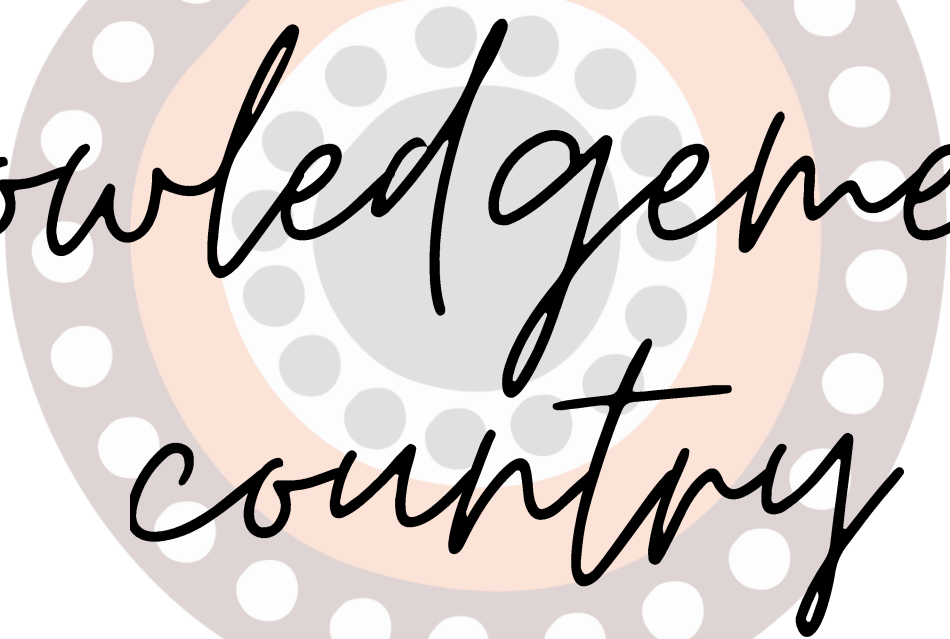




DELIBERATIVE *Processes*

authenticity | meaning | safety





*acknowledgement of
country*

We acknowledge the Wurundjeri people of the Kulin Nation as the Traditional Custodians of the Country we are meeting on today. We celebrate their enduring connections to Country, knowledge and stories, and acknowledge that they never ceded sovereignty. We pay our respects to Elders, and any First Nations people here today



victorian refugee
health network

Deliberation done right is *powerful*

new solutions
improved policy
engenders trust
shared responsibility
transformative

MosaicLab, 2022



Three Core Groups
(26 people)

- Lived Experience of Forced Migration
- Front-line health-care providers
- Health service management

Three one-day workshops

Set their ground rules

Request and discuss information

Decide by consensus


Report authored by the panel

Delivered directly to VRHN chair (delegate)

Tabled for executive and incorporated into strategic plan



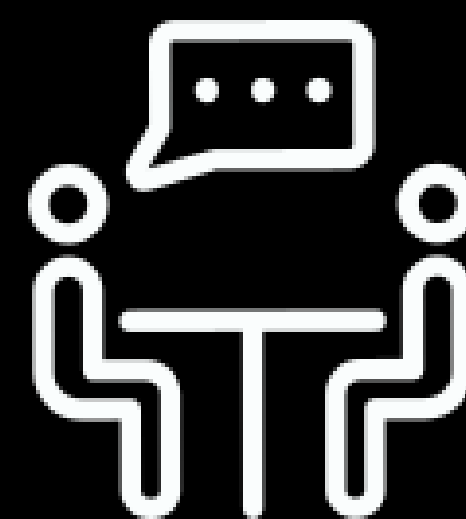
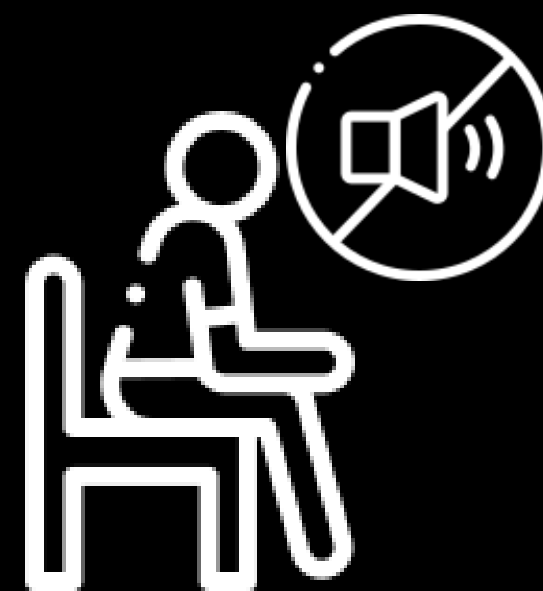
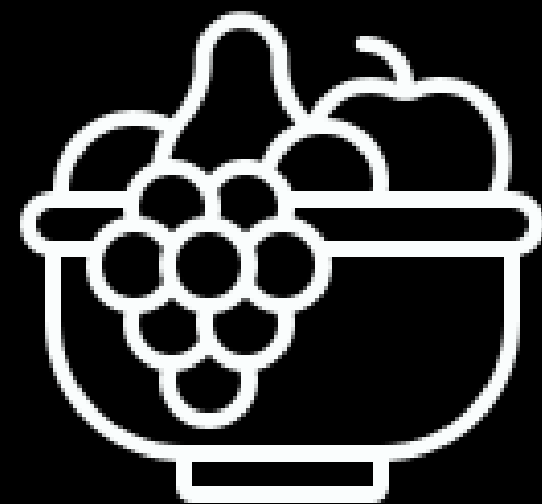
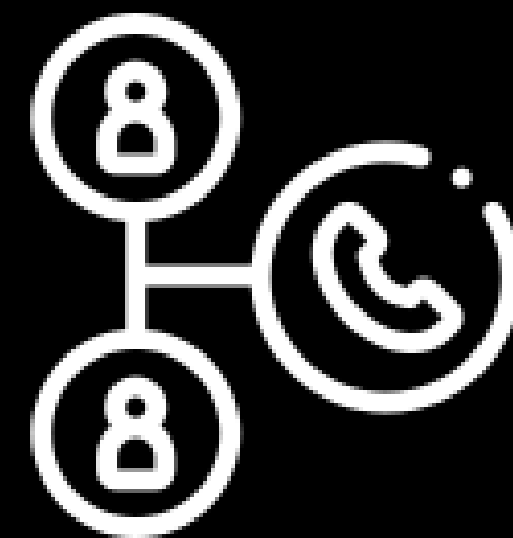
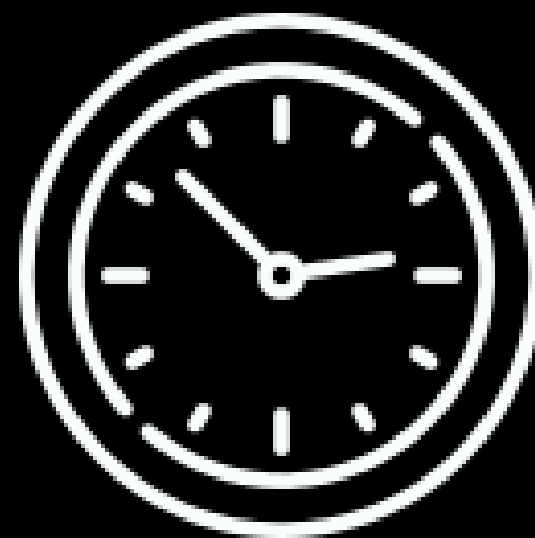
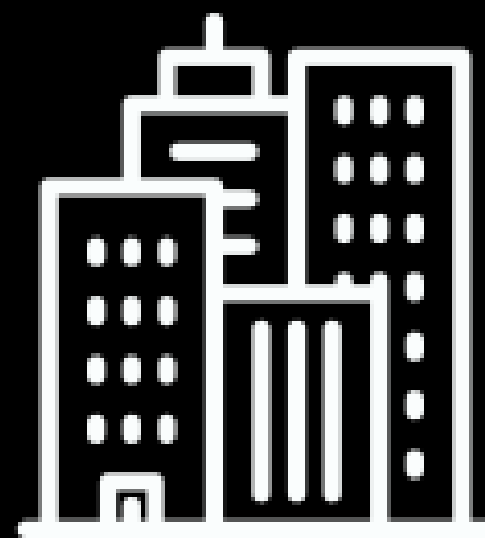
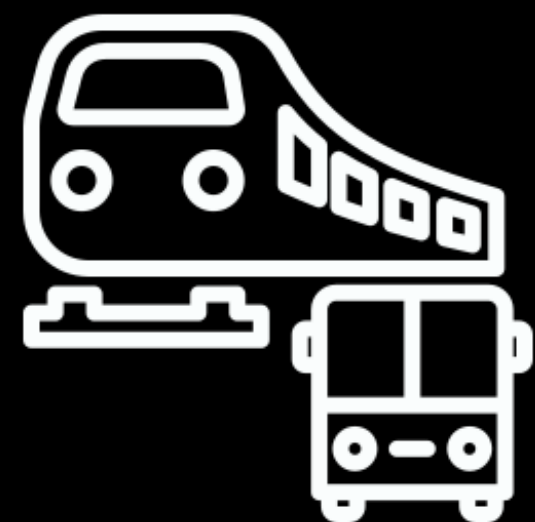
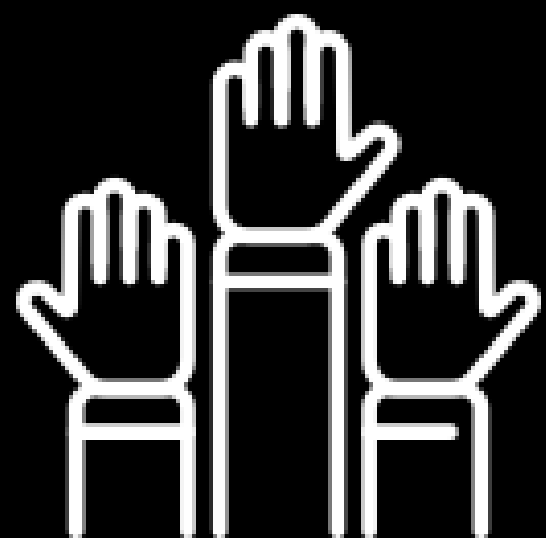
PARTICIPANTS
Random and/or representative selection



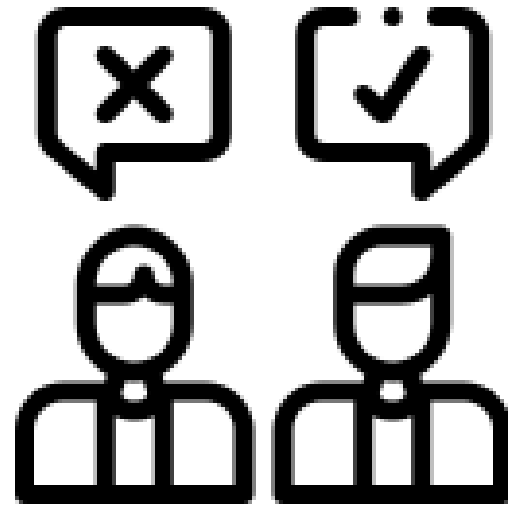
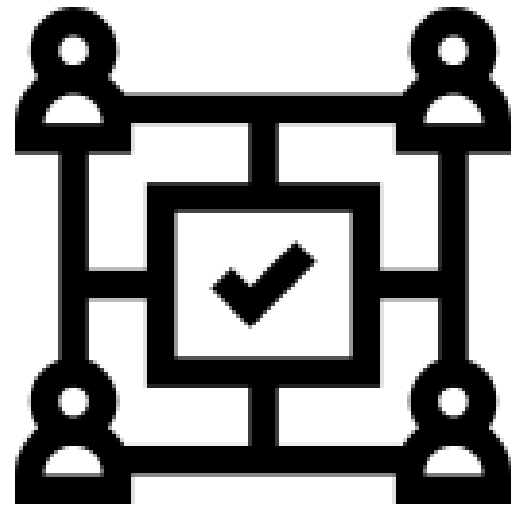
PROCESS
Moderated deliberation; participants given time and information to weigh and discuss trade-offs



OUTCOME
Specific recommendations for action and/or citizens report



Decision making



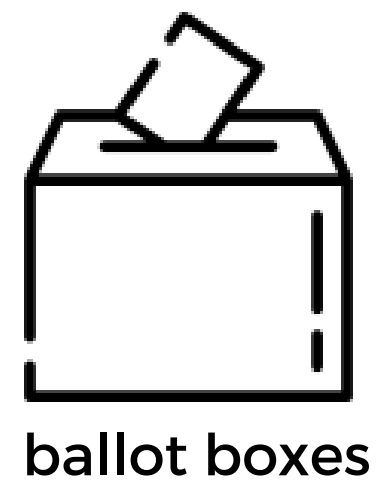
Consensus
100%



Verbal | Pictures | Written



Supermajority
80%
+ minority report



Information *requested*

They asked...

We provided...

Victorian health system overview

Presentation from the Department of Health

Settlement health system navigation

Presentation from AMES Australia

Mental health overview & navigation

Presentation from Mental Health, Monash Health

Disability services for refugees & people seeking asylum

Presentation from Refugee Council of Australia

Access and inclusion

Written material

Models of care

Written material

People living with disabilities; older people; adolescents;
children; asylum seekers (men's & women's health)

Written material

Regional experience and service challenges

Rural & Regional Forum (7 July 2022)

Multiple & shared definitions

What is health?

Health is...

a crown on the head of the healthy

which can only be seen by sick people

(+ 5 other definitions)

Strategic *themes*

Mental Health | Workforce Planning | Accessibility | Disability Access, Care & Support

Recommendations

- What is the theme/issue?
- Why is this important?
- What do we want done about it?
- How can VRHN do this?



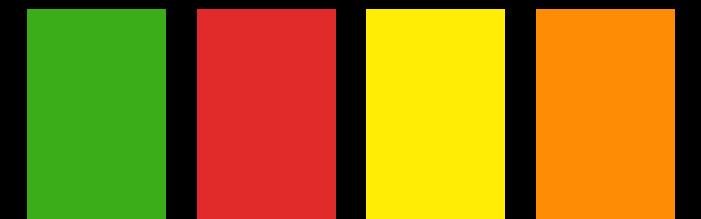
Presentations and feedback



Review & finalise recommendations



Consensus vote + minority reports



Our *Partnerships*



Monash Health

Workforce, Innovation, Strategy, Education, Research



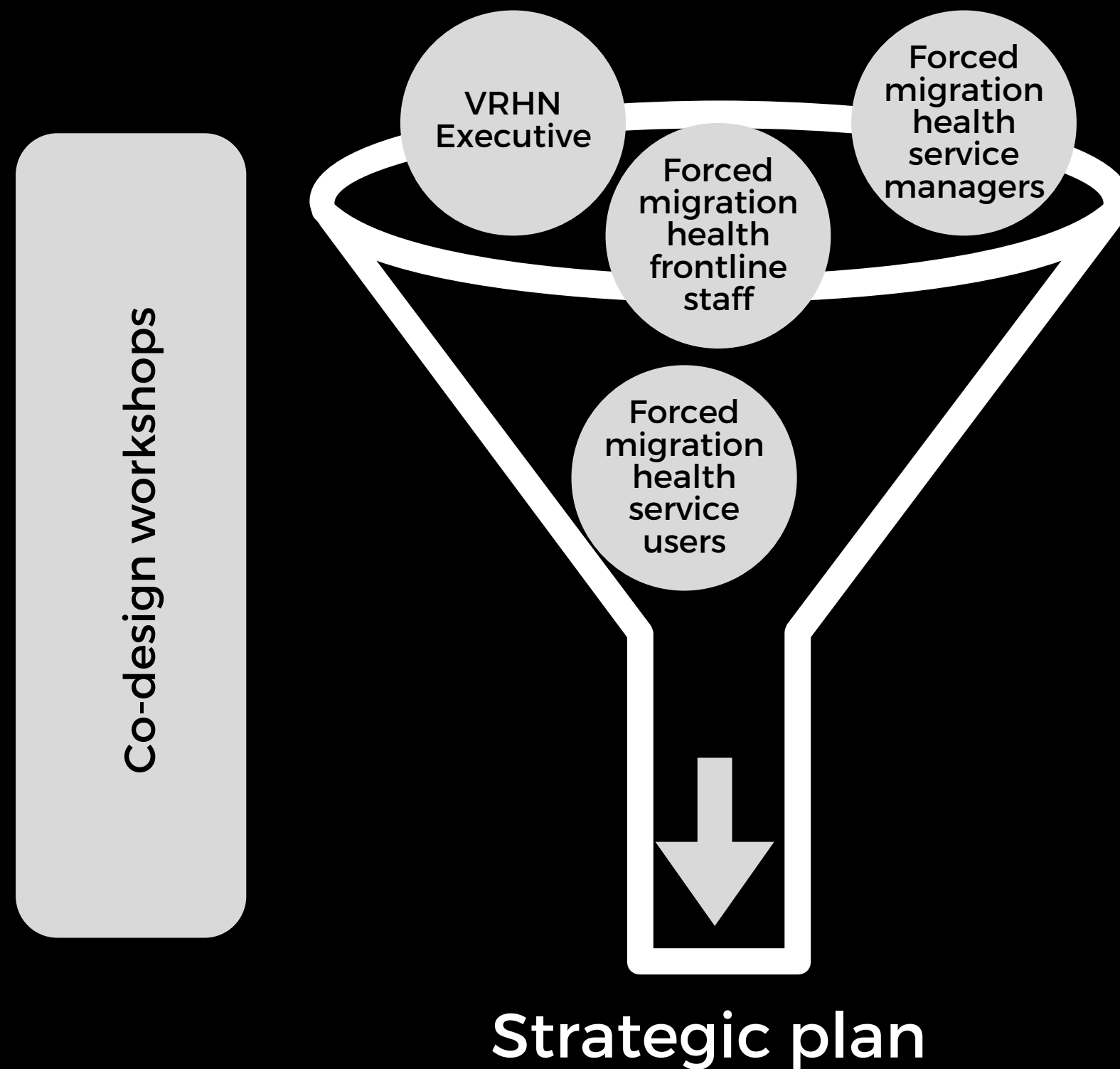
Monash Health

Refugee Health and Wellbeing

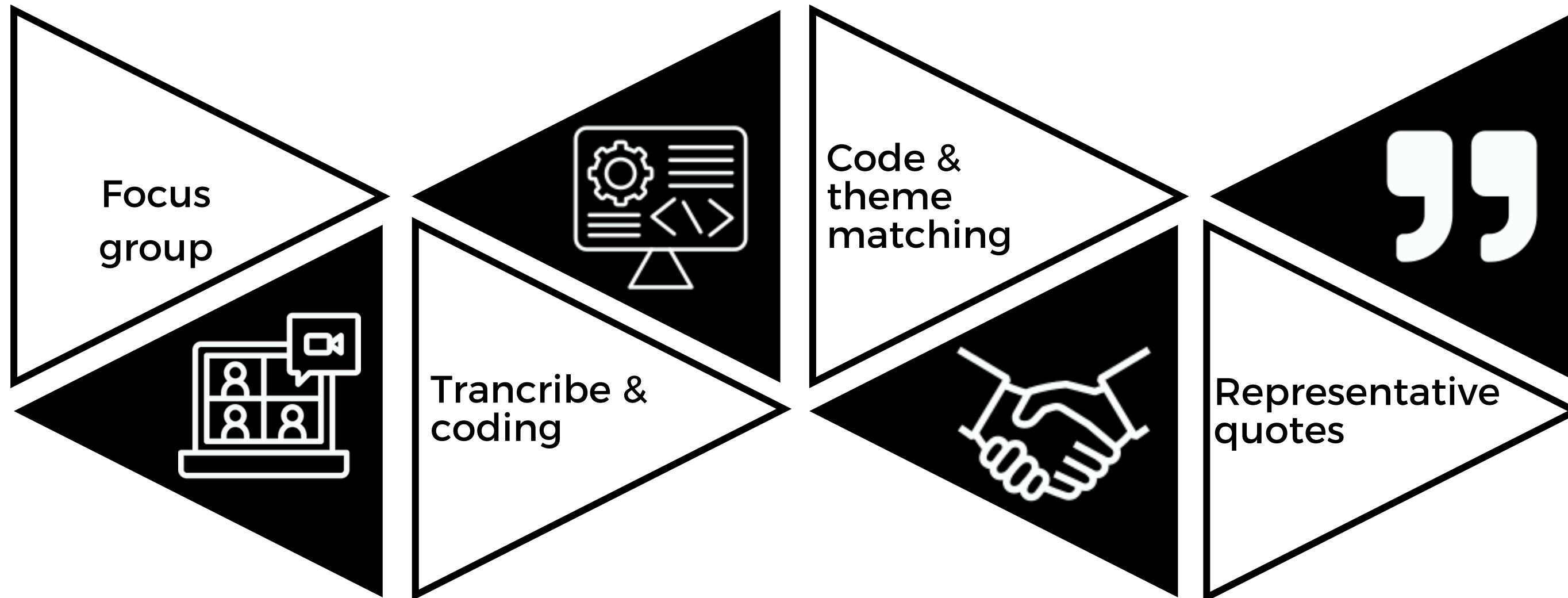


victorian refugee
health network

Evaluation *methodology*



Evaluation *methodology*



Three key *themes*

1

Authenticity

2

Meaning

3

Safety

Authenticity

- ◆ “Ticking all your boxes”: Getting the *right* people in the room
-

“...usually these deliberative engagement happened to be applied to people with **very high social capital...**”

- *Facilitator*

“I guess the what's missing piece is is what we're talking about here that may come from a **different voice**”

- *Executive*

“The **same baseline** we use for white people should be used for culturally diverse because we are not going to our lowest socioeconomic, most vulnerable white person for a deliberative forum. You're getting managers and CEOs of organisations”

- *Manager*

Authenticity

◆ The gaining & relinquishing of *voice*

“Until today, we I don't believe. And coming as a refugee, I **thought that we'll never be heard**. But it was the other way round. We were really **heard** and **really respected**...As refugees, we were taken seriously and listened to”

- *Lived experience of forced migration*

“ I just didn't wanna be the **boofy white lady** who thinks she's in charge of everything”

- *Manager*

“..you do wanna hear the **voice of lived experience**, but you don't wanna hear that at the **detriment** of of hearing you know what might be some of the really significant structural barriers or whatever else that you know a patient may not be aware of..”

- *Executive*

Meaning

◆ *Drivers* of participation

“I wasn't, you know, 100% sure **what I was expecting**. And yes, I was very interested”

- *Executive*

“ I joined the group so that I can **share my experience**”

- *Frontline worker*

“..you do wanna hear the **voice of lived experience**, but you don't wanna hear that at the **detriment** of of hearing you know what might be some of the really significant structural barriers or whatever else that you know a patient may not be aware of..”

- *Executive*

Meaning

◆ Role & *identity* in the deliberative process

“I ...gain[ed] more confidence, more experience and learn from it and **teach other people** from my own experience”

- *Lived experience of forced migration*

“...we also carried the same discomfort where you felt like you had to **just take over** the theming because if you didn't, you're group would have nothing to say and everything would be everywhere”

- *Manager*

“I think that would have been a very difficult role to participate in that forum with that **role as bicultural worker**, because you have the lived experience and you have some exposure to the health system”

- *Executive*

Meaning

◆ Experiences of *value* in both process & outcomes

“I know my community, I know how to work with them, I know how to react with them...I became known more community people; I became knowing how to live like in a much culture, multicultural society, Australia. So it was a **very good experience**”

- *Lived experience of forced migration*

“I didn't want us to be **bogged down** in another conversation. But I can tell you not all of my voting was 100% free and fair”

- *Manager*

“ I think that this is very important and I I think I think it will it will lead to change. And I think it, **it already has** in some ways ”

- *Executive*

Safety

◆ Safety through *skilled* facilitation

“Potentially the facilitators prior should have preempted. Maybe that level of how to **respond to different people's way of being**. And these **intersectionalities of power**. But I think we came to that like really and clarified some of that...”

- *Facilitator*

“First of all, the warm welcome that we received and I still talk about it until today, I would even my my community and I always say that until today, I **can't believe the respect they showed us** and plus **how much we are heard**”

- *Lived experience of forced migration*

“My sense is that would prioritise everything which is **not helpful, not strategic and not useful**. And it means that the exec of VRHN then had to do a further piece of work to take what was a equally weighted mess ideas and priorities and try and do something with it”

- *Manager*

Safety

- ◆ Existing *relationships* support participation
-

“The person who facilitated the process spoke with **great passion** and with **great enthusiasm and experience** in having implemented this”

- *Executive*

“...From the moment that managerial group came in and all sat together, I think that was probably the point where it **should have been that first red flag**”

- *Facilitator*

“...The services that I received from [XXX] were like, really like, I **really appreciate those people**. So they mentioned me about this program and I mean, I was really like, I was **happy to give a feedback and to participate** in something like this”

- *Lived experience of forced migration*

Key *learnings*

Role & process clarity

Defining process boundaries

Establishing shared understanding

Recognising the duality of roles

Incorporating flexibility into the process

Supporting broad inclusion

Process of working with interpreters

Revisiting selection processes

Reciprocity

Rewarding the contribution to process

Transparency of outcomes

Capacity building: learning from the process