

Health System Navigators Helping you with your healthcare

What is Health System Navigator?

A Navigator is a person who helps you access the healthcare services you need. They help you overcome barriers to getting healthcare, making it easier for you to get the care you need in a way that respects your culture.

Navigators are usually from migrant or refugee backgrounds, and some speak other languages. The service is free and is funded by Murray PHN.

How does it work?

Connect with the service: You can ask for help by yourself or your healthcare provider, doctor, a local organisation or someone you know can refer you.

Meet a Navigator: A Navigator can meet you at a place that is easy for you. They will ask you questions to understand your health needs.

Get support: The Navigator will try to help you find health services, help you fill out forms, make medical appointments and give you health information.

Note: Navigators are not doctors. They do not provide medical advice or treatment. They help you find the right services and support but do not treat health conditions.

What help can a Navigator provide?

A Navigator can:

- connect you with health services that meet your needs
- help you make and attend medical appointments
- assist with filling out forms
- provide translated health information
- connect you with other services
- assist you with everyday needs that affect your health and access to care

Who can contact a Navigator?

You can contact a Navigator if you are from a multicultural community - such as a refugee, asylum seeker, or other migrant - and face any of the following challenges:

- find it hard to access healthcare due to language, cultural, or other barriers
- complex or ongoing health needs
- low English language
- are new to Australia
- living in a rural area



Health System Navigator services in your area

Bendigo	Bendigo Community Health Services 171 Hargreaves Street, Bendigo VIC Phone: 03 5406 1200 Email: bchs@bchs.com.au	 Bendigo Community Health Services
Shepparton	Primary Care Connect 399 Wyndham Street, Shepparton VIC Phone: 03 5823 3200 Email: intake@primarycareconnect.com.au	 PRIMARY CARE CONNECT
Robinvale	Robinvale District Health Services 128 Latje Road, Robinvale VIC Phone: 03 5051 8160 Email: primarycare@rdhs.com.au	 RDHS Robinvale District Health Services

For more details, visit: murrayphn.org.au/community/multicultural-health/



Important information

- It is your choice if you want to see a Navigator.
- There is no cost to see a navigator.

If you have any questions, email Murray PHN at: multicultural@murrayphn.org.au

Do you need an interpreter?



Please tell the service provider if you need an interpreter.

Call 131 450 (The Translating and Interpreting Service) and ask for an interpreter.

