

Health Support Navigation Service

For people of culturally and linguistically diverse (CALD) and/or refugee background, and people at risk or experiencing homelessness in South-Western Sydney

Gaps identified by priority populations and primary care providers

- Cost barriers to primary care
- Access to culturally tailored, dignified care
- Lack of awareness and accessibility of services and systems

The Intervention

SWSPHN commissioned Settlement Services International to deliver a health support navigation service with access to brokerage funding with operations commencing in January 2025.

The Support	Eligibility Criteria
• Tailored, in-language assistance • Connection to primary care services (e.g. GP's, allied health professionals, oral health services, specialists) • Assistance with Medicare application, where eligible • Financial support to partially or fully fund care and treatment costs, where eligible	• People of CALD background and/or experiencing or at risk of homelessness • Must reside in a SWS LGA • Citizens, permanent residents or temporary visa holders • <i>Supplementary funding unavailable for people on student or work visas.</i>

The Impact

Across FY25/26, the service has facilitated equitable access to primary care services for CALD/refugee and homeless communities in South-Western Sydney.

- ✓ Reduced barriers to accessing primary care through tailored care plans, connections to primary care providers and effective collaboration between providers
- ✓ Enabled timely health intervention and holistic care
- ✓ Addressed complex needs and key determinants of health, including finances, housing and social challenges, through local, integrated referral pathways
- ✓ Overwhelmingly positive client feedback

300+ referrals

177 active clients

4 Service Navigators

15-25 client caseload per Navigator

Key Learnings

- 1 Culturally appropriate navigation support is important for healthcare entry and sustained engagement.
- 2 Healthcare navigation support extends to referrals to other mainstream and community support.
- 3 Maintain a collaborative relationship with the service provider to be responsive to program changes and challenges.