

## Recap of the Year- October 2018- December 2019

Part of Outer Northern Refugee Health Network (ONRHN) strategic plan 2018-2021 the network has developed an annual work plan (October 2018- December 2019). The strategic plan identified four priority areas supported by a range of actions and activities.

Following are the identified priorities and actions.

Priority 1: Improve access to and navigation of health and community services for refugees

Actions:

- Market the existing ONRHN service directory to promote available services
- Access and analyse data for refugee service presentations
- Identify and refine existing service maps and health pathways documentation
- Develop strategies for sharing information about available programs and resources with specific newly arrived communities

Priority 2: Build the capacity of health and community services to effectively assist refugees

Actions:

- Build ONRHN member capacity to support refugees by seeking additional resources
- Prepare for future refugee intakes in partnership with government
- Identify and share key knowledge and resources to build ONRHN capability to work with refugees

Priority 3: Develop social inclusion approaches that improve refugee community participation and acceptance

Actions:

- Consult with distinct refugee communities to identify key social inclusion and community participation priorities
- Provide advice and input into government policy and strategic directions related to refugees
- Identify and align activities with existing social inclusion strategies and plans for refugees in their local communities

Priority 4: Strengthen the Network through enhancing its governance, membership and profile

Actions:

- Further enhance accountability measures for the ONRHN
- Clarify and expand ONRHN membership
- Build links with other networks and state wide services
- Document and communicate the value and work of the ONRHN

Outcomes achieved under each priority from October 2018 to September 2019 part of implementation of the network Strategic Plan 2018-2021:

Priority 1: Improve access to and navigation of health and community services for refugees

- Refugee and Asylum Seeker Service Directory (RASSD) evaluation has been completed which identifies activities to improve RASSD uptake
- RASSD has been integrated into National Health Service Directory
- We are in the process of tracking number of clicks through HWPCP websites to the RASSD
- ONRHN is engaging with other agencies the opportunity to include a RASSD hyper link to their websites
- We have included RASSD hyper link in the ONRHN website
- Information about the RASSD and evaluation data have been shared with state level refugee forums and members of the ONRHN
- Activities are on track to identify, refine and update 5 priority 'service pathways' to help specific worker roles navigate better access to services for refugees across the ONRHN catchment
- Developed a community section on ONRHN website and uploaded relevant information for newly arrived

Priority 2: Build the capacity of health and community services to effectively assist refugees

- Capacity building working group has been formed and main areas of refugee needs identified.
- Focus Group Discussion held among people of refugee and asylum seeker backgrounds on identifying main barriers in social inclusion and early interventions for addressing the barriers
- Draft report of the Focus Group Discussion on Social Inclusion has been circulated for feedback to the Capacity Building Working Group and the wider network.

- The network prepared a list of senior ONRHN members and relevant government organisations to work with government to identify likely future refugee intakes to the ONRHN catchment and prepare services to meet these needs
- Four Data Bulletin shared quarterly with ONRHN members and other agencies
- Members update and speakers presentation included in all ONRHN meetings

Priority 3: Develop social inclusion approaches that improve refugee community participation and acceptance

- Community member focus group discussion held, data gathered and key social inclusion approaches identified

Priority 4: Strengthen the Network through enhancing its governance, membership and profile

- Further enhanced accountability measures for the ONRHN by distributing a calendar of ONRHN meeting dates, times and venues in January 2019, draft agendas shared within two weeks of the next meeting, meeting minutes and actions shared within two weeks following ONRHN meetings, and a set of measurable indicators developed and documented for the sub-committees of the ONRHN in their first meeting each year
- Clarified and expanded membership for the network and its sub-committees by including some representation from state and local government; primary and community health providers, community service providers, and a consumer representative. At least 30% of ONRHN members came from each LGA.
- Built links with other networks and state wide services by identifying and attending at least 4 local and state wide network meetings to share stories, gather information and build relationships
- Documented and communicated the value and work of the ONRHN by setting up an operating website and included in the website key information about the ONRHN and resources for both service providers and community members