt and fair assessment of their asylum claims

# Immigration detention

1,414 people in immigration detention as at April 2022 – for an average of 726 days. Average length of detention was less than 100 days when ALP was last in office and is currently 30 days in Canada and 48 days in USA.

570 detainees that have been detained for two years or more

All decisions about detention rest with Department of Home Affairs and Minister. Courts have no jurisdiction. Legislation now requires a visa cancellation for any non-citizen convicted of an offence which can attract a sentence of 12 months or more – and non-citizens without valid visas must be deported or detained. Hundreds of refugees and asylum seekers in indefinite detention as a result

ALP National Platform includes commitments to humane and risk-based detention policies, using options other than indefinite detention, striving to limit mandatory detention to no longer than 90 days, and independent oversight of detention facilities

# Refugee and humanitarian program

In 2012, Labor Government increased the Refugee and Humanitarian Program to 20,000 places per year in but it is now 13,750 places with 4,125 additional places for refugees from Afghanistan

More than **14,000 refugee places have been lost** since 2020 after the program's annual planning level became a "ceiling"

A small community sponsorship pilot is beginning this month but this is within the humanitarian program

The ALP National Platform includes commitments to:

- Progressively increase the humanitarian intake to 27,000 places per year
- Progressively increase the community sponsored refugee program to 5,000 places per year

# Australia's engagement in Asia

No constructive engagement by Australia on refugee protection questions in Asia since 2013. Bali Process has existed for 20 years but brought no tangible outcomes for refugees

If Australian Government wants no irregular movement of refugees by boat, it must take an active interest in how refugees can be better protected in places where they first seek assistance

ALP National Platform includes commitments to:

- Australia showing humanitarian and protection leadership in South East Asia
- Combatting people smuggling by seeking innovative, effective and lawful solutions to irregular movement of people through the region – focusing also on improving access to accommodation, work rights, health and education, and expediting claims for refugee status and durable solutions
- Increasing funding for UNHCR globally and work with UNHCR to build its capacity in South East Asia to assist the region's asylum seekers
- Appointing a Special Envoy for Refugee and Asylum Seeker Issues

# Data & Victorian Refugee Health Network Update

Kristina Rienmueller- VRHN  
Gavin Halge- VRHN



# Settlement Data in Victoria

## Humanitarian settlers in Victoria over the last year according to age

Visa subclasses (200 series & 866) with a Date of Arrival between 01/07/2021 and 30/06/2022 and the average of temporary visa subclasses (785, 449, 786 & 790) who arrived over 21/22.

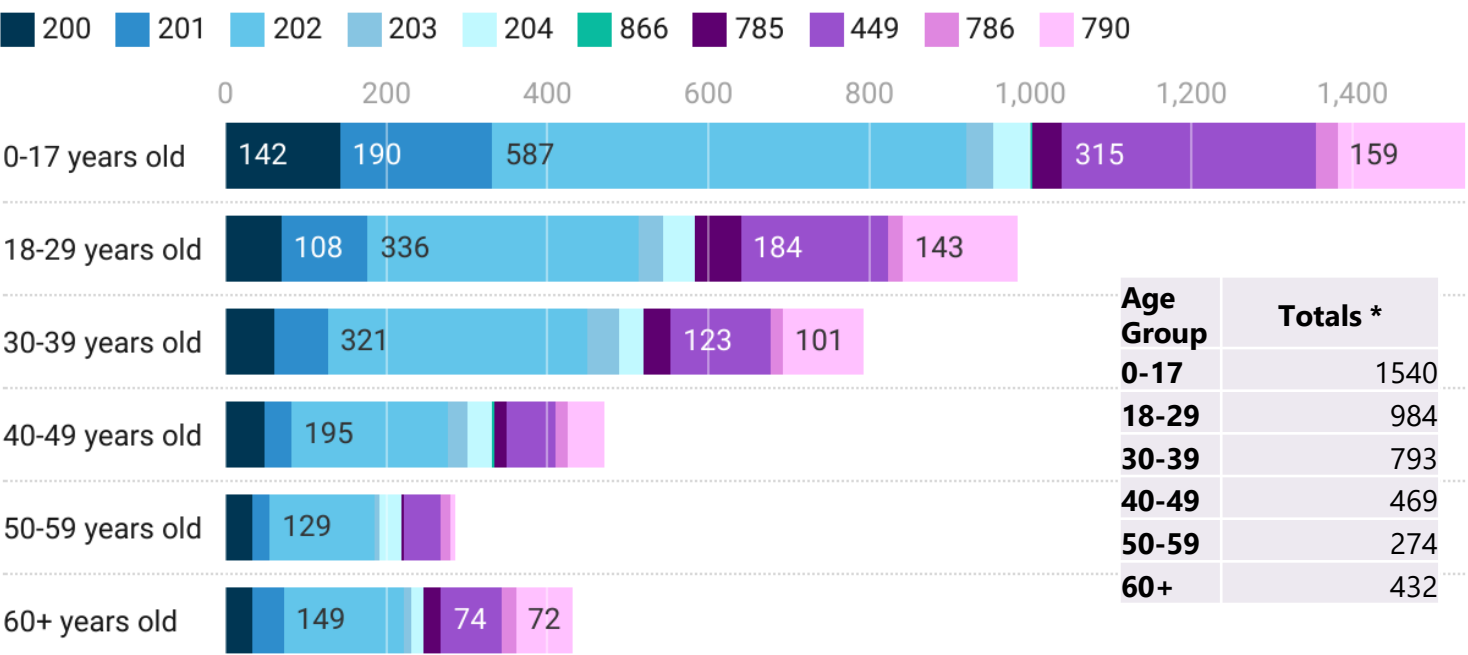


Chart: Victorian Refugee Health Network • Source: Australian Government- Settlement Data • Created with Datawrapper

Visa Subclass	Details:
<ul style="list-style-type: none"><li>Refugee Visa (200)</li><li>In Country Special Humanitarian (201)</li><li>Emergency Rescue (203)</li><li>Women at Risk (204)</li></ul>	<ul style="list-style-type: none"><li>✓ Permanent Stay</li><li>✓ With these visas you can move to Australia if you are subject to persecution in your home county. These visas allow you and your family to live, work and study indefinitely in Australia</li></ul>
<ul style="list-style-type: none"><li>Global Special Humanitarian visa (202)</li></ul>	<ul style="list-style-type: none"><li>✓ Permanent Stay</li><li>✓ With this visa you can move to Australia if you face substantial discrimination or human rights abuses and have a proposer and stay in Australia with your immediate family.</li></ul>
<ul style="list-style-type: none"><li>Protection Visa (866)</li></ul>	<ul style="list-style-type: none"><li>✓ Permanent Stay</li><li>✓ This visa is for people who arrived in Australia on a valid visa and want to seek asylum. It lets you stay in Australia permanently, if you engage Australia's protection obligations and meet all other requirements for the grant of the visa.</li></ul>
Temporary Protection (785)	<ul style="list-style-type: none"><li>✓ Temporary Visa</li><li>✓ stay in Australia temporarily for 3 years</li><li>✓ work and study</li><li>✓ access government services such as Centrelink</li></ul>
Temporary Humanitarian Stay (449)	<ul style="list-style-type: none"><li>✓ Temporary Visa</li></ul>
Temporary Humanitarian Concern (786)	<ul style="list-style-type: none"><li>✓ Temporary Visa</li></ul>
Safe-Haven Enterprise (790)	<ul style="list-style-type: none"><li>✓ Temporary Visa</li><li>✓ stay in Australia temporarily for 5 years</li><li>✓ work and study</li><li>✓ access government services such as Centrelink</li></ul>

\*Total is based on the average number of temporary visas over 21/22 from the dataset

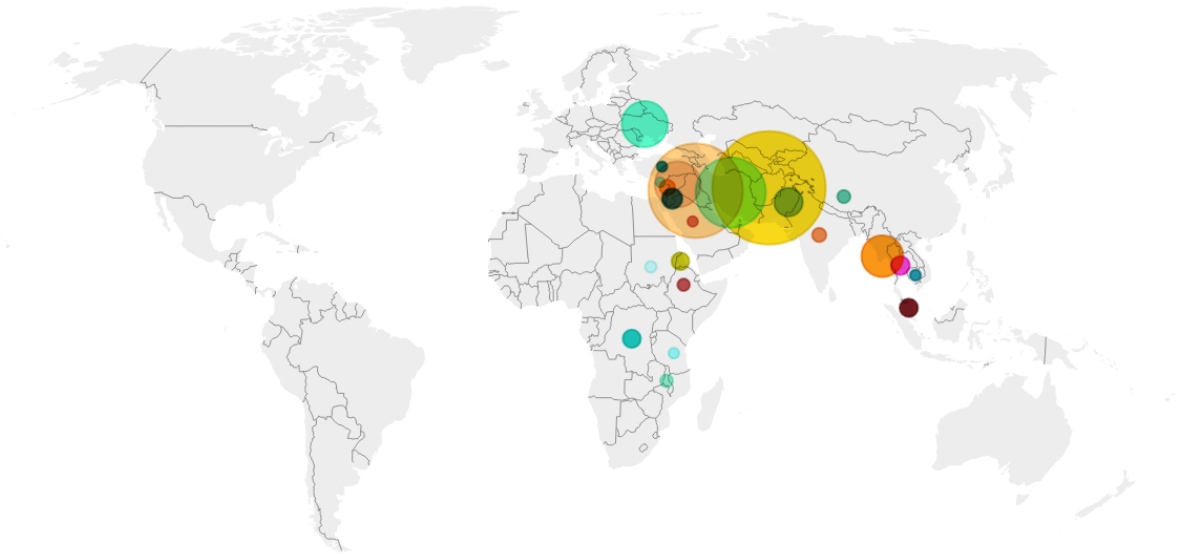
\* This data does not include those on Bridging visas.

# Settlement Data in Victoria

## Country of Birth - Humanitarian Settlers who reside in Victoria and arrived in the past year\*

Refugee Category Visas (200 series & 866) and Temporary Humanitarian Stay Visas (449, 786, 785 & 790)

### Country of Birth



Total number of people = approx 3,400

Date of Arrival (200 series & 866) between 01/07/2021 and 30/06/2022. \*Date of Arrival (449, 786, 785 & 790) from 2021 calendar year and 2022 up until 30/06/2022.

Map: Victorian Refugee Health Network • Source: Department of Home Affairs- Settlement Data • Created with Datawrapper

\* This data does not include those on Bridging visas.  
\* Data from 2021 calendar year and 2022 up until 30/06/2022

Date of Arrival between  
01/07/2012 and 30/06/2022

Country of Birth	Numbers on Visa Subclass (200 series and 866)	Numbers on Visa Subclass (449, 786, 785 & 790)*
IRAQ	1164	21
Ukraine	0	256
AFGHANISTAN	651	1080
SYRIAN ARAB REPUBLIC	256	-
MYANMAR	207	-
IRAN	89	549
JORDAN	38	-
PAKISTAN	35	52
THAILAND	31	-
MALAYSIA	29	-
CONGO	29	-
ERITREA	27	-
LEBANON	19	-
INDIA	15	-
TIBET (SO STATED)	12	-
Grand Total	Approx 2,736	Approx 2,512

# Settlement Data in Victoria

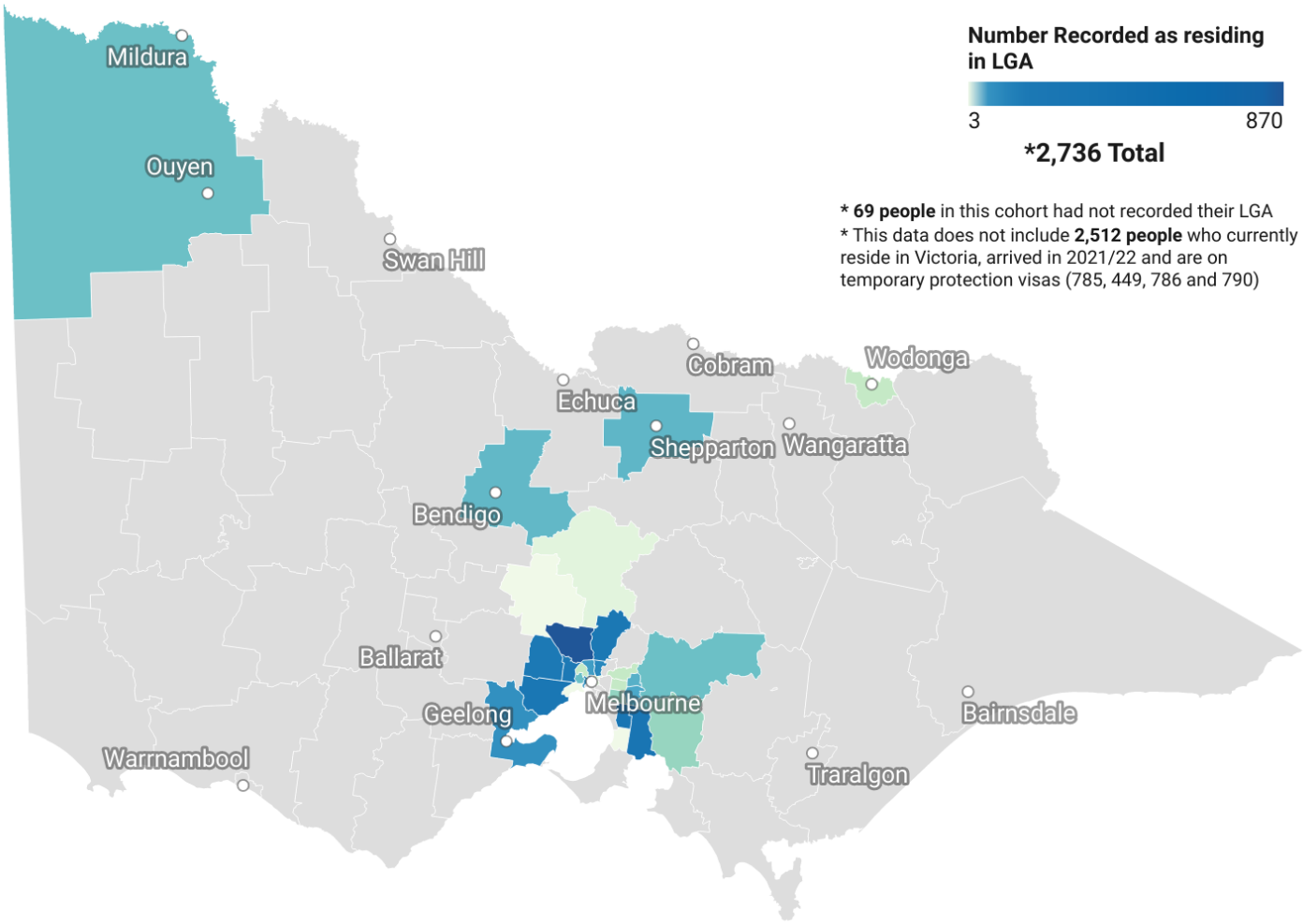
## Top 10 Settlement Areas

Local Government Area	Number of arrivals (Visa Subclass 200s series & 866)
Hume	867
Greater Dandenong	279
Casey	272
Wyndham	225
Whittlesea	199
Melton	165
Brimbank	141
Darebin	93
Greater Geelong	64
Melbourne	59
Number of people on Visa Subclass (449, 786, 785, 790)	Approximately 2,512 Temporary Protection Visa Holders* reside in Victoria who arrived in the past year.

\* This data does not include those on Bridging visas.

## Humanitarian settlers who reside in Victorian Local Government Areas and arrived in the past year

Visa Subclass (200, 201, 202, 203, 204, 866) with a Date of Arrival between 01/07/2021 and 30/06/2022 are currently recorded as residing in Victoria as at 04/07/2022



Map: Victorian Refugee Health Network • Source: Department of Home Affairs - Settlement Data • Map data: ABS • Created with Datawrapper

Link to interactive map: <https://datawrapper.dwcdn.net/EE6iC/5/>

# Humanitarian Settlers in Victoria over the last 5 years

HUMANITARIAN SETTLERS (TEMPORARY AND PERMANENT) WITH A DATE OF ARRIVAL BETWEEN 2017 AND 2022 CURRENTLY RECORDED AS RESIDING IN VICTORIA AS AT 04/07/2022

\* This data does not include those on Bridging visas.



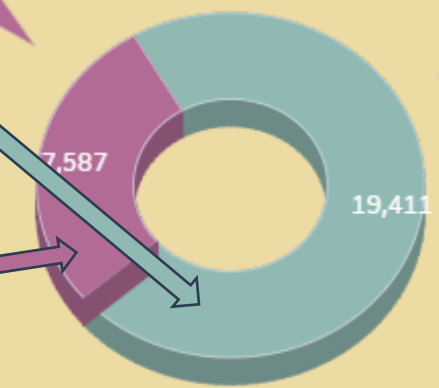
- REFUGEE VISA (200)
- IN COUNTRY SPECIAL HUMANITARIAN (201)
- EMERGENCY RESCUE (203)
- WOMEN AT RISK (204)
- GLOBAL SPECIAL HUMANITARIAN VISA (202)
- PROTECTION VISA (866)

Number of people currently residing in Victoria on Temporary Protection Visa Holders (785, 449, 786 & 790)

Number of people currently residing in Victoria on permanent Humanitarian Visas (200 series & 866)

- TEMPORARY PROTECTION (785)
- TEMPORARY HUMANITARIAN STAY (449)
- TEMPORARY HUMANITARIAN CONCERN (786)
- SAFE HAVEN ENTERPRISE (790)

APPROXIMATELY 27,000 PEOPLE



Temporary Protection Visa Holders 7,587

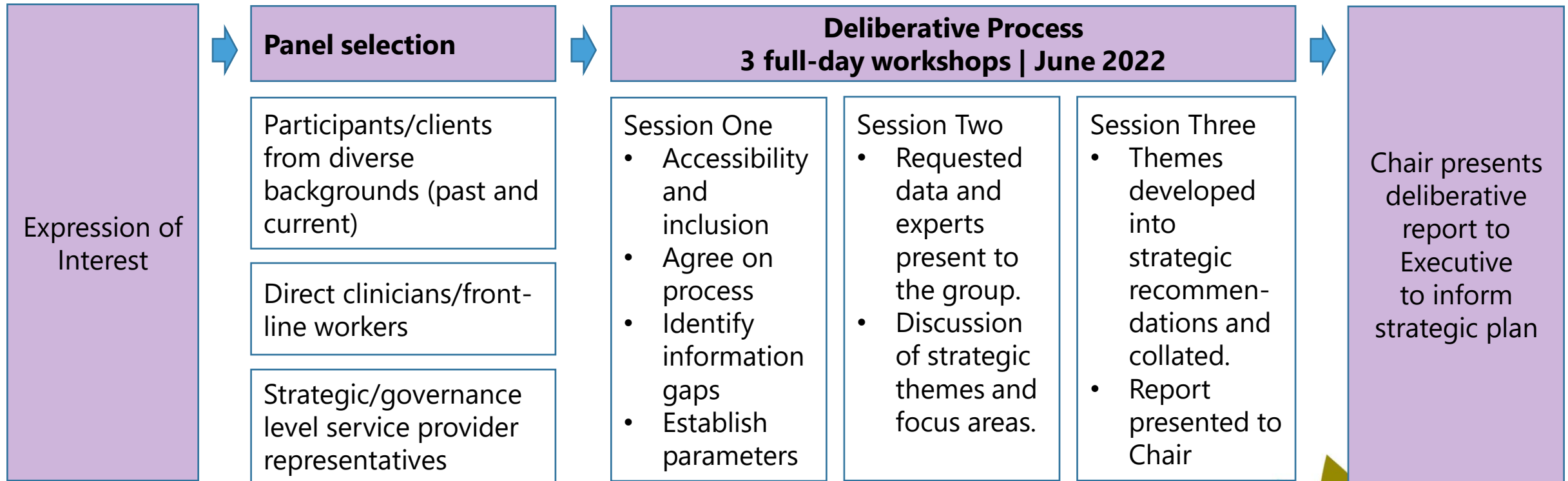
Humanitarian Settlers 19,411

Every quarter, Victorian Refugee Health Network (VRHN) publish a Data Bulletin that outlines Settlement data for Victoria and is available on our website here:

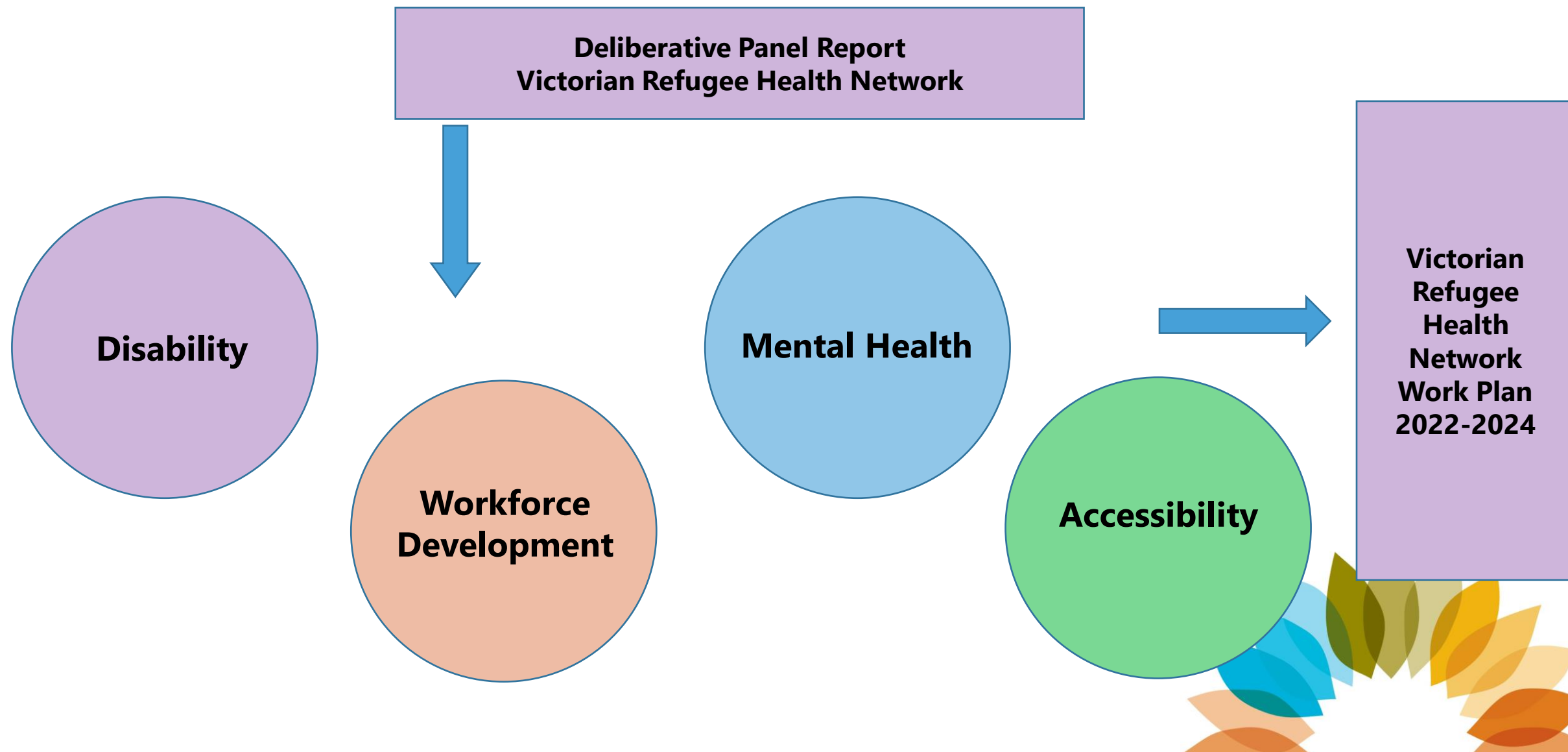
<https://refugeehealthnetwork.org.au/engage/statewide-meetings/>



# VRHN Strategic Plan



# VRHN Strategic Plan



# COVID-19 Update

**Dr. Lakshmi Manoharan**

Senior Medical Adviser

Thursday 11 August, 2022

# STAY WELL THIS WINTER

Six steps to protect our community

## #1 Masks

Wear a quality mask to protect from COVID and flu

## #2 Ventilation

Ensure airflow when gathering indoors (or go outside!)

## #3 Isolation

Stay home if unwell

## #4 Testing

Take a RAT if you have symptoms, PCR if high risk

## #5 Medication

Consult your doctor immediately if positive and high risk

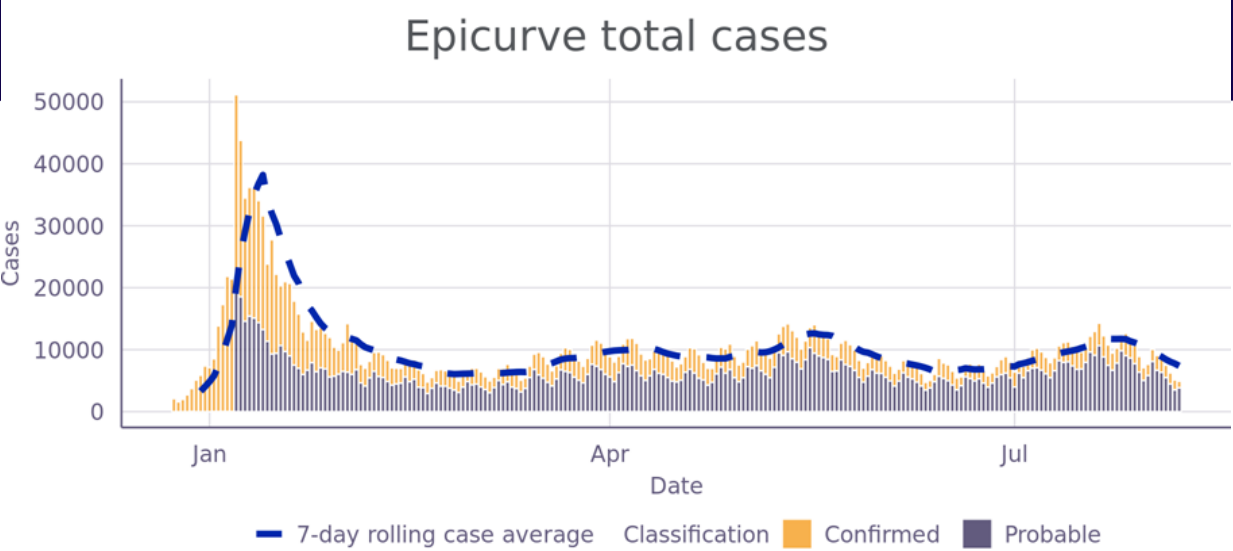
## #6 Vaccination

If you're due for your third or fourth dose, get it NOW!

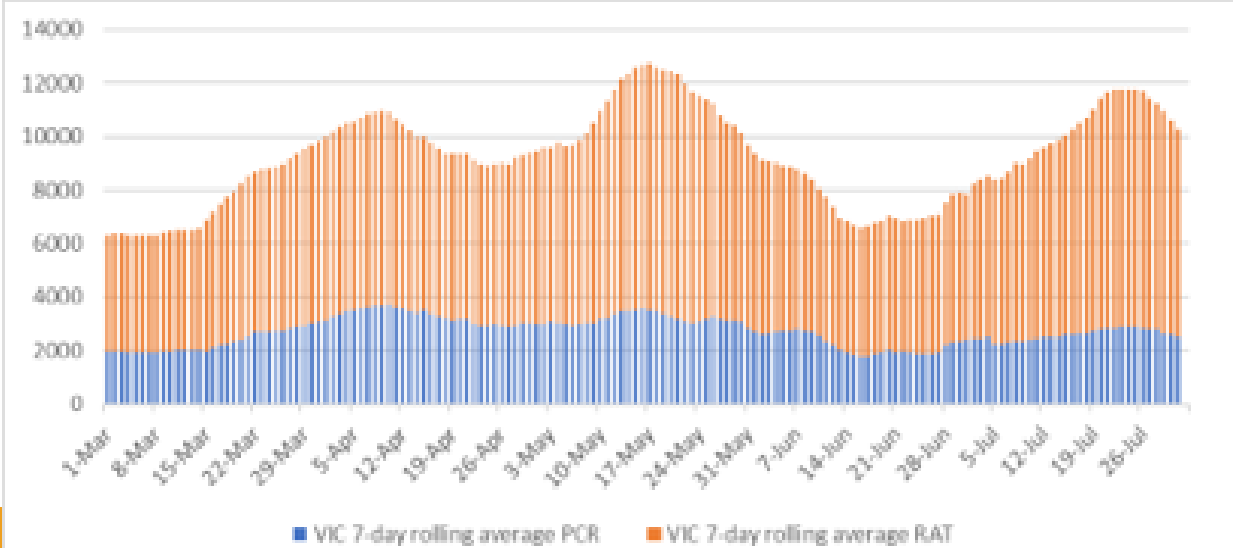
STAY  
WELL  
THIS  
WINTER

For more information about how to  
fight COVID-19 and stay well this  
winter visit  
[https://www.betterhealth.vic.gov.au/  
stay-well-this-winter](https://www.betterhealth.vic.gov.au/stay-well-this-winter)

# Epidemic Curve – Cases



Victorian case numbers (rolling 7 day average)



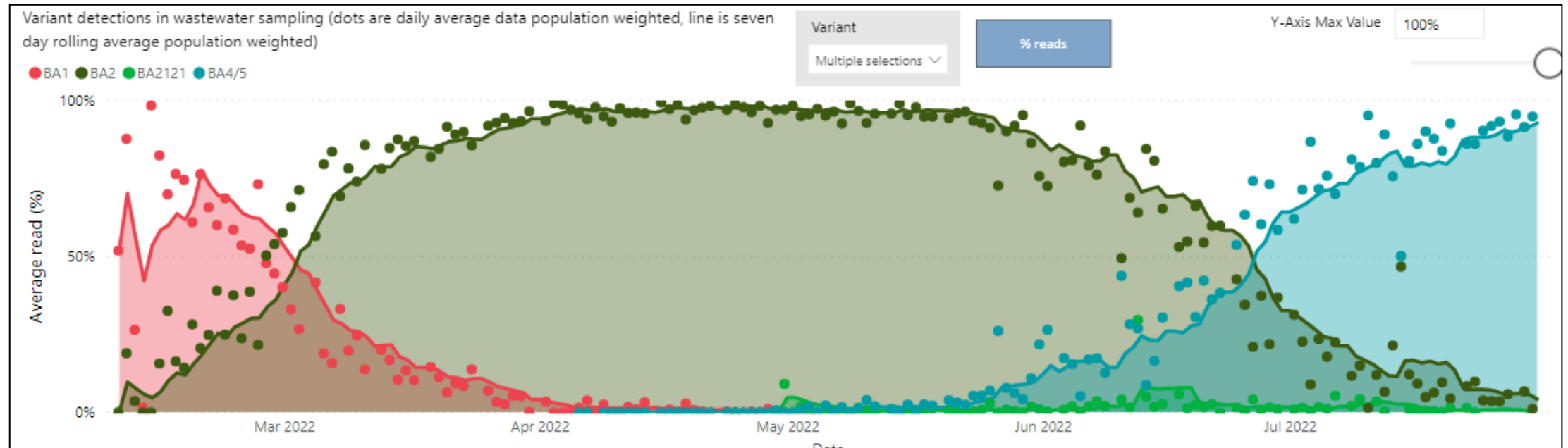
8 Aug	Confirmed + Probable
Cases 7-day average	7,375 (last week 10,157)
Deaths in 2022 Total in pandemic	3,140 4,751
Patients in hospital 7 day average	657 686 (last week 742)
Patients in ICU	37 (31 active)

# Snapshot

BA.4 and BA.5 dominant strain in Victoria

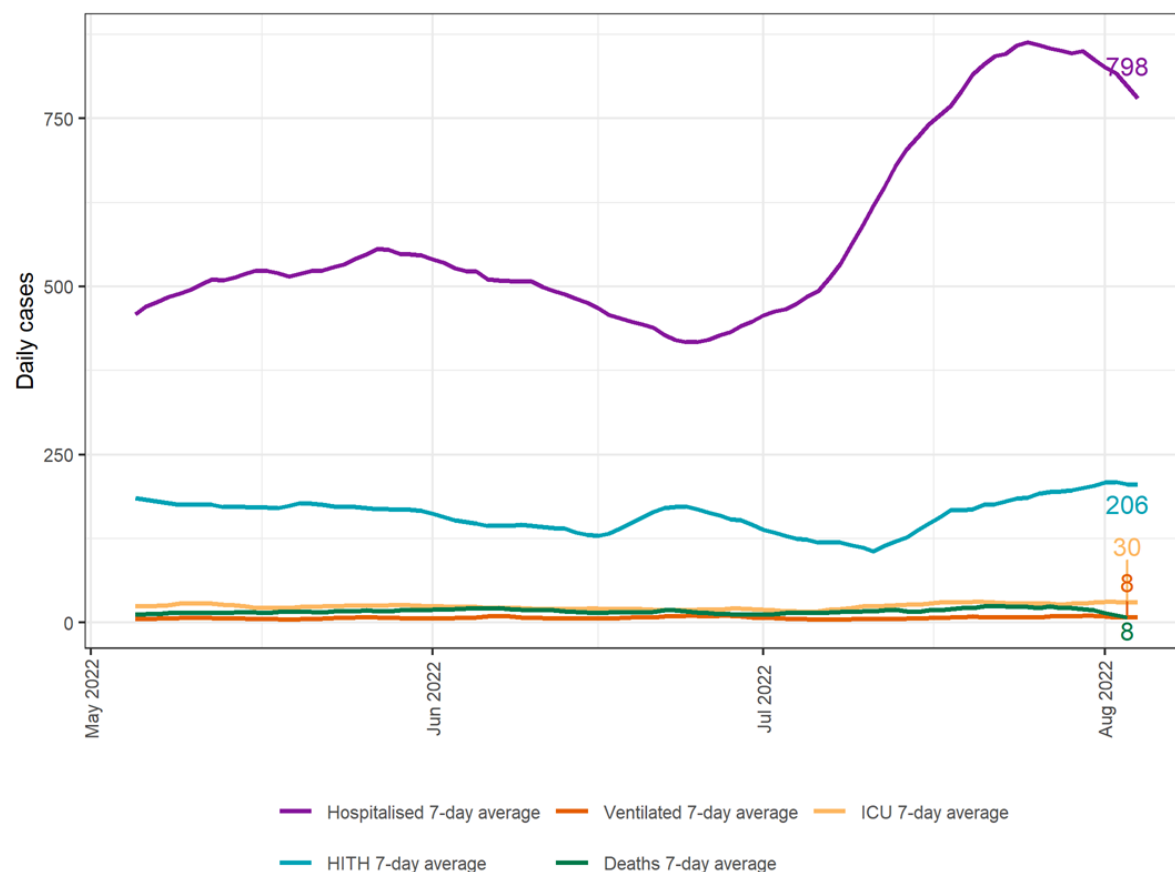
Case numbers falling  
Hospitalisations falling

Need to think about future waves and what we can do

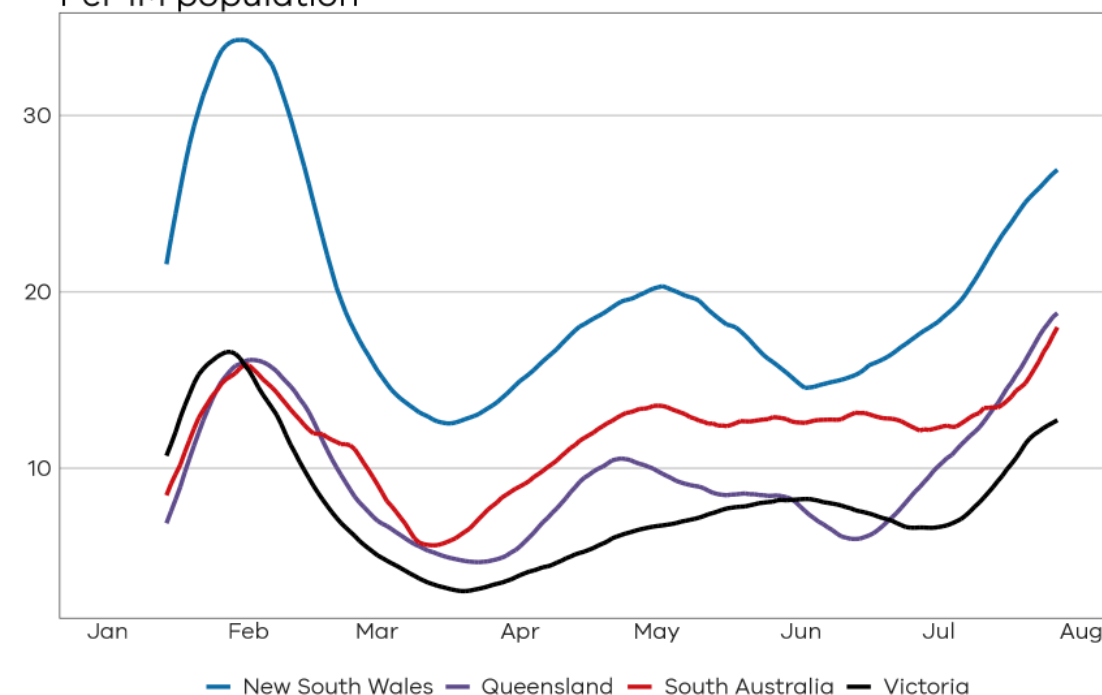


# Hospitalisations decreasing in Victoria

Victoria: 7 day average hospitalisations, ventilated, ICU, HITH, Deaths



Hospital Occupancy 2022  
Per 1M population

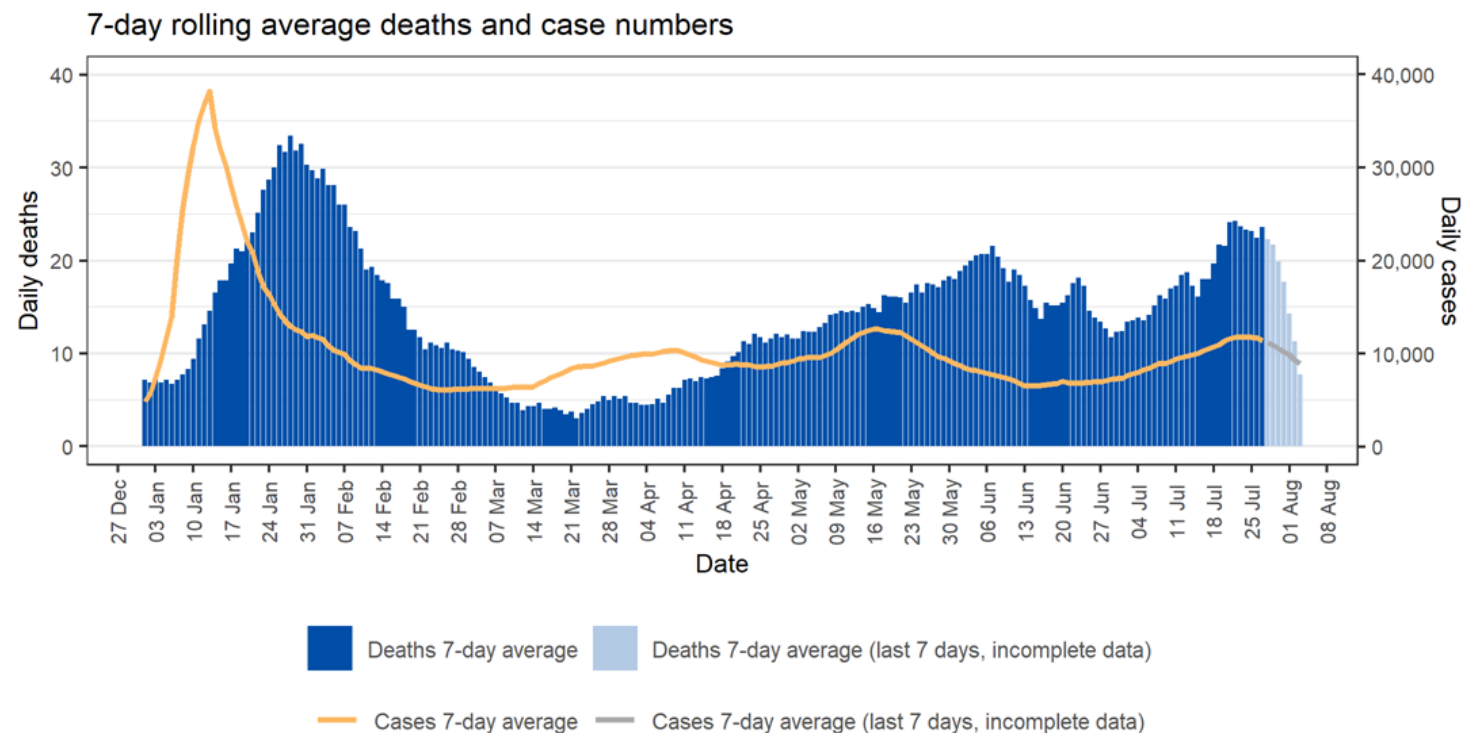
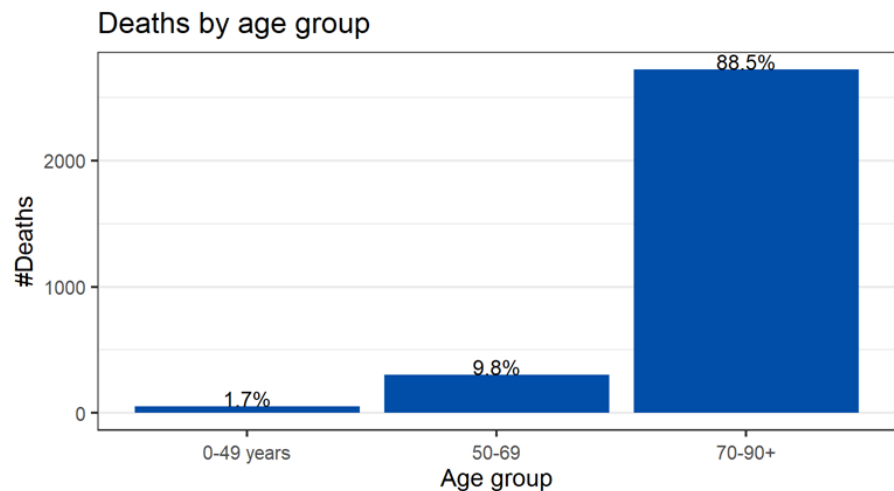


Source: CHRIS

# COVID-19 Deaths

## Deaths in 2022

82.2% Confirmed on PCR  
22% Rural residence  
44.1% Aged care residents  
0.3% Indigenous (44% unknown)  
39% Hospitalised  
6.6% ICU  
69.9% < 3 vaccine doses



**Some Victorians not getting the medicines that can stop serious illness and hospitalisation**

**Reduced public discussion of and focus on protective measures**

**Immunity from vaccination wanes over time**

**About 30% of Victorians have not had their third dose - and around 45% of those aged 65 and over haven't had their winter (fourth) dose**



**As always those who are disadvantaged, old or unwell are at greatest risk**

# COVID-19 spreads through the air.



## COVID-19 Ventilation principles and strategies to reduce aerosol transmission in community and workplace settings

Guidelines v2 June 2022

OFFICIAL

### Another round of the Small Business Ventilation Program

The \$60 million Small Business Ventilation Program helps eligible public-facing small businesses to improve building ventilation in areas accessible to customers and reduce the risk of spreading COVID-19.

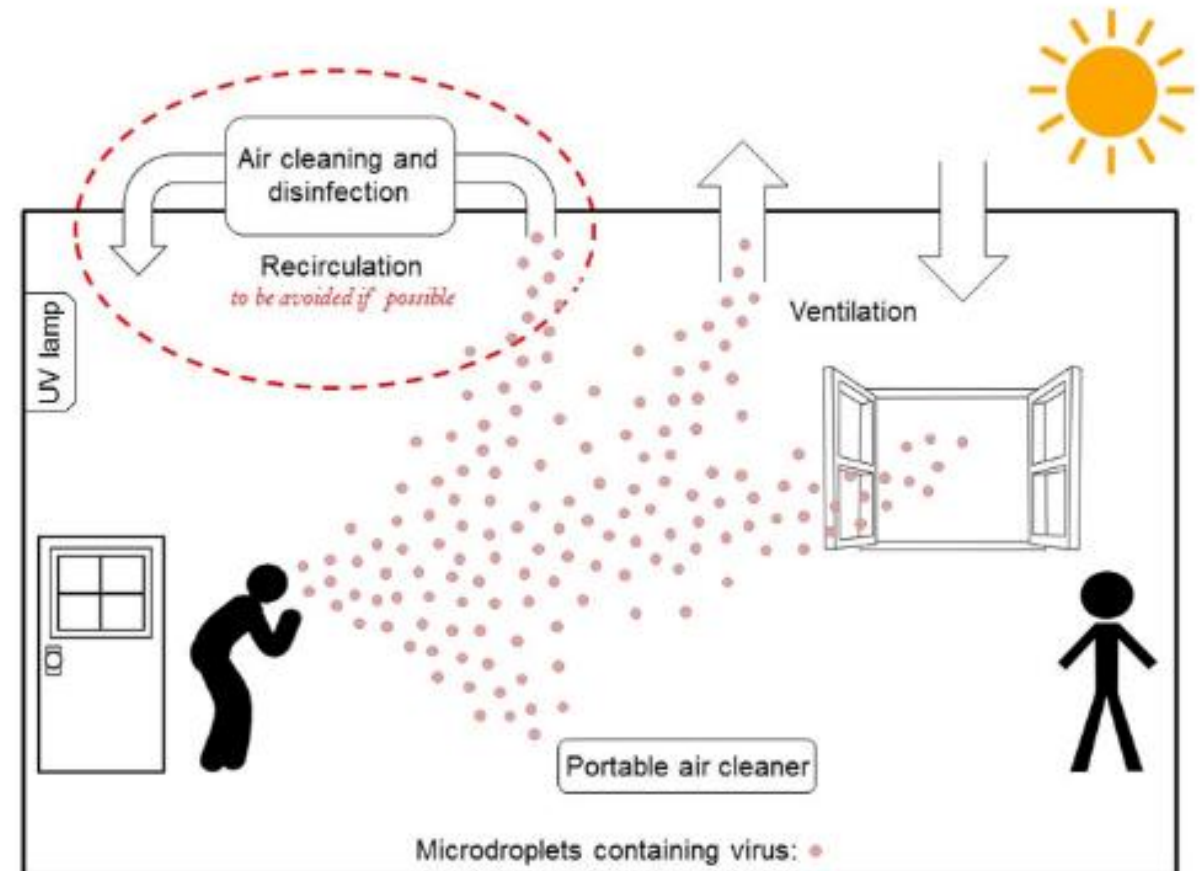
Under the program, two types of support are available:

- **Ventilation Rebate** – A \$500 rebate for public-facing small businesses to undertake immediate actions such as purchasing equipment or hiring a qualified tradesperson to undertake minor services to improve ventilation in areas accessible to customers.
- **Ventilation Grant** – Matched grants of \$1000 to \$5000 to enable public-facing small businesses who employ staff to invest in larger projects such as building works, engaging professional services or equipment to improve ventilation in areas accessible to customers.

The program will close on Thursday 8 September 2022.

Visit the [Business Victoria](https://www.business.vic.gov.au) website to find out more

<https://www.health.vic.gov.au/covid-19-ventilation-principles-strategies-to-reduce-aerosol-transmission-community-workplace>



# What you can do – Ventilation advice

<https://www.coronavirus.vic.gov.au/ventilation>

## Small Business Ventilation Guide



Five ways to improve ventilation and reduce the risk of COVID-19 in your business or workplace.

### 1. Make the most of natural ventilation



**Natural ventilation** occurs when fresh air from outside is introduced and circulated into the space. Open doors and windows as much as possible.

### 2. Make use of existing mechanical ventilation



**Mechanical ventilation** refers to air conditioning and heating systems that introduce outdoor air into the space. Improve mechanical ventilation by changing the settings to increase the amount of fresh air circulation.

Make sure systems are **always running** during operating hours - switch from auto to on. You could also consider seeking professional advice to upgrade your mechanical ventilation.

### 3. Consider using portable air purifiers



**Portable air purifiers** are a flexible way to improve indoor ventilation. They combine fans and filters to remove contaminants from the air. Place devices away from windows, vents and fans to maximise airflow.

### 4. Use ceiling and pedestal fans



**Ceiling fans** turned on and **pedestal fans** set to oscillating mode can help to circulate and evenly distribute fresh air throughout the space.

### 5. Limit the number of people in a space



Consider reducing the **number of people** in the space at any given time.

# Eligibility for vaccines has expanded

## ATAGI updated recommendations for a winter dose of COVID-19 vaccine

Recommendations from the Australian Technical Advisory Group on Immunisation (ATAGI) on the COVID-19 vaccine winter dose.

The updated recommendations are:

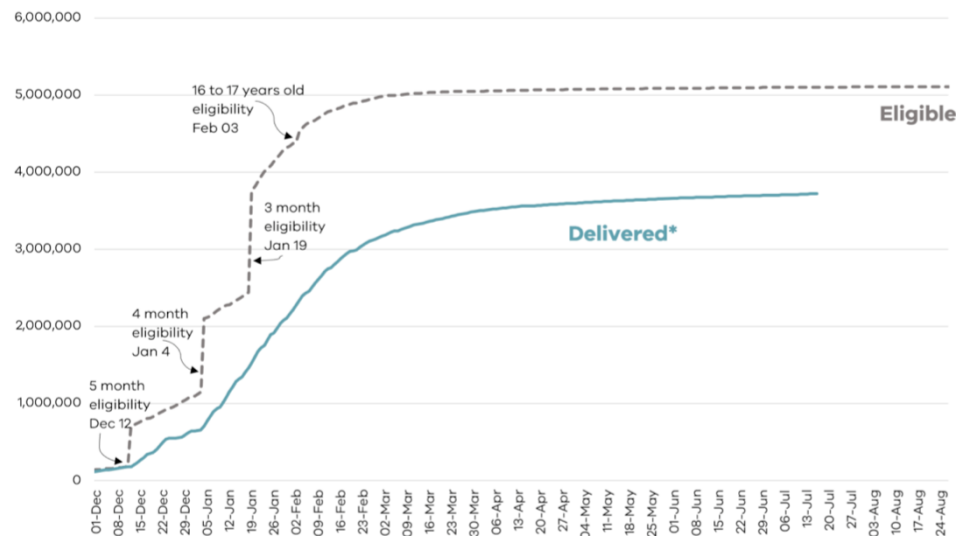
- Adults aged 50 to 64 years are now recommended to receive a winter booster dose of a COVID-19 vaccine.
- Adults aged 30 to 49 years can receive a winter booster dose of a COVID-19 vaccine, however the benefit for people in this age group is less certain.
- The interval recommended between a recent SARS-CoV-2 infection or the first booster dose and a winter booster dose is now 3 months.

ATAGI emphasises that people previously eligible for a [winter booster dose](#) remain at higher risk of severe disease and death from COVID-19 and should receive a winter booster dose as soon as possible. They include:

- all adults aged 65 years or older
- residents of aged care or disability care facilities
- Aboriginal and Torres Strait Islander people aged 50 years or older
- people who are [severely immunocompromised](#) (this will be their fifth dose)
- people aged 16 years or older with [a medical condition](#) that increases the risk of severe COVID-19 illness
- people aged 16 years or older with disability, significant or complex health needs, or multiple comorbidities which increase the risk of a poor outcome.

<b>Vaccination</b>	
<b>% Dose 3 Eligible Pop</b>	<b>73.2%</b>
<b>% Dose 3 &gt; 16</b>	<b>69.1%</b>
<b>% Dose 3 &gt; 65</b>	<b>90.1%</b>
<b>% Winter dose 4</b>	<b>29.6%</b>
<b>50-64</b>	<b>16.4%</b>
<b>&gt; 65 years</b>	<b>57.3%</b>

Third Dose Population Eligibility Graph



\* Third doses delivered since Oct 11 and includes a small number of people who were not due, or who are immunocompromised.

# ATAGI recommendation – vaccination for children under 5

- Australian Technical Advisory Group on Immunisation (ATAGI) recommended the Moderna COVID-19 vaccine be made available to the most medically vulnerable children, aged 6 months to 5 years, in certain at-risk populations.
- Approximately 10,000 young Victorian children at higher risk of developing severe illness from COVID-19 will be able to receive a COVID-19 vaccination from 5 September 2022
- At this stage, COVID-19 vaccination is only recommended for children aged 6 months to 5 years who are severely immunocompromised, have a disability or have complex and/or multiple health conditions which increase the risk of severe COVID-19.

# What you can do – masks

## Face masks, what to wear and how to wear them

### Prevention is the best protection

Wearing a well-fitted mask can help protect you and those around you who may be at greater risk of severe illness from COVID-19 or flu. Masks can stop viruses spreading in the air when you breathe, talk, cough, sneeze and laugh, which lowers your chance of spreading or catching the virus.

Masks are very effective at reducing COVID-19 transmission, especially high-quality masks and respirators like N95 and P2. The more people who wear masks the less virus transmission happens, and the fewer people who will get sick with COVID-19.

Wearing a cloth mask more than halves your risk of COVID infection. If you wear a surgical mask you reduce your risk of infection by two thirds (66%), and a N95/KN95 by over 83%.

### When face masks are recommended

Mask wearing is strongly recommended this winter if you are indoors in a public space or outside in a crowded place where you can't physically distance. People who are at-risk of severe COVID-19 illness are encouraged to wear a mask whenever out in public.

### Which face masks are recommended

Different types of masks provide different levels of protection. Wear the most protective mask you can. Make sure that it fits well and that there are no air gaps on the side.



**Respirators** (also called **N95**)



**KN95** masks are high



**Surgical** (or medical)



A reusable three layered

# How to get Covid-19 medication

1

## Get tested

as soon as you notice symptoms to confirm you have COVID-19



2

## Report your positive result

to the Department of Health at [www.coronavirus.vic.gov.au/report](https://www.coronavirus.vic.gov.au/report) (only in English). Or by calling the Coronavirus Hotline on 1800 675 398. Need an interpreter? Press 0 when you call.



3

## Ask your doctor

or the COVID Positive Pathways Program if you can get COVID-19 medication



4

If you are eligible, you will be prescribed medication. For the medicine to work best, you must **take it within five days of getting sick**. You should take the medication even if your symptoms are mild.



# Covid-19 Medications Eligibility

## Who can get COVID-19 medications?

Only people most likely to need hospital care can get COVID-19 medications. This includes people who:

- are aged 70+
- are aged 50+ with other health conditions
- have a weakened immune system, disability or congenital heart disease
- live in an aged care facility.

Most other people can manage COVID-19 safely at home without medication.

## What medications can I get?

Doctors can prescribe Lagevrio™ and Paxlovid™ (antiviral tablets) to adults. They are on the Pharmaceutical Benefits Scheme (PBS), so they cost less money. They can also prescribe inhaled corticosteroids (puffers) to adults and children.

Some medications are only available through hospitals. Your doctor will refer you to a hospital if you need these. You may also get referrals and support through the COVID Positive Pathways Program.

# GP Respiratory Clinics

## GP Respiratory Clinics – COVID-19:

<https://www.health.vic.gov.au/covid-19/gp-respiratory-clinics-and-hospital-respiratory-clinics-covid-19>

There are about 50 GP Respiratory Clinics across Victoria to help ease the pressure on our hospital emergency departments.

The free clinics are for people who are unwell with mild cold or flu symptoms (such as coughing, runny nose, fever) or other symptoms linked to COVID-19 (such as nausea, vomiting, diarrhoea).

# Translated materials

## [www.coronavirus.vic.gov.au](http://www.coronavirus.vic.gov.au)

[Translated information about COVID-19 |  
Coronavirus Victoria](#)

## Translated information about COVID-19

COVID-19 translated information for people from culturally and linguistically diverse backgrounds, health professionals and industry. Information includes factsheets and promotional materials.

### Top links

[Translated information about  
COVID-19 vaccines →](#)

# Stay well this winter campaign



## PRESS

Available in the following 16 languages:

- Arabic
- Chinese Simplified
- Chinese Traditional
- Croatian
- Farsi
- Greek
- Hindi
- Italian
- Khmer
- Macedonian
- Punjabi
- Russian
- Serbian
- Spanish
- Turkish
- Vietnamese

To download the translated versions, please visit:

<https://cloud.ethnolink.com.au/arHYnH>



Authorised by the Victorian Government, 1 Treasury Place, Melbourne.



# Victorian Department of Health

Kim-Louise van den Nouwelant  
Manager | Diversity and Access



# Refugee health – 2022-23 Budget initiatives

Victorian Refugee Health Network State-wide  
Meeting

11 August 2022



Department  
of Health

# 2022 – 23 budget commitments that will assist refugees and multicultural communities

2022 -23 Budget commitments	\$ million	Lead Department
Improving health outcomes for refugees and people seeking asylum	\$5.7 million over one year	DH
Response to community-based healthcare demand and delivery of enhanced services responses	\$7.3 million over two years	DH
Public health and local place-based recovery	\$40 million over one year	DH
Improvement of mainstream mental health services and reform of the mental health and wellbeing workforce	\$372 million over four years	DH
Improvement of settlement outcomes for Victoria's humanitarian cohorts and emerging migrant communities	\$6.7 million over two years	DFFH
COVID-19 support and recovery for multicultural communities	\$3.7 million over one year	DFFH

# Multicultural Health Connect

Manjusha Gupta



# Multicultural Health Connect

## Connecting to Community



# Acknowledgement of Country



We acknowledge the Traditional Custodians of the land on which we gather today. We recognise their continued connection to the land and waters of this beautiful place and acknowledge that they never ceded sovereignty. We respect all Elders and Ancestors, and any First Nations people here today.



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**Multicultural Health Connect: 1800 186 815**

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**World  
Wellness  
Group**

# What is it?

## Professional Health information and advice in your language

### Call Multicultural Health Connect

- ✓ Find health services such as doctors, hospitals and community health centres.
- ✓ Get health advice from a nurse.
- ✓ Better understand Australia's health system and where to get help.
- ✓ Learn about COVID-19, including managing the disease, COVID-19 vaccines, isolation and close contacts.

**healthdirect**  
Australia

**1800 186 815**

Available 11:30am-8pm, 7 days a week  
including public holidays

Health information and advice from staff  
who understand and respect your  
culture and language

[healthdirect.gov.au](https://healthdirect.gov.au)



**healthdirect**

This service is provided by Healthdirect Australia on behalf of the Australian Government  
with assistance from the Victorian Department of Health



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# Who can use Multicultural Health Connect?



This service is for people of many cultures in Victoria who have questions about their health and who need information about health services.



*Keziah and Baneen (World Wellness Group team members)*



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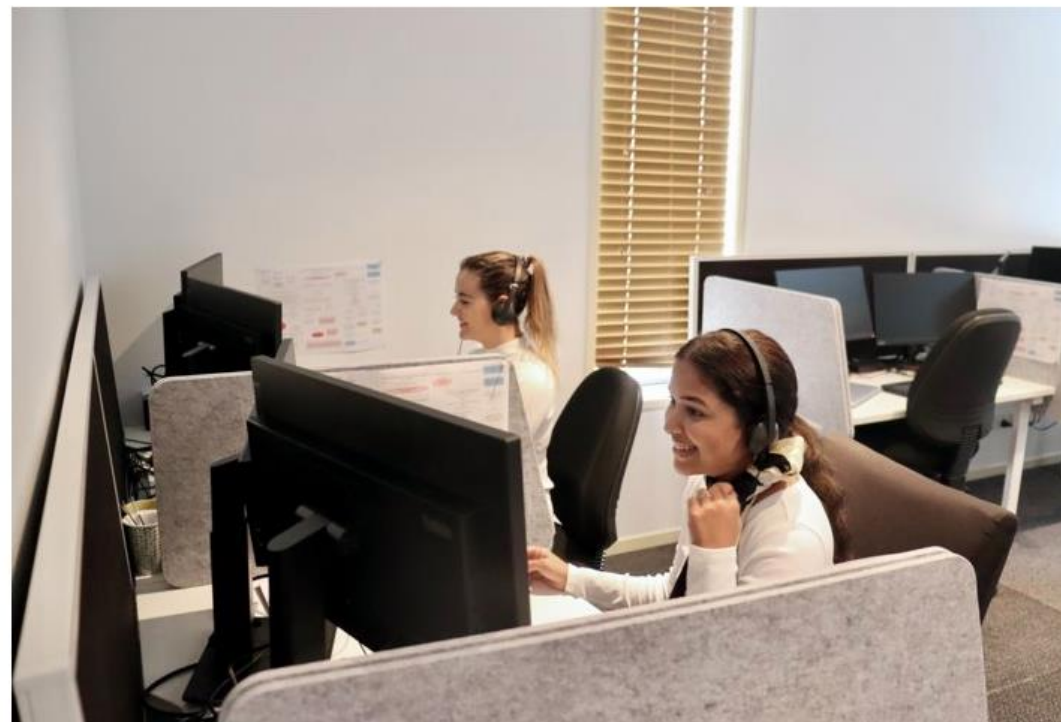
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# What happens when you call

- Trained staff members
- Interpreters
- Nurses available
- Help to find existing services



*Manjusha and Ashleigh – Multicultural Health Connect team*



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# Sharing the message

- The Flyer and social media tile will be available to order via the marketing resources page in the following languages:
- Amharic
- Arabic
- Chinese simplified
- Chinese traditional
- Dari
- Dinka
- Greek
- Somali
- Vietnamese
- English

[about.healthdirect.gov.au/order-resources](https://about.healthdirect.gov.au/order-resources)



**Professional Health information and advice in your language**

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Health information and advice from staff who understand and respect your culture and language

[healthdirect.gov.au](https://healthdirect.gov.au)

An illustration of a diverse group of people of various ages and ethnicities holding hands in a circle.

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# Sharing the message

- Web page  
<https://www.healthdirect.gov.au/multicultural-health-connect>
- Translations
  - 10 initial key community languages
  - Flyer & social media tiles



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# Who is involved?



We are a government-funded service, providing quality, approved health information and advice



Australian Government  
Department of Health



ACT  
Government  
Health



NSW  
Government  
Health



NORTHERN  
TERRITORY  
GOVERNMENT



Government  
of South Australia  
SA Health



Tasmanian  
Government



VICTORIA  
State  
Government



GOVERNMENT OF  
WESTERN AUSTRALIA

healthdirect

healthdirect  
after hours GP helpline

healthdirect  
Video Call

pregnancy birth & baby

NURSE-ON-CALL



myagedcare

get healthy  
Information & Coaching Service



National Health  
SERVICES DIRECTORY

The NSW Palliative Care  
After Hours Helpline

## COVID-19 Services

National Coronavirus Helpline  
NSW COVID Connexion  
COVID-19 Health Professionals  
Disability Advisory Service  
Vaccine eligibility checker / vaccine  
clinic finder  
COVID-19 Symptom Checker  
COVID-19 Vaccine Side Effects  
Symptom Checker  
NSW Booking Support Helpline  
Vaccine Information Kiosk Support  
Priority Support Line

## Telehealth channels

Helplines  
Websites  
Mobile app  
Video Call  
Service directory  
Medicines information  
Self-help tools

# Save our website



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Group**

## Contact Multicultural Health Connect



Email: [mhc@worldwellnessgroup.org.au](mailto:mhc@worldwellnessgroup.org.au)

Call us: **1800 186 815**

*We are here to help, every day of the year 11.30am to 8pm  
Please be in touch*



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Emerging issues?

# Evaluation survey

<https://www.surveymonkey.com/r/RSMSNG8>



victorian refugee  
health network

Thank you for  
attending the VRHN  
State-wide Meeting!

August 2022

