

A great return on investment: the value of a strong bilingual health and community services workforce in Queensland

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Acknowledgement of Country

We acknowledge the Traditional Owners of Country throughout Australia and recognize their continuing connection to lands, waters, and communities.

We pay our respects to Aboriginal and Torres Strait Islander cultures, and to Elders past and present.



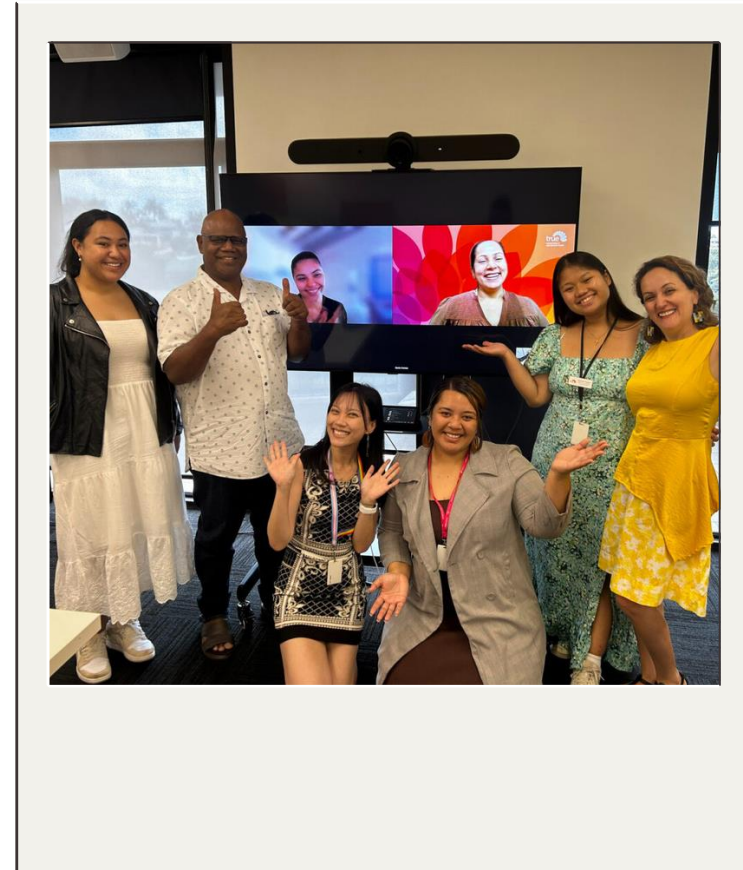


Health in My Language Project

Bilingual Health Workforce Evaluation (BiHWe) Project

Health in My Language (HIML)

To address barriers to vaccine literacy and uptake, vaccine hesitancy, and service navigation, aiming to reach those who need it most and increase overall health literacy.



Bilingual Health Workforce Evaluation

This project is in partnership with ECCQ and True and has received funding from the Queensland Care Consortium **to develop employment and training pathways for bilingual health and community workers in Queensland.**



This initiative is funded by Jobs Queensland as an action arising from the Good jobs. Good people: Queensland Workforce Strategy 2022-2032.

Project Aim

01

To evaluate the benefits of Queensland's bilingual health and community care workforce at multiple stakeholder levels

02

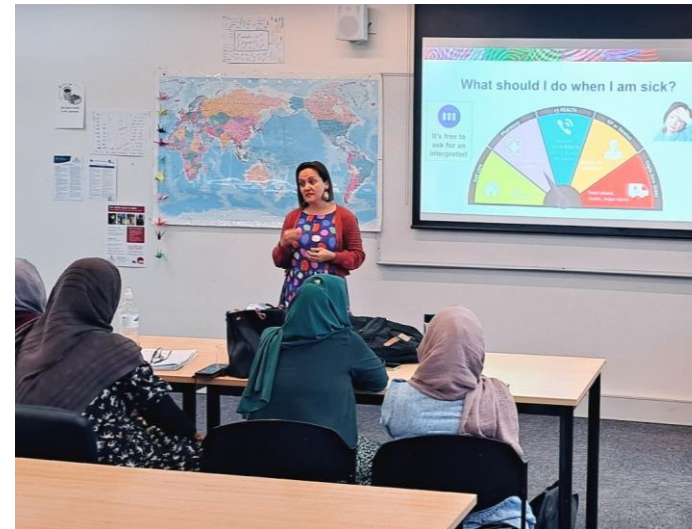
To report on the career development pathways available to the workforce

03

To provide actionable recommendations to facilitate sustainable career pathways

What is a 'Bilingual worker'?

- A bilingual health worker is a person employed to utilise their language skills, cultural knowledge, lived experience, and community connections to work with people whom they share a lived experience with, as well as with health professionals and agencies.
- Bilingual workers work as system navigators and health educators. They are also involved in elevating community voices, advocating for their needs, co-designing and delivering programs, sharing information, and facilitating cultural safety.
- Their roles are distinguished from **interpreters** and **bilingual health practitioners**, as well as from workers who are simply bilingual.



Moji's Journey

- Arrived in Australia in 2010 as an international student
- Master of Arts (Research)
- Community Artist & Engagement worker
- Bilingual Health Educator.
Languages: Farsi & Arabic



"After your information session I did my breast screening and they found a lump in my left breast, now I have to go to see the specialist, thank you for providing us information."
- Participant



Moji's challenges

- *"I have served in this role for two years, with my contract being extended four times, this is one of the biggest challenges we faced, both for our team and the communities we serve, some of our colleagues have departed in search of more stable employment opportunities."*
- *"Building and nurturing relationships with communities and organizations, only to depart shortly thereafter, underscores the importance of establishing permanent positions for community workers and bilingual staff."*

Bilingual Health Workforce Evaluation

“Pay them and value them. More than just a few hours.”

– Health consultant

“Not casualised work. Need consistency.”

– Community leader

“my view is that in this role as a causal wouldn’t suit, we need to go to the community and have a constant connection.”

– Bilingual health worker

“The appropriate award system is required for this workforce, similar to the Aboriginal and Torres Strait Islander Health Workers Award.”

– Reference group member

Levi's Journey



- Medical Doctor - Honiara, Solomon Islands
- Developed Honiara's only Women's Health Hub at the Honiara Hospital
- Bilingual Health Educator.
Languages spoken: Solomon Islands Pijin, PNG Tok Pisin, Vanuatu Bislama

CASE STUDY: Seasonal Workers in Townsville, STI Screening event





HIML education session evaluation



99.1% of respondents agreed or strongly agreed they learnt something new from the session



98.6% of respondents agreed or strongly agreed they felt more confident about the health topics covered in the session



98.9% of respondents agreed or strongly agree that overall, they enjoyed the session

In language sessions

95.4% of respondents agreed they prefer learning in their own language



95.9% of respondents agreed they understood the information more when delivered in language





Contact us

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