

Partnership Update

November 2021 – January 2022



The OPALS Health Justice Partnership between Caxton Legal Centre and World Wellness Group aims to build the capability in a primary health-care setting to identify and appropriately respond to elder abuse, and engage with the specialist multicultural sector via training and secondary consults. This is OPALS's first Health Justice Partnership in a primary health-care setting. The OPALS team through this partnership will continue to provide social and legal support and advice to clients referred by primary health-care and multicultural-sector workers. This update provides an overview of our partnership for the period of November 2021 to January 2022. Use [this form to refer patients to OPALS](#) or contact Yasmin on 0400 961 090.

Caxton x WWG Information Sharing

- 10 training sessions conducted to
- 57 primary health-care staff from eight professions:
- 10 secondary consults provided

New Referral Pathways Created

- WWG Clinic through GPs and allied health
- Practitioners Culture in Mind—psychosocial support service
- multicultural psychological therapies programs
- Multicultural Connect Line
- EnCOMPASS aged-care navigation
- Health Justice Internal Legal Program at WWG
- multicultural peer support workers covering 60 languages, 47 ethnic backgrounds and 60 countries.

Multicultural Sector Engagement

- 16 key organisations engaged:
 - ethnic-specific aged-care services
 - Queensland EnCOMPASS Project pilot organisations
 - specialist multicultural older persons services
- 6 training sessions rescheduled due to COVID-19 restrictions

Community outreach planned:

- joint community information sessions for the Chinese and Filipino communities

Key Issues Our Clients Present With

- financial abuse
- psychological abuse
- lack of knowledge and awareness around legal documents (e.g. power of attorney)

Partnership Story

Caxton Legal Centre was contacted by a family member of a man from Papua New Guinea who held a temporary visa. He was admitted to hospital after suffering a stroke and later discharged with a bill in excess of \$18 000.

This matter is outside the scope of OPALS, however, the partnership with World Wellness Group facilitated the referral of this man to Yasmin in the WWG Health Justice Program and the Multicultural Connect Line at WWG for support to waive or reduce his hospital fee, and for ongoing visa support.

With advocacy from WWG, the \$18 000 debt has now been waived and his visa is still being processed, which significantly alleviated the stress our client experienced.

This story highlights the importance of partnerships and the beneficial and mutual outcomes that can be achieved.



Caxton Legal Centre and World Wellness Group staff