



Health
Sydney
Local Health District



Centre for
Primary Health Care
and Equity

Healthcare Access

the role of lay and community health workers in serving people who need health services most

Two events:

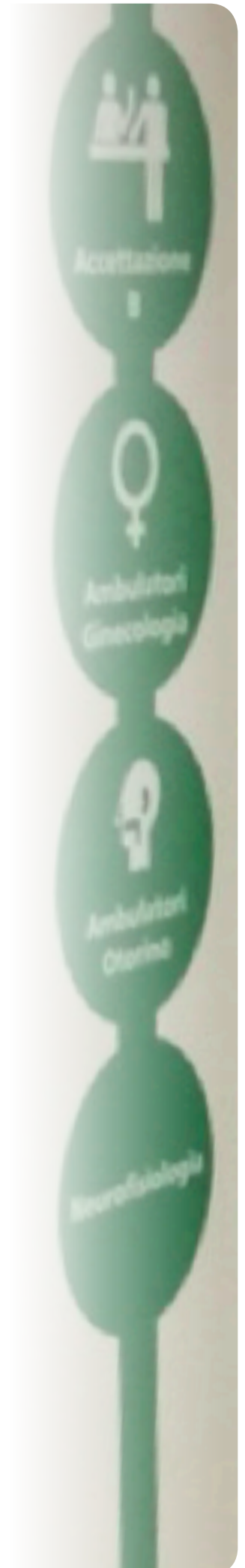
Forum: the role of lay and community health workers in serving people who need health services most

- Monday 26 March 2018
- 9.30am-1.00pm
- Large Conference Room 4.2
- Kerry Packer Education Centre
- Royal Prince Alfred Hospital
- RSVP by 21 March <http://www.surveys.unsw.edu.au/f/163389/3aa9/>

Seminar: training community health workers to navigate health and social care – a canadian case study

- Tuesday 27 March 2018
- 1.00pm-3.00pm
- Room 319 Centre for Primary Health Care and Equity
AGSM Building, UNSW Main Campus, Kensington
- RSVP by 22 March <http://www.surveys.unsw.edu.au/f/163390/15c6/>

As a health system we recognise that not everyone has access to the health services they need. In fact, those who need services most may be least likely to receive them. Health systems around the world have responded to this challenge by engaging those most affected to link their communities to local health services.



There are many examples in Local Health Districts of these kinds of workers, for example:

- Aboriginal Health Workers
- Peer Support Workers
- Bilingual Community Educators
- Co-workers
- Linkers and link workers, who support service navigation.

Their role is often unrecognised and undervalued. These events will explore the role that lay and community health workers can play in a stronger, fairer health system.

Lay health workers and community health workers

A lay health worker is defined as any health worker carrying out functions related to health care delivery; trained in some way in the context of the intervention; and having no formal professional or paraprofessional certificated or degreed tertiary education.

- World Health Organization, 2005

Community Health Workers are frontline public health workers who are trusted members of and/or have an unusually close understanding of the community they serve. It is through their trusting relationship with community members that CHWs are able to assist individuals in accessing services while also advocating for improvement in the quality and cultural humility of service delivery.

- American Public Health Association, 2014

Dr Simone Dahrouge

(University of Ottawa, Canada)

Dr Simone Dahrouge is the Vice-Chair, Research, and a Scientist at the C.T. Lamont Primary Health Care Research Centre, at the University of Ottawa. These events will discuss the role of Community Health Workers as care navigators in primary care, as well as showcasing existing programs from Canada and her own work in using Community Health Workers as health and social care navigation.



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The Centre for Primary Health Care and Equity is part of the Faculty of Medicine within the University of New South Wales. We conduct research, evaluation and development activities that strengthen primary health care and address health inequities.