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| DecorativeRefugee and Asylum Seeker Health Services  28076 |
| Outcome objective: Victorians are healthy and well  Output group: Primary and Dental Health  Output: Community health services |

# 1. Service Objective

Responding to the poor health and complex health issues of arriving refugees in Victoria.

# 2. Description of the service

**R**esponding to the poor health and complex health issues of arriving refugees in Victoria.

# 3. Client group

The client group this activity is targeted at is Refugees.

# 4. Obligations specific to this activity

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

## 4a. Registration and Accreditation

N/A

## 4b. Program requirements and other policy guidelines

* [Refugee health](https://www2.health.vic.gov.au/primary-and-community-health/community-health/population-groups/refugee-health-program)

<https://www2.health.vic.gov.au/primary-and-community-health/community-health/population-groups/refugee-health-program>

* Includes:
* Guide to asylum seeker access to health and community services in Victoria. These standards should be referenced until superseded.
* [Guide for the Refugee Health Nurse Program](https://www.google.com.au/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=2ahUKEwiNzf-optTiAhU_63MBHScVDzQQFjABegQICxAG&url=https%3A%2F%2Fwww2.health.vic.gov.au%2FApi%2Fdownloadmedia%2F%257BDB6C5A5C-5180-4B45-BE38-0C937D82EE8F%257D&usg=AOvVaw2uVyakMIyB4WvLTnW85IIn)
* [Refugee health service coordination guide 2009](https://www2.health.vic.gov.au/about/publications/policiesandguidelines/refugee-service-coordination-guide)
* [Refugee and asylum seeker health and wellbeing,](https://www2.health.vic.gov.au/about/populations/refugee-asylum-seeker-health) includes the Refugee and Asylum Seekers Health Action Plan 2014–18 <https://www2.health.vic.gov.au/about/populations/refugee-asylum-seeker-health>
* [Cultural Responsiveness Framework:](https://www2.health.vic.gov.au/about/publications/policiesandguidelines/Cultural-responsiveness-framework---Guidelines-for-Victorian-health-services) guidelines for Victorian health services outlines the government’s approach to cultural responsiveness in health services focusing on four key areas: organisational effectiveness, risk management, consumer participation and effective workforce <https://www2.health.vic.gov.au/about/publications/policiesandguidelines/Cultural-responsiveness-framework---Guidelines-for-Victorian-health-services>
* [Language services policy](https://www.dhhs.vic.gov.au/publications/language-services-policy-and-guidelines) <https://www.dhhs.vic.gov.au/publications/language-services-policy-and-guidelines>
* [Health Translations Directory](http://healthtranslations.vic.gov.au/) <https://www.healthtranslations.vic.gov.au>

# 5. Performance

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement. Performance is measured as follows:

## Key performance measure 1: Number of hours of service

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| --- | --- |
| Aim/objective | Report on the number of hours of service |
| Target | The performance measure target is provided in the Service Agreement. |
| Type of count | Cumulative  Non-cumulative |
| Counting rule |  |
| Data source(s) collection | Community Health minimum dataset |
| Definition of terms |  |

# 6. Data collection

The reporting requirements for this service are:

| Data collection name | Data system | Data set | Reporting cycle |
| --- | --- | --- | --- |
| Community Health minimum dataset | <Insert text here> | <Insert text here> | Quarterly |

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