

Equitable Care for People Seeking Protection

From volunteer-led care to sustainable interdisciplinary primary healthcare



Mater Refugee Complex Care Clinic, Brisbane

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Why change is needed

- Volunteer dependent workforce**
Reliance on volunteers creates workforce instability.
 - Delivering care for patients with unstable or no access to Medicare**
Complex needs and barriers to care require a more sustainable model.
 - Increasing humanitarian need**
Global and local crises continue to increase the number of people seeking protection.
 - Compounding factors at the time**
 - COVID-19 pandemic
 - War in Ukraine
 - Afghanistan evacuation
 - Brisbane floods
 - Demand exceeded capacity**
Growing demand outstrips the ability of volunteer-led care to meet need.
- How can we enable more equitable access to care, improve outcomes and build a sustainable model that strengthens our health system, workforce and community?**

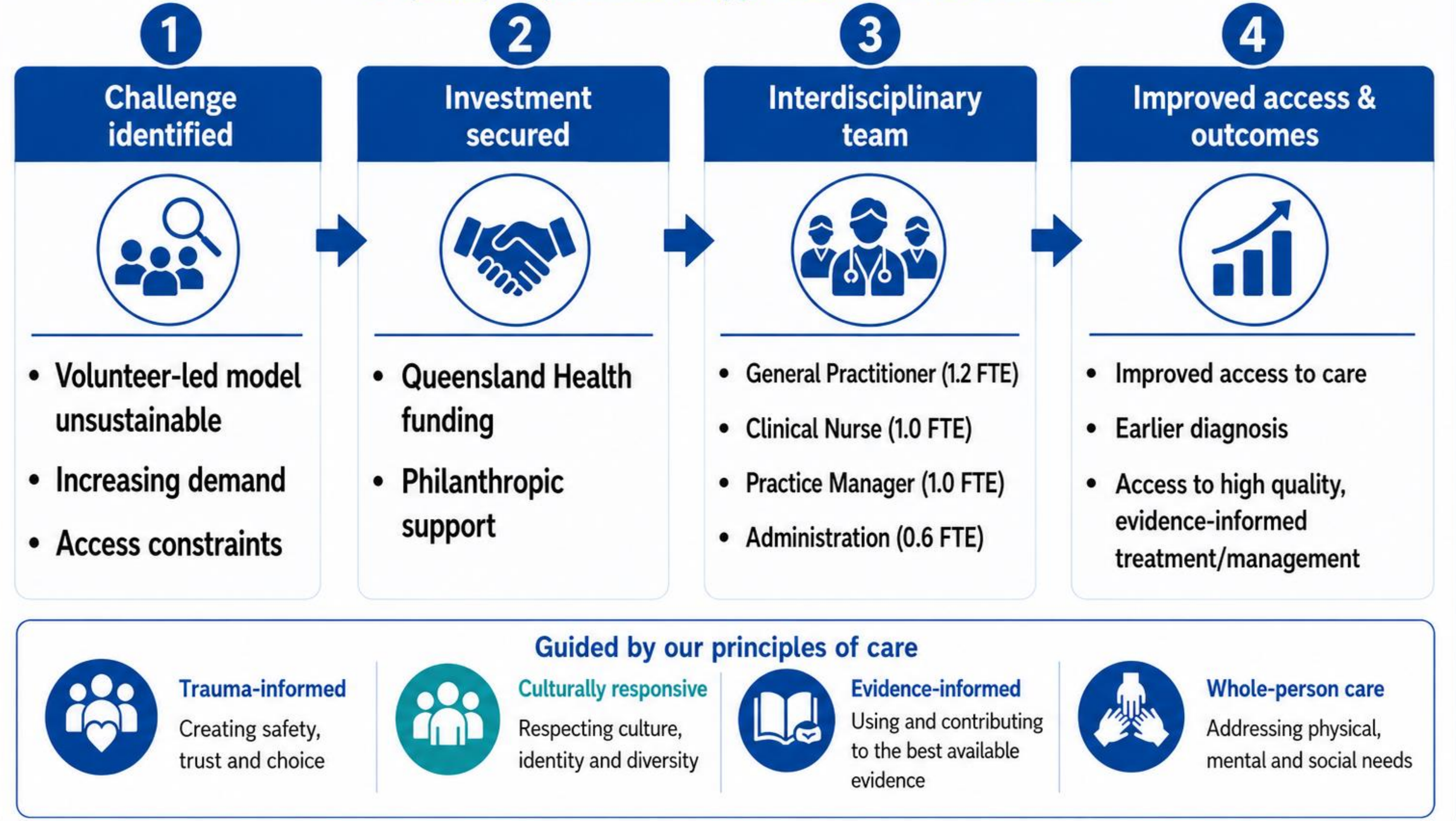
Quality improvement in action

- Plan**
 - Recognised increasing demand
 - Volunteer workforce constraints
 - Access challenges
- Do**
 - Funded interdisciplinary model
 - Strong, collaborative governance

GP • Nurse • Administration
- Study**
 - Access
 - Preventative care
 - Screening
 - Prevalence
 - Treatment engagement
 - Health outcomes
- Act**
 - Emerging priorities
 - Future service, system and policy development
- Future Improvement**
 - Ongoing evaluation
 - Service, system and policy improvements

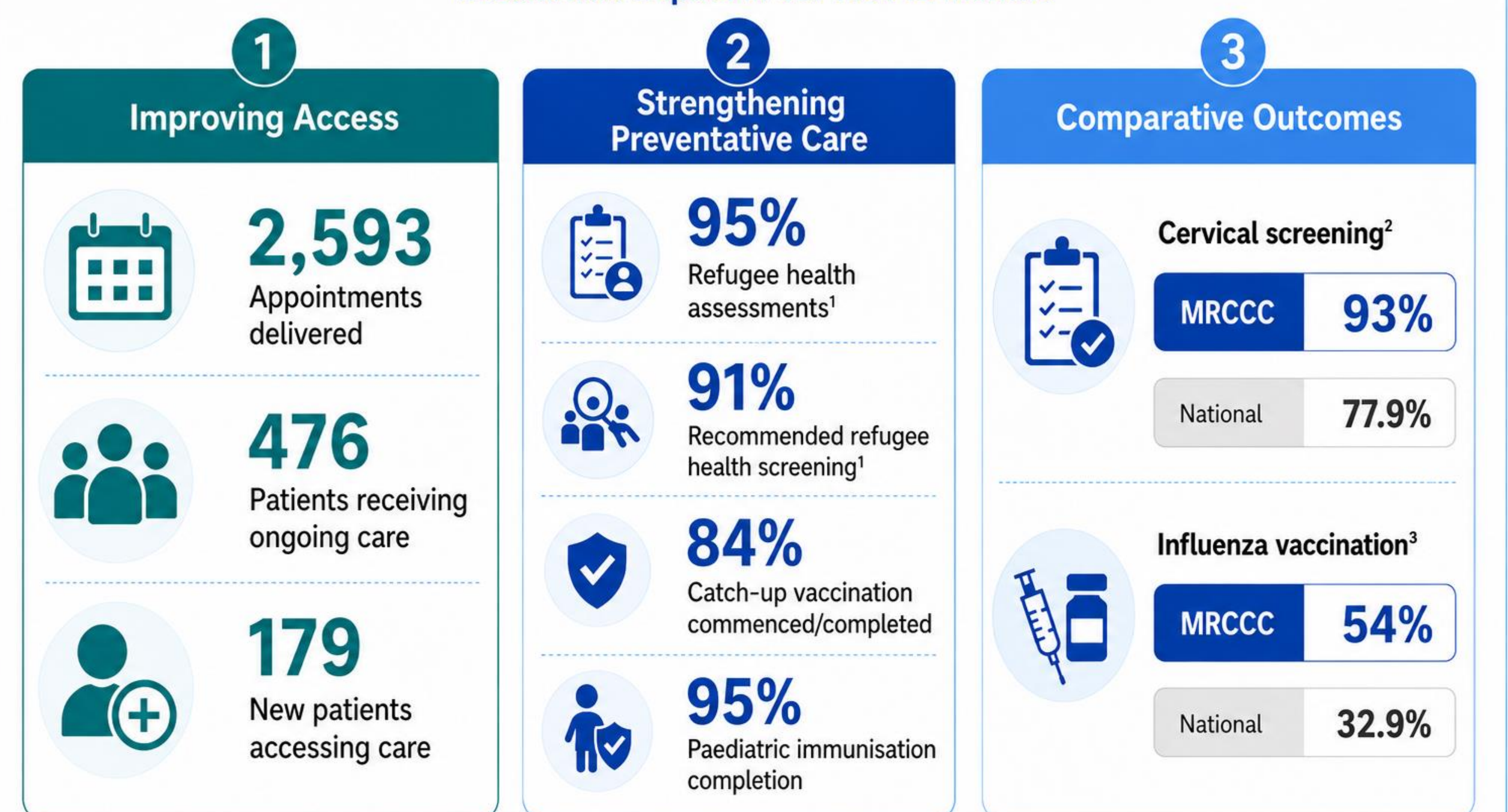
Building a sustainable model of care

A quality improvement approach to better outcomes



First year outcomes

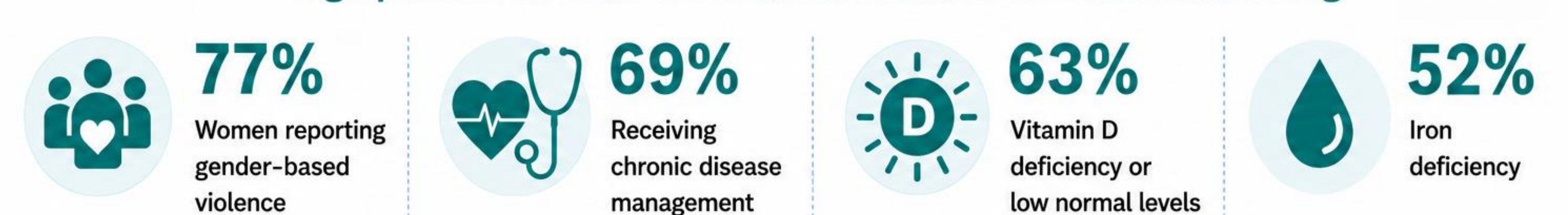
Measurable impact in our first 12 months



Clinically significant health needs identified

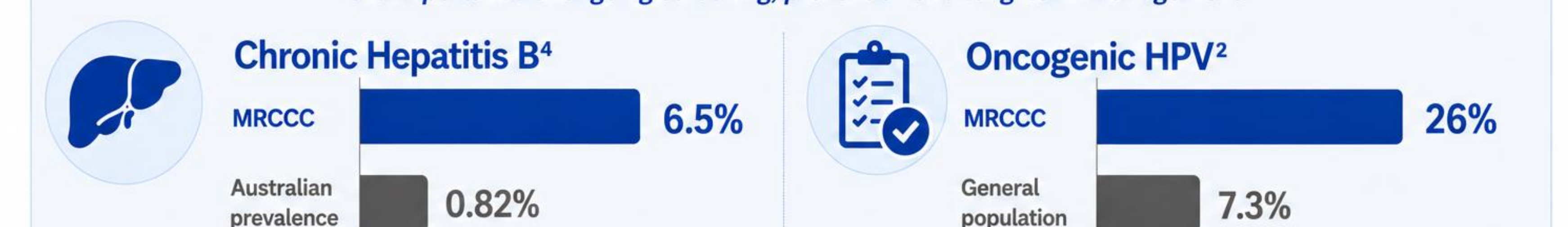
The funded model identified significant health needs and emerging priorities highlighting the importance of ongoing access to care.

High prevalence health and social needs identified on screening



Emerging areas of need aligned with state and Commonwealth health priorities

Higher prevalence compared with broader population estimates highlights the importance of ongoing screening, prevention and long-term management.



Learn more:
Mater Refugee and Multicultural Health Services



References

- Chaves NJ, Paxton G, Biggs BA, et al. Recommendations for comprehensive post-arrival health assessment for people from refugee-like backgrounds. Australasian Society for Infectious Diseases and Refugee Health Network of Australia; 2016.
- Australian Institute of Health and Welfare. National Cervical Screening Program Monitoring Report 2025. AIHW; 2025.
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