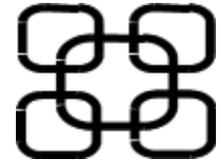


**COMMUNITIES' COUNCIL ON ETHNIC ISSUES
(EASTERN REGION) INC.**



CCOEI

Refugee Health Forum – 22 April 2016

Evaluation Form – results

30 Evaluation forms were returned

Agenda Item	Comment
<ul style="list-style-type: none"> ○ The length of the forum was sufficient for my needs. 	<ul style="list-style-type: none"> ○ A full day would be better I think (<i>social worker</i>) ○ Would prefer a full day (<i>Private Practice Adviser/TL</i>) ○ Although Friday suited me, many people who work part-time don't work on Fridays - so I suggest other days too for sessions ○ A bit rushed in the workshop session which I thought was very valuable (<i>Policy role</i>)
<ul style="list-style-type: none"> ○ The content was relevant and important. 	<ul style="list-style-type: none"> ○ Set different specialists as speakers and please more personal stories (<i>Private Practice Adviser/TL</i>) ○ The content was very engaging throughout loved the video
<ul style="list-style-type: none"> ○ I would recommend this type of forum to my colleagues. 	<ul style="list-style-type: none"> ○ I would definitely recommend this to my colleagues. Great networking opportunity. Good to know resources (<i>Coordinator role</i>). ○ I hope you have another forum for my colleagues
<ul style="list-style-type: none"> ○ I will share learnings and/or information gained today with my colleagues. 	<ul style="list-style-type: none"> ○ I am going to add the presentation notes to our orientation folder (especially those from HSS and MIC). (<i>Health Promotion role</i>) ○ We are Refugee Nurses and although aware of this topic the video was good.

<p>Presentations</p> <ul style="list-style-type: none"> ○ Which presentation(s) provided the most value to you in your work with patients/clients? 	<p>Forum participants:</p> <ol style="list-style-type: none"> 1) voted Personal Stories (provided through Tial Hnem and also through the video) the highest and requested more for any future forums; 2) majority would recommend this type of forum to their colleagues 3) majority indicated they had gained knowledge and informatio
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- **Role:** Which of the following best describes your role (*please tick*):
Adviser 1; Coordinator 2; Doctor 1; Manager 4; Nurse 8 Policy 1; Psychologist 1; Social Worker (3); Teacher 1; Team Leader 2; Support 1; Community Engagement Officer 1, Volunteer 1, Health Promotion 1, Other (2)
- In terms of your knowledge prior to this event, have you gained confidence in working with refugees? **Yes 25; No = Nil Maybe 4; Comments 1:** - Thinking about broader community/social responses

- Can you describe one approach or practice you may put in place to assist people from a refugee background when you return to your workplace? *(If not enough space please use the back of this form).*
 - Engage refugees in each process (where possible)
 - Ask more questions. Use interpreter services more readily *(Nurse role)*
 - Continue to promote cultural awareness amongst other staff
 - Disseminate information and resources amongst Karen people and my networks. Continue to seek more Karen interpreters. *(Coordinator)*
 - Useful information for policy development *(Role: Policy)*
 - Better use of interpreting services, improved community referrals to presenting organisations. Better networking. *(Social Worker)*
 - Propose that our organisation seeks to provide more volunteer opportunities for people from refugee communities.
 - Cue cards and symbols
 - Use the services that presented today more
 - More aware of services
 - Recognizing traditional beliefs
 - Knowledge of services
 - Use Telephone Interpreter Service, access to local directory & staff training in regards to this and downloading "My New Roots" App.
 - Be more aware of the importance of interpreters (professional interpreters not family members)
 - Consider how patient may be feeling, their understanding and possible fear.
 - Every contact with a client is an opportunity for kindness
 - Feedback group ideas for innovative activities eg Volunteering opportunities for skilled migrants
 - Community involvement and engagement
 - Better linking of services and networks to the relationships I have built today
 - Don't be afraid to ask questions re health of students
 - Don't accept "yes" to every question answered by refugees
 - Share resources/demonstrate knowledge of services to staff and students
 - Ensure all staff have cultural awareness and interpreter training
 - Look at and use the cue cards
 - Communicating with more knowledge/confidence e.g.: clarify answers such as "yes" – use other phrases other than "counsellor". Better use and knowledge of resources/services available
 - Most useful
 - Make a Community Directory or use the Council Directory for social groups to prevent social exclusion, isolation, mental health and depression.
 - Use interpreters more

Comments:

- Very comprehensive forum, I loved the personal stories.
- Early Settlement information was great. Marilyn was outstanding.
- Very good and informative event and food.
- Thank you - a thoroughly informative and relevant day.
- It was an interesting forum well done on the day.
- A well organised welcoming event. Enjoyed Tial Hnem presentation and images of Chin land and also Jack and family – interview about health provision.
- A regional refugee health Strategic Plan would help guide regional action/influence.

- More platforms for open discussion and facilitation of the discussion – more time allocated would be better for advocacy of cultural competency.
- The forum should be more interactive rather than a lot of presentations.
- Fantastic. Suggestion: not all organisations present.
- Thank you! The work done with refugees restores my faith in humanity. (*PIR Support Facilitator*) An idea for the council: Using the stories of people who have been settled in Australia as examples of new arrivals. Using both successful and unsuccessful stories.
- Using successful people as mentors to new arrivals. Mentors can be volunteers and paid. If the mentors are unemployed, maybe their work with new arrivals can be counted towards their Centrelink “work for the dole” obligations.
- It would be beneficial for refugee Doctor/Nurse to let refugees know about when to go to Emergency Departments and when to go to GPs. If they are aware it would reduce their anxiety and frustration at needing to wait in EDs.
- Amazing forum, very informative and done in a very culturally appropriate and sensitive manner. The speakers were very engaging and done in a manner where they were open in discussions and feedback provided. It would be great to have more people from CALD communities in attendance.
- Participants should introduce themselves at the beginning.
- Fantastic! Congratulations to Sam, Cynthia, Glenis and team on a great event.
- This as a terrific opportunity to network, it was a bit of a shame there weren't more Local Governments represented as LGs can play a significant role in promoting health outside the health sector. (*Role: Health Promotion*).
- Wish we could have spent more time discussing “where to from here” for the Outer East.....a plan! Well done. (*Social Worker.*)
- Please (with permission) create a directory of people who attended today and disseminate amongst attendees for networking purposes (*Coordinator role*).
- Informative and collaborative.
- Well done planning committee and organisers. For the next forum have a refugee on the planning committee.

Email feedback:

- A wonderful event charged with energy and positive vibes. All your hard work paid off.
- Hearty Congratulations on an excellent choice of panel speakers and workshop as well as a good mix in the audience.
- I have made so many notes and will circulate the same within my faith, Interfaith and numerous volunteer groups.
- Congratulations on a successful forum and thank you for having us there!
- Thank you for doing the coordinating and organising of the Refugee Health Forum. I found it very informative and helpful.