



Focus Area

Why improve this focus area?

**QI Ideas
“What” of the Action Plan**

Resources

Culturally and Linguistically Diverse (CALD)

The status information gathered will help the design, delivery, and evaluate services and so be more responsive to the needs of Culturally and Linguistically Diverse communities.

Every patient in your service receives the same high standard of care, delivered in a way to best meet their needs.

Accurate patient records will support the provision of culturally and linguistically appropriate services, referral health pathways and assist with early detection of chronic diseases.

Establish culturally appropriate services for refugee assessments and health care.

Encourage new refugee patients into the clinic. Complete health assessments and plan vaccination catch ups for these patients, where required.

Introduce dedicated school holiday sessions for young children and their families from refugee and asylum seeker communities.

Implement a nurse-led contact-tracing program for refugee patients at risk of Hepatitis B.

Identify refugee patients, conduct refugee health assessments, and provide interpreter facilities for patients and clinicians.

Improve the practice’s processes of identifying, treating, and managing the health of refugee and asylum seeker patients

Clinical Audit Tools

[Data Collection Standards Topbar – install and set up prompts](#)

HealthPathways

[Refugee Health](#)
[Refugee Health and Resources](#)
[Health in Refugees](#)

Patient/Clinic Resources

[Catch up immunisations](#)
[Refugee Health Assessment](#)
[Victorian Refugee Health Network Assessment Tool](#)
[MBS health assessment for refugees and other humanitarian entrants](#)
[Australian Refugee Health Practice Guide](#)
[Translating and Interpreting Service](#)