

# How to Join

There are three ways you can join the program.

1

## You can self-refer

You can call us on (02) 9164 4478. A nurse will ask you some questions over the phone to see if the program will work for you.

2

## We may call you

We call patients who have recently been to hospital to see if we can support them to stay healthy at home and/or leave hospital early.

3

## Your doctor can refer you

You can talk to your doctor (GP) about our program. If they think it could work for you, they can call our team or send us an email at [SWSLHD-IntegratedCare@health.nsw.gov.au](mailto:SWSLHD-IntegratedCare@health.nsw.gov.au)

# Contact Us

We are open **Monday to Friday from 8:30am to 4:00pm** (except for public holidays).

Our program is mainly virtual. This means your appointments will be over the phone.

To contact our nursing team, you can call us or send an email.



Phone:  
(02) 9164 4478



Email:  
**SWSLHD-IntegratedCare@health.nsw.gov.au**



Website:  
**<https://www.swslhd.health.nsw.gov.au/CommunityHealth/CNCC.html>**



**Enquiry Form** - self referral



Need an interpreter? It is free and confidential. You can call the translating and interpreter service (TIS) on **131 450**.



South Western Sydney  
Local Health District

## Keeping Well in Community (KWIC) Care Navigation and Care Coordination Program



*A 12-week health program to support people with chronic conditions in south western Sydney keep well in the community*

# About the Program

The KWIC Care Navigation and Coordination Program supports people who need extra help to look after their health at home.

Over 12 weeks, we can give you information about your health conditions and help you find the services you need to stay healthy.

**Our goal** is to support people to look after their health so they don't need to go to hospital as often, or for as long.

## What is Care Navigation and Care Coordination?

Care Navigation guides you to find and stay connected to the services you need to look after your health.

Care Coordination involves working with you, your family, carers and healthcare providers to take care of all your health needs.



supported by **SWSLHD**  
**Consumer and Community Participation**

# Benefits

Our program can help you by:



Working with your doctors (GPs) and healthcare providers to understand all your health needs



Linking you to the services you need to stay healthy in the community



Improving communication between you, your family, your carers and your healthcare providers



Providing education to build the skills and knowledge you need to look after your health independently



Making sure you feel involved, supported and respected to make important decisions about your health

# Our Clients

You can join our program if you:

- Live in south western Sydney
- Are aged 16 years or older
- Have a chronic health condition

## What is a chronic condition?

A chronic condition is a long-term illness that lasts for 3 months or longer and can get worse over time. There is usually no cure, but there are things you can do to make it better.

For example:

- Diabetes
- Mental health
- Respiratory disease (lung issues)
- Renal disease (kidney issues)
- Cardiovascular disease (heart issues)
- Back problems

## What to expect

A KWIC nurse will support you over the phone, assess your health and goals, and create a personalised 12-week plan with you.



Scan the QR  
code to watch a  
short video