

Multicultural Health Coordination Program

MHCP supports people from multicultural backgrounds who have complex health and wellbeing needs.

MHCP offers a care coordination service to enhance the health and health literacy of people from multicultural backgrounds with complex health needs. The program seeks to increase a patient's connection between their primary care provider and tertiary and/or community services, and their understanding of the health system.

The team includes clinical nurses, a social worker and program staff who work in partnership with the patient, their community GP and other health and community services.

Services offered are informed by an initial assessment, and may include short term engagements, joint goal setting and longer term (up to 12 months) care coordination and advocacy support.

Services will be delivered in general practice, remotely, or at a location suitable to the patient.

Additionally, a collaborative with partner organisations will work to address systemic barriers to accessing healthcare for the target patient population.

This new program is currently funded to 30 June 2024 by Queensland Health as part of the Connected Community Pathways program.

Core Activities:

- Assessment and care coordination
- Family and carer support
- Promoting health literacy including education on health conditions, medications, and health systems
- Facilitating patient access to community support organisations, including housing, employment services, financial support (e.g. Centrelink), NGO and peer support workers, GPs and medical specialists
- Systemic advocacy to build equitable health system responses and engagement.

Referral Criteria and Pathway:

The service is available to people living in Brisbane, Logan and Ipswich regions from a multicultural background, with complex health and/or social needs.

MHCP is open to all age groups.

This is a no cost service, and there are no Medicare or visa eligibility requirements.

Referrals can be made by:

- General Practitioners
- Hospital EDs, inpatient or outpatient services
- Community health services
- Social care providers
- Community members, including self-referral.

Referrals can be made by completing the [referral form](#) and emailing to: mmhcp@mater.org.au

Over the phone referrals are also welcome.

For more information:

Email: mmhcp@mater.org.au

Phone: 07 3163 4000

Website:

www.mater.org.au/health/services/refugee-health/multicultural-health-coordination-program