

Maternal & Child Health Refugee Health

City of Greater Dandenong
MCH
Innovation Fund

Di Silk
Bernie Harrison



Refugee Health Innovation Project

- ▶ The City of Greater Dandenong is now the most multi-culturally diverse community in Australia
- ▶ With residents from over 160 different birthplaces, well over half (64%) of its population are born overseas
- ▶ Of these, there are almost 4000 Refugee and Asylum Seekers
- ▶ The MCH Innovation fund was in response to local needs and to improve access for these families.



MCH Refugee Health Program

Development of:

- ▶ Processes and referral pathways
- ▶ Professional Development training including Cultural competency
- ▶ 3 – 4 Outreach home visits and linkages for the families into the Universal Service or Enhanced Service as required
- ▶ Resource Manual
- ▶ Ensure sustainable change



Refugee Health Referrals

Referrals received from a multitude of agencies and settlement workers including:

- ▶ AMES
- ▶ Red Cross
- ▶ Life Without Barriers
- ▶ Enliven
- ▶ Foundation House
- ▶ Monash Refugee Health
- ▶ South East Community Links
- ▶ Dandenong Hospital Maternity Services



Getting Started....

Establishment of:

- Central email address and contact point
- Referral form which was distributed to relevant agencies
- Refugee Health Team mobile phone
- Central Refugee Health Outlook Calendar
- Refugee Health Spreadsheet



Intake process

- ▶ Referrals received by email
- ▶ All families were entered on the spreadsheet and in CDIS
- ▶ MCH Refugee Health nurse contacted the families to arrange the first home visit
- ▶ Onsite female only Interpreters were arranged
- ▶ An SMS reminder is sent 24 hours prior to the visit



First home visit

- ▶ 1–1.5 hours allocated for the home visits
- ▶ Importance to double check all family details including family members that may not have come with the family and have been left behind with extended family members!
- ▶ Explanation of the MCH service and how we can support the family moving forward
- ▶ Confirm second home visit at time of consultation



Follow up visits

- ▶ Subsequent visits based on concerns or needs of the family.
- ▶ K.A.S. checks attended
- ▶ Follow up issues and or referrals
- ▶ Begin the process to link the family into the Universal Service
- ▶ First centre visit and dependent on the family, the MCH Refugee Health nurse will meet them at the first centre visit
- ▶ Or referral into the EMCH service



Case Study in CGD

