



INTERCULTURAL HEALTH HUB

WSTCYS Project funded by HSE Social
Inclusion
South East Community Healthcare

History of Intercultural Health Hub

- ▶ Intercultural Healthcare work in South East Community Healthcare (SECH) started in 2013.
- ▶ The model is based upon the principles of Community Development, Empowerment and Peer Health Advocacy.
- ▶ In 2018 the Intercultural Health Hub was established as a partnership between Waterford and South Tipperary Community Youth Services (WSTCY) & HSE Social Inclusion SECH.

Background

- ▶ We cover 5 DPC's, 1 EROC and Roma community in Waterford.
- ▶ All our work is based on recommendations from service users, research undertaken with University of Limerick and guided by the national and regional Intercultural Health Strategies.
- ▶ We are represented at Local and National Intercultural Health working groups.



Staff

- ▶ 1 fulltime Supervisor
- ▶ 5–part time Intercultural Health Advocates (for Protection Applicants, Refugees and Roma) all peer advocates
- ▶ Project management is within WSTCYS



Setting

- ▶ We work in Partnership with the Roma Project in FDYS and U–Casadh also funded by SECH Social Inclusion
- ▶ We provide staff with capacity building, training opportunities and support
- ▶ Quarterly Peer Network support meeting



How we do it

- ▶ Provision of information on how the Irish Health system works
- ▶ Support to access Health Services (e.g. applying for medical cards and renewal of same, support making and attending medical appointments)
- ▶ Delivery of key health messages (e.g. on immunisation, asthma, exercise, diet and over the counter medications)



How we do it



- ▶ Delivery of health programmes (e.g. Music in Mind for Refugees and Health Literacy for Roma communities)
- ▶ Delivery of awareness raising events on health issues (e.g. mental health, sexual health, dental hygiene)
- ▶ Support in accessing other services (e.g. social welfare, housing, education)



How we do it

- ▶ Delivery of Health Orientation programme for Refugees
- ▶ Coordinating GP, Dentist, Psychologist and Safetynet appointments for Refugees
- ▶ Support Service Providers
- ▶ Interagency networking



Challenges to Date

- ▶ Language barrier and Literacy
- ▶ Understanding of the medical system and managing client's expectations
- ▶ Access to other services
- ▶ Transport and reimbursement of costs
- ▶ Lack of activities for Protection Applicants





Thank you!!



**INTERCULTURAL
HEALTH HUB**