

MULTICULTURAL HEALTH NAVIGATOR SERVICE

ADVANCE DIVERSITY SERVICES



OVERVIEW

In-language, culturally responsive one-on-one health navigation support delivered by trusted community-connected Multicultural Health Navigators

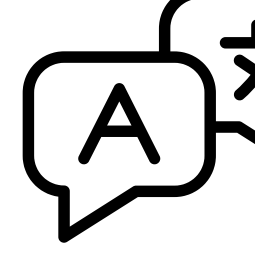


PROGRAM FEATURES

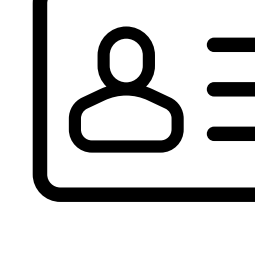
- ✓ In-language support
- ✓ Strong community engagement
- ✓ Culturally Responsive
- ✓ Multimodal (phone, video, in-person)
- ✓ Flexible service duration



TARGET GROUP

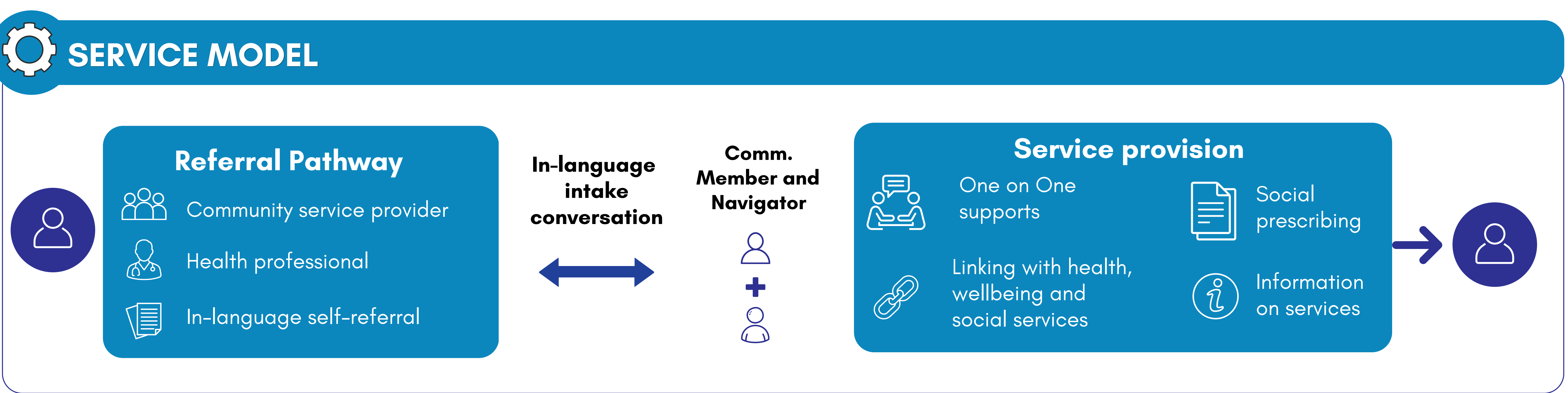
 Arabic, Cantonese, Mandarin Korean, Nepali speaking

 **Age Range**
18 - 65 years



- Low English proficiency
- Limited awareness of available services
- At risk of disengaging with health system
- Socially isolated

 Hurstville, Rockdale, Kogarah Burwood, Strathfield, Ashfield - Canterbury





NAVIGATOR PROFILE

Our six Multicultural Health Navigators are community-connected practitioners with:

- ✓ Language skills & High level health literacy
- ✓ Understanding of the influence of culture on health and wellbeing
- ✓ Strong community connections and position of trust
- ✓ Person centred, trauma informed service delivery experience



NAVIGATOR TRAINING

- ✓ UNSW - Community Navigator Training
- ✓ ASIST - Applied Suicide Intervention Skills
- ✓ safe TALK Suicide Alertness
- ✓ Gambling Mental Health First Aid Training
- ✓ Accidental Counselling
- ✓ Foundation for building Trauma Awareness



IMPACT AND OUTCOMES

Reaching people who otherwise remain unsupported

81.4%

of clients reported they would not have sought support elsewhere if the service had not been available

Community trust and demand

70%

self-referrals, reflecting strong community trust

Community capacity building

100%

of surveyed clients reported increased confidence in navigating Australian health and social system

Social determinants of health

38%

of clients present with three or more interconnected needs: housing insecurity, financial hardship and mental health concerns



TESTIMONIALS

"The birth of my baby was very traumatic and I struggled with everyday life. Health Navigator helped me connect with counselling services such as PANDA, playgroups, childcare support and Centrelink services."

"The Health Navigator helped me find an Arabic doctor that organised treatment for my back and knee pain. I was also helped to make appointments and access physiotherapy and hydrotherapy, which has improved my pain."

"I was also helped to connect with Mission Australia for food hampers and other practical support services. This allowed me to follow my GP recommendation for a treatment plan."

