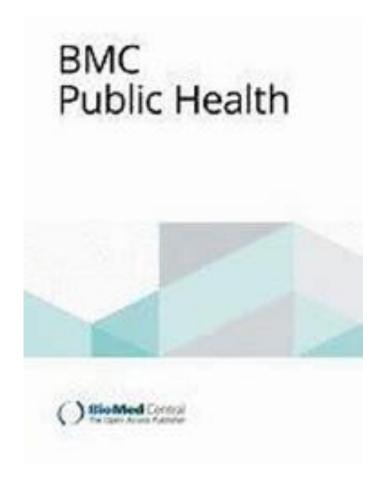


### Refugee community pandemic research

Multicultural Health Service/Refugee Health Service, HNE
And
Public Heath Unit, HNE

Healey SJR, Ghafournia N, Massey PD, Andrich K, Harrison J, Taylor K, Bolsewicz K.









- CALD groups disadvantaged
- COVID-19 government health communication inadequate

- Not just about language
- Partner with leaders

#### **Ezidi voices:**

The communication of COVID-19 information amongst a refugee community in rural Australia- a qualitative study

# MIDDLE EAST IRAN EGYPT ARABIA SUDAN Arabian Sea ETHIOPIA



#### Background





## Methods: group interviews









#### Common sense results:

- 1. The refugee experience influences the communication of COVID-19 messages
- 2. Cultural, social and gender norms influence responses to COVID-19
- 3. Trusted individuals and service providers are key
- 4. Problems with available government COVID-19 information
- 5. COVID-19 communication can be improved



# Participant suggestions for government sharing of official COVID-19 information

- **Listen** to community
- Provide clear, consistent and culturally **appropriate** messages
- Recognise diversity within the ethnic group
   E.g., language, religion, literacy ability, English proficiency
- Translate using **dialects** specific to community groups
- Choose multiple methods to distribute official information
   E.g., direct telephone calls, written handouts in language and social media videos
- Identify and consult with key Ezidi contacts
- **Delivery** via trusted and known community members and service providers
- Utilise highly frequented and familiar spaces to deliver messages
   E.g., TAFE, school, medical and dental clinics, multicultural supermarkets, social media



# "...the brain is tired, so we can't learn"

(Ezidi influential community member)

- ➤ Healey SJR, Ghafournia N, Massey PD, Andrich K, Harrison J, Taylor K, Bolsewicz K. Ezidi voices: The communication of COVID-19 information amongst a refugee community in rural Australia- a qualitative study. Int J Equity Health. 2022 Jan 21;21(1):10
- ➤ Healey, S.J.R., Ghafournia, N., Massey, P.D. et al. Factors contributing to the sharing of COVID-19 health information amongst refugee communities in a regional area of Australia: a qualitative study. BMC Public Health 22, 1434 (2022). https://doi.org/10.1186/s12889-022-13850-1
- ➤ Healey, S. J. R., Ghafournia, N., Bolsewicz, K., Andrich, K., & Massey, P. D. (2022). **The role of leadership among a Congolese community in Australia in response to the COVID-19 pandemic: a narrative study**. Western Pacific Surveillance and Response, 13(2).
- ➤ Healey SJR, Ghafournia N. Lessons from pandemic research with refugee communities. Public Health Res Pract. 2022;32(4):e3242236.