

USING THE VOICE OF LIVED EXPERIENCE IN REFUGEE HEALTH

Improvement opportunity

Capturing the voices of refugees and asylum seekers is crucial in ensuring that healthcare services are responsive and inclusive. Refugees and asylum seekers face unique challenges in accessing care, including language barriers, cultural differences, and systemic discrimination.

By **listening** to one's experience, we wanted to **identify** gaps, **improve** the quality of care, and **promote** a more responsive and sensitive healthcare system within our clinic service. In turn, we are able to better understand needs, build trust, and foster a more compassionate and effective environment. Furthermore, engaging with our people empowers them and ensures their voices are heard in shaping services that directly impact their well-being.

How we engaged consumers

To do this, we conducted quarterly surveys of 20 people each quarter; 50% female & broad mix of nationality and cultural background. Our bicultural workers engaged with clients and assisted them with the survey and interpreters were provided where necessary. A total of 80 people over the year were surveyed.

We focused on 4 key pillars which are critical areas to our service delivery that optimise access, independence, wellbeing, safety, high-quality and timely (Figure 1).

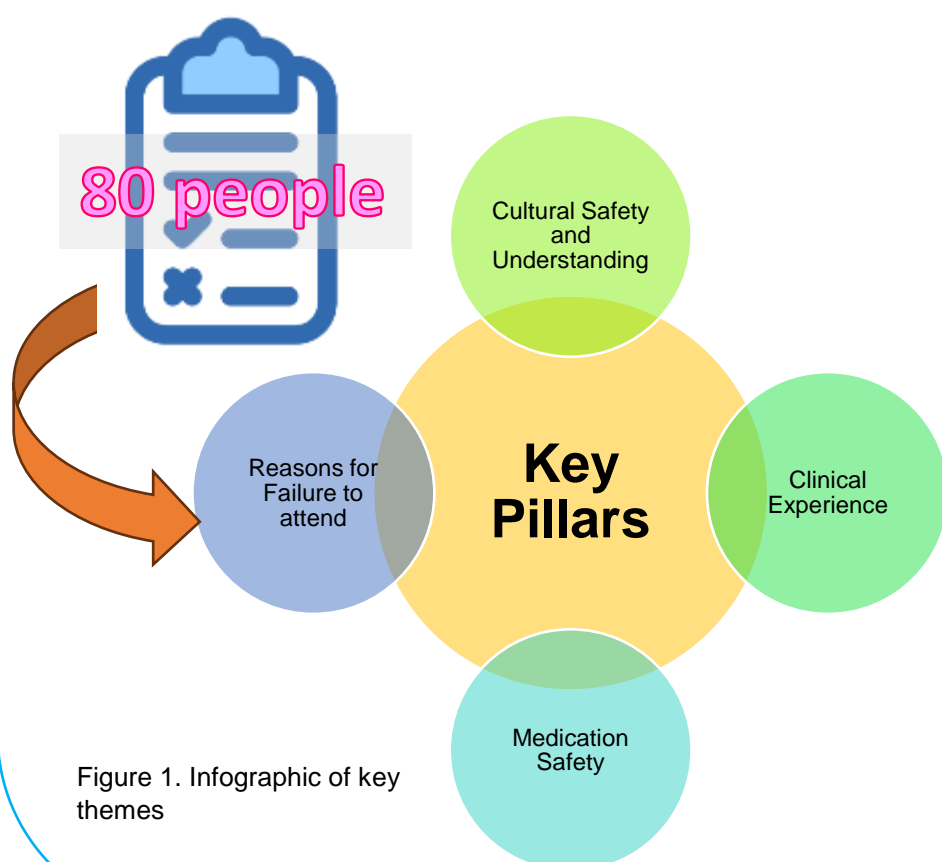


Figure 1. Infographic of key themes

Acknowledgements

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What we found

100%
felt safe

Cultural Understanding and Safety: Participants overwhelmingly reported a high-level of cultural safety.

Themes
identified

Clinical Experience: Patients reported positive clinical experience when accessing services, feeling involved and understood. Participants were overwhelmingly grateful of services provided, reporting "everything is good", and that "care at the clinic is very good".

Feedback suggested improvements could be made to make waiting room brochures and handouts are understandable and of interest. As a result, this was identified as a focus area for improvement.

95%
strongly agree or agree

Medication safety: Participants reported high levels of confidence in their medication understanding including benefits, side effects and compliance.

100%
strongly agree or agree

Failure to Attend Appointments: Common themes were: time inconvenient/not needed, too busy, too costly (e.g. parking or transport), more important issues, forgetting, or feeling uncomfortable to discuss health concerns. A small proportion (<10%) had a fear of diagnosis, negative prior experience, or low perceived need to seek medical care.

What changed

A wall of brochures was created in the welcome area that is shared by our bicultural workers (Figure 2). A follow-up survey was undertaken with 90% of respondents Strongly agreeing/agreeing the information is important and understandable – increase by 30% since the last survey.



Figure 2. Wall of brochures

