

# Multicultural Health Connect

At a glance fact sheet (as at 12 December 2022)

## What is Multicultural Health Connect?

Multicultural Health Connect is a pilot helpline service that assists people from culturally and linguistically diverse backgrounds navigate the Australian health care system and services available to them, as well as improve access to the healthdirect nurse triage line.

The pilot is managed by national virtual health provider, Healthdirect Australia, and is funded by the Australian Department of Health and Aged Care. The pilot service was developed in close collaboration with the Victorian Department of Health and multicultural health service and operator, World Wellness Group.

The pilot service launched in Victoria in April 2022 and has recently been expanded to all jurisdictions (except Queensland and Tasmania) and extended to early 2023.

At the end of the pilot an evaluation will recommend options for enhancing accessibility of healthcare to culturally and linguistically diverse communities.

Information for the general public is available here [Multicultural Health Connect | healthdirect](#).

Downloadable and sharable assets to support promotion of the service are currently being updated and will be provided shortly.

Please provide contact details for your communications team if you are able to support promoting this service in your community.

## Who can use Multicultural Health Connect?

Multicultural Health Connect is a telephone helpline that people of multicultural backgrounds can call for health information and advice from trained and culturally response helpline staff who understand access barriers to health care and cultural and religious beliefs impacting on health service use. It also facilitates access to the healthdirect helpline for clinical triage.

Multicultural communities as well as health and community services that work with multicultural communities can contact Multicultural Health Connect for information and navigation of support to health services, as well as Covid-19 pandemic health related information or access to health-related recovery supports due to natural disasters such as bushfires or floods.

## What support does the helpline provide?

Consumers can call Multicultural Health Connect to:

- find health services such as doctors, hospitals and community health centres
- get clinical health advice from a nurse
- better understand Australia's health system, including Medicare and private health insurance
- learn about COVID-19, including managing the disease, COVID-19 vaccines, isolation and close contacts

Organisations can also Multicultural Health Connect to find information that will support their customers.

## Hours of operation for Multicultural Health Connect

(Excluding public holidays, hours in local time)

**New South Wales** Monday to Friday – 11am to 7pm

**Victoria** Monday to Friday – 11am to 7pm

**Australian Capital Territory** Monday to Friday – 11am to 7pm

**South Australia** Monday to Friday – 10:30am to 6:30pm

**Northern Territory** Monday to Friday – 9:30am to 5:30pm

**Western Australia** Monday to Friday – 8am to 4pm

## What happens when consumers call the helpline?

Calls will be answered by a trained staff member who will ask some questions, including what language they want to speak.

If the consumer is calling about a health concern for themselves or someone else, a nurse from the [healthdirect helpline](#) will join the call. The nurse will ask questions about symptoms and advise what to do next.

Staff will also help the callers find the health services they need.

## Who provides the interpreting service?

The [Translating and Interpreting Service](#) gives callers access to interpreters in 160 languages.

## Contact

For more information, contact Healthdirect Australia on [communications@healthdirect.org.au](mailto:communications@healthdirect.org.au)