

Waterloo Healthy Living Program

Community Health Navigator Forum
24 October 2022

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Acknowledgement of Country

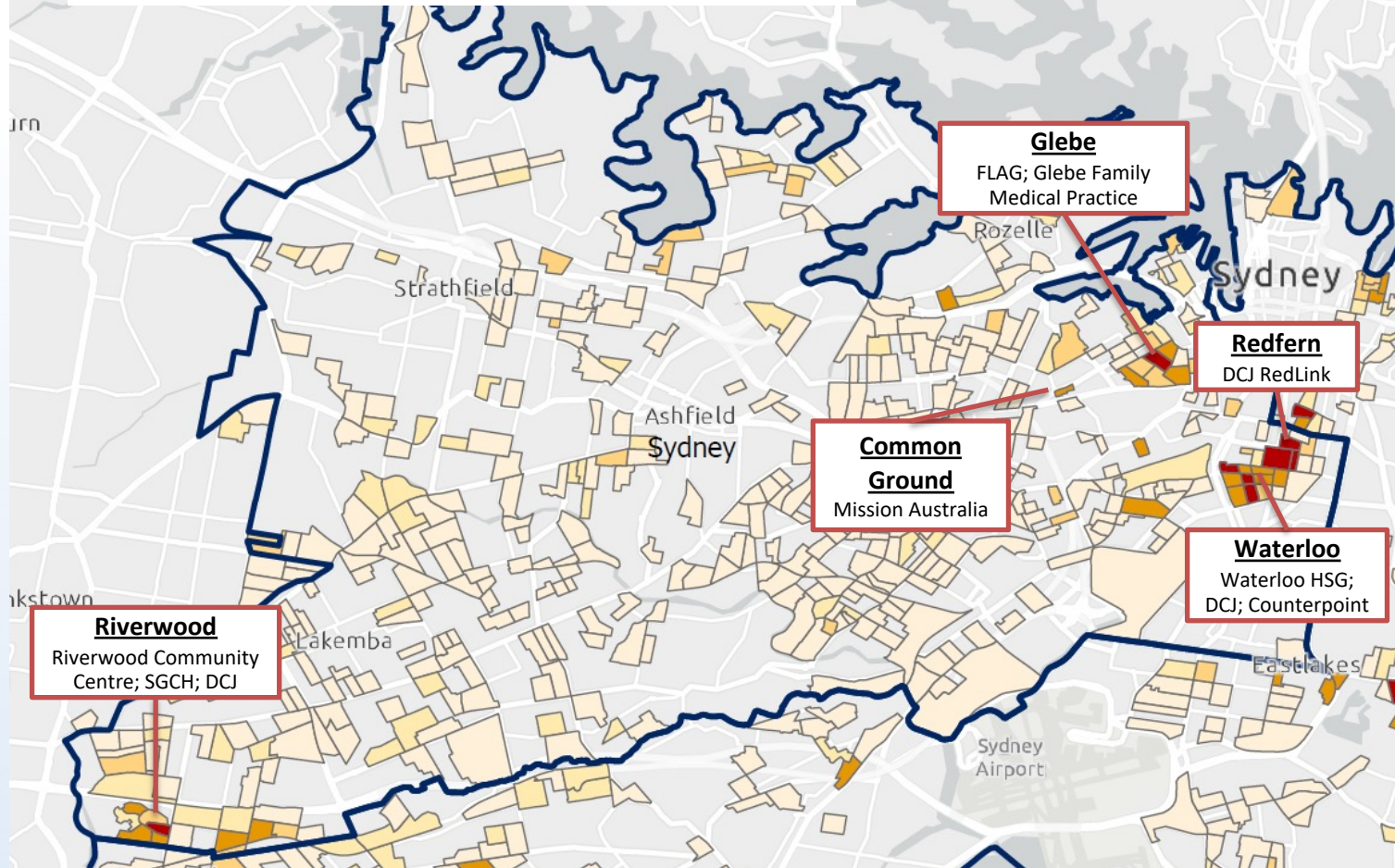
Artwork

Ngurang Dali Mana Burudi — a place to get better

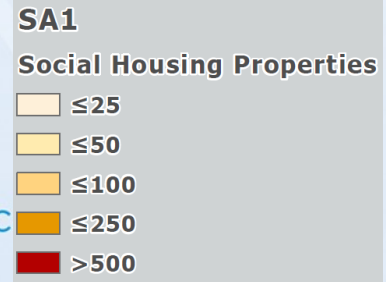
The map was created by our Aboriginal Health staff telling the story of a cultural pathway for our community to gain better access to healthcare.

Artwork by Aboriginal artist Lee Hampton utilising our story.

Priority Populations and Places



Social Housing Properties in DCJ Sydney District
Source: NSW DPIE



Background

- Concentration of social housing in Waterloo (28%)
- Many residents with health conditions, exacerbated by barriers to care and social issues
- Social housing community reported concerns with 'street drinking', drug and mental health issues
- Two health forums were held to look for solutions
- *Healthy Living Link Worker* role was established to bridge the gap between social housing residents and local health and hospital services

Waterloo Healthy Living Program



Aims

Identify the community's health needs

Provide navigation to facilitate access to health services

Act as an 'advocate', 'broker' or 'link'

Support community development

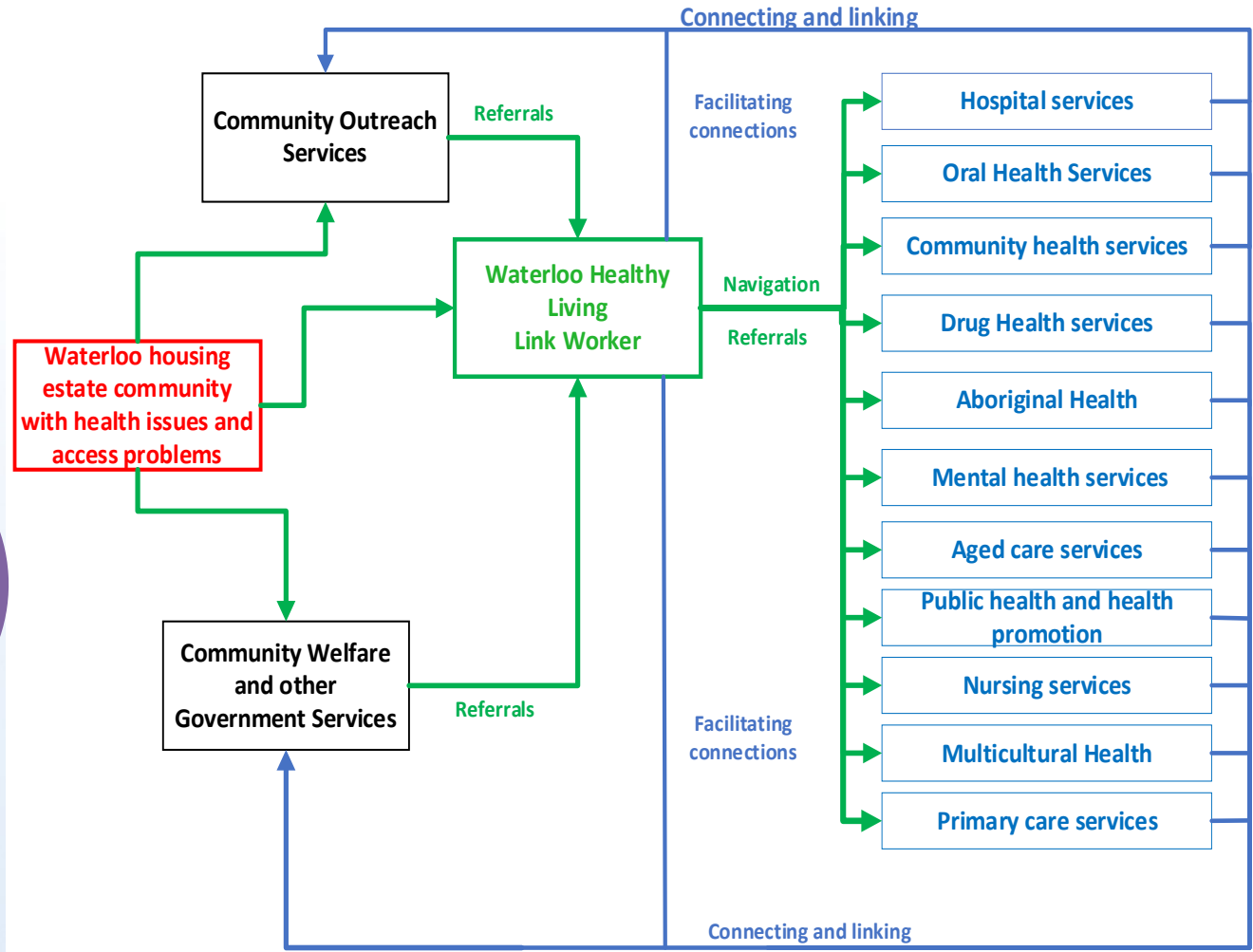
Facilitate improved connectedness and communication between the community, NGOs, and SLHD services

→ Grading = Health Service Manager

→ Leadership = Integration and Partnerships

→ Not aligned to any one clinical stream or facility

Activities



Activities – 21/22 FY

Navigation:

- 58 people
- Five x 1 hour meetings + admin
- Once-off support
- 130 instances of navigation advice

Challenges:

- Services unavailable
- Access to bulk billing psychiatry and GP
- Access to My Aged Care packages / delays

Priority health issues:

Chronic care for Aboriginal people

My Aged Care packages

Assessment for NDIS packages

Finding a bulk billing Psychiatrist

Material aid

Social prescribing

Chronic diseases

Cognitive impairment

Finding a bulk billing GP

Homelessness

Counselling support

Mental health referrals to Core teams

Hoarding and squalor

Seeking neurological assessments

Bulk billing Psychology

Medical conditions because of mould

Autism Spectrum Disorders

Child and family support



Evaluation

- Qualitative study
- Perceptions of the impact of the role
- Semi-structured interviews
- 21 participants
- Community, NGOs, government

Impact of the role

- Addressing health needs of the community
- Navigation to facilitate access to health services
- Advocate for the community
- Effective connection with the community and stakeholders

Success factors for the role

- Trusted, respected and consistent presence
- Communication and interpersonal skills
- Knowledge of the community and the system
- Engagement with the community and stakeholders

Constraints of the role

- Difficult for one person to fulfil the expectations related to the role
- Success of the role has been dependent on the person in the role
- Lack of community input into the work
- Difficult influencing health system change

Next steps

- ✓ Concentrating the work on significant issues faced by the community
- ✓ Involving the community in the program of work
- ✓ Establishing ongoing mechanisms to improve collaboration with individual SLHD services and availability of referral services
- ✓ Linking the link worker with other similar programs within SLHD or wider
- ✓ Extending the health navigation work:
 - Expansion of the program to other communities, whilst ensuring appropriate localisation
 - Leadership of Healthy Living Program Manager