

Improving access to refugee-focused health services for people from refugee-like backgrounds in south-eastern Melbourne through the education sector

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Appendix S1. Surveys

Pre forum survey

Thank you for completing the survey, all information will be kept confidential. The Information will help us plan future forums.

Could you please answer the following questions to help us improve our future forums.

All the information you provide will be kept confidential. We request that you provide an identifier for the purpose of linking the surveys. You may provide your real name, a pseudonym or a four-digit code. Please provide the same identifier on all three surveys.

1. Name, pseudonym or four-digit code _____
2. Where do you work? _____
3. What is your current position title? _____
4. Do you currently work with refugee and/or asylum seekers? (please circle)
Yes / No
- 4a. If yes, please describe your role:
5. Do you refer refugees/asylum seekers to refugee focused health services: (please circle) Yes / No
- 5a. If yes, approximately how many referrals would you have made in the last 6 month period?
6. Do you know what a refugee focused health service is: (please circle) Yes / No
- If yes- please list services that you are aware of:

Please indicate the extent to which you agree or disagree with these statements.	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
7. I know what refugee focused health services refugees/asylum seekers can access in region						
8. I know the eligibility criteria for refugees/asylum seekers accessing refugee focused health services						
9. I know how to refer refugee and asylum seekers to refugee focused health services						

10. I am confident in referring refugee and asylum seekers to refugee focused health services						
11. I am confident locating information and resources about referring refugee and asylum seekers to refugee focused health services						
12. I am confident in providing information about refugee focused health services refugee and asylum seekers						
13. I or my organisation have well-established relationships with local refugee focused health services						

14. Please describe what motivated you to attend the forum:

Thank you for taking the time to complete this survey. Please place this survey in the marked box.

Post forum survey

Thank you for completing the survey, all information will be kept confidential.

Could you please answer the following questions to help us improve our future forums.

All the information you provide will be kept confidential. We request that you provide an identifier for the purpose of linking the surveys. You may provide your real name, a pseudonym or a four-digit code. Please provide the same identifier on all three surveys.

Name/pseudonym or four digit code _____

Please indicate the extent to which you agree or disagree with these statements.

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1. The content of the forum is relevant to my work						
2. The amount of information provided was adequate						
3. The format of the forum enhanced learning						
4. I had opportunities to develop networks						
5. I would recommend this forum to others						

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1. I know what refugee focused health services refugees/asylum seekers can access in region						
2. I know the eligibility criteria for refugees/asylum seekers accessing refugee focused health services						
3. I know how to refer refugee and asylum seekers to refugee focused health services						
4. I am confident in referring refugee and asylum seekers to refugee focused health services						
5. I am confident locating information and resources about referring refugee and						

asylum seekers to refugee focused health services						
6. I am confident in providing information about refugee focused health services refugee and asylum seekers						
7. As a result of attending the forum I will refer refugees/asylum seekers to refugee focused health services						

8. What did you like about the forum?

9. What could we have done better/change?

10. Any further comments that you would like to add:

Thank you for taking the time to complete this survey. Please place this survey in the marked box.

Follow-up survey

Thank you for completing the survey, all information will be kept confidential. This survey aims to evaluate the education forum on local refugee focused health services that you participated in on the 20th February 2019. This information will help us plan future forums.

All the information you provide will be kept confidential. We request that you provide an identifier for the purpose of linking the surveys. You may provide your real name, a pseudonym or a four-digit code. Please provide the same identifier on all three surveys.

Name/pseudonym or a four digit code: _____

Please tick the box that indicates your agreement with each of the following statements:

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1. Attendance at the forum improved my ability to find information and resources refugee focused health services in the area.						
2. Attendance at the forum improved my knowledge of available refugee focused health services						
3. Attendance at the forum improved my awareness of client eligibility criteria to access refugee focused health services in the area						
4. Attendance at the forum improved my ability to refer individuals and/or their families to refugee focused health services in the area						
5. Attendance at the forum improved my ability to provide information about refugee focused health services to those who need it						
6. I would recommend this forum to others						
7. Attendance at the forum improved my confidence in referring clients to refugee focused health services						
8. As a result of attending the forum I have been referring more clients to refugee focused health services						

9. Please note any further comments and feedback below:

Thank you for taking the time to complete this survey.

Please return this survey to the research team.

Appendix S2. Interview Guide

1. How would you describe your role supporting children/ and or families with their health?
 - Similar roles previously?
 - How do you usually identify someone needs health support? What do you do following this?
 - Do you refer to refugee focused health services?
 - What are people's needs and expectations of your role?
 - What are some of the main health related issues that people approach you for help?
 - Describe some of the barriers/supports to meeting people's needs and expectations? Why? How can these be addressed?

2. What did you know about refugee focused health services in this region prior to the information session?
 - What are they?
 - Why is there a need for them?
 - How to access?
 - Referral pathways? (cost, how to make an appointment)
 - Eligibility criteria?
 - Satisfaction with knowledge?
 - How did you learn this previously?

3. What was your experience of the information session delivered about refugee focused health services in the region?
 - Differences made in your knowledge, attitudes and practice abilities?
 - More likely to refer?
 - Greatest change noticed, e.g. ability to improve others health system navigation, health literacy, others?
 - What would motivate you to attend future sessions?

4. How can the information you received in this session be sustained in your organisation?
 - Challenges and opportunities?
 - Online platforms
 - Posters
 - Information packs (electronic or hard copy)
 - Refresher forums/sessions

5. What could be done to improve the information session delivered in the future?
- Content, structure, delivery and presentation, material, length?
 - What further support do you need to successfully support people to access refugee focused health services.
 - Do you think this approach should be used in the future? Ie: information sessions vs something else?
6. What do you think makes it easier to help people from refugee backgrounds, and their families, to access appropriate health care? What do you think makes it harder for you to help them?
7. Is there anything further that you would like to add?
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Appendix S3. Quantitative result tables

Table S1. Post-forum satisfaction responses

Question	Response (N)					
	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
The content of this forum is relevant to my work					1	10
The amount of information provided during this forum was adequate				1	2	8
The format of the forum enhanced learning					3	8
I had opportunities to develop networks					1	10
I would recommend this forum to others					1	10

Table S2. Pre- and post-forum knowledge and confidence responses

Question	Response (N)					
	Strongly disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
Knowledge of local RFHS						
Pre-forum	3	2		1	4	1
Post-forum				1	7	3
Knowledge of eligibility criteria for RFHS						
Pre-forum	2	3		1	4	1
Post-forum			1	3	5	2
Knowledge of how to refer to RFHS						
Pre-forum	2	3			5	1
Post-forum				2	7	2
Confidence referring to RFHS						
Pre-forum	2	2	1		4	2
Post-forum				3	6	2
Confidence locating information about RFHS referral						
Pre-forum	2	3			5	1
Post-forum				1	9	1
Confidence providing information about RFHS						
Pre-forum	2	2	1		5	1
Post-forum			1	1	8	1