

How to Join

There are three ways you can join the program.

1

You can self-refer

You can call us on 0499 693 145. 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

Contact Us

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

Our 12-week program is virtual. This means your appointments are over the phone.

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



Phone:
0499 693 145



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



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



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 Care Coordination program supports people who need extra help to look after their health in the community.

We can give you information about your health conditions and help you find the services you need to keep well in the community.

Our goal is to help people look after their health at home 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 the services you need to keep healthy.

Care Coordination involves working with you, your family/carers and healthcare providers to look after all your health needs.

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 doctors and your healthcare providers



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



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

The program goes for 12 weeks. During this time, you will be allocated a nurse. Your appointments will be over the phone.



Scan the QR code to watch a short video