

Do you need help navigating the health system and coordinating your health care?

It can be hard to find your way through the health system when you are feeling unwell or have multiple service providers involved. The Liaison and Navigation Service (LaNS) is a team of nurses and health professionals here to help you get the care, information and support that is right for you.

We will listen to you when you tell us about your needs and your experiences, and we will work with you to plan the care you need. We will respect your privacy and only share information with other service providers with your permission.

Who can use LaNS?

LaNS can help you find your way through the health system if you:

- a) Are aged 18 or older*
AND
- b) Have complex health care needs and access several health or community services
AND/OR
- c) Have a mental health diagnosis and also need help with your physical health
AND/OR
- d) have often had to come to the emergency department for your health care.

About LaNS

LaNS is a team of nurses, allied health professionals (e.g., occupational therapy, social work) and administrative staff. LaNS will look at your needs holistically and help make arrangements that suit you. We can:

- help you to manage your appointments
- plan what to do if your health changes or is getting worse
- advocate for you
- empower you with the knowledge, skills and confidence you need to navigate the health system and manage your health
- be a point of contact if you have questions or need help
- connect you with the health and community services you need, and
- coordinate services to suit you better.

We will work with you to make a care plan that will:

- include goals agreed by you, any support people you would like to have involved, your treating team, and any other important people involved in your care
- give you steps for managing your health, including what to do if your health gets worse or there is an emergency, and
- give you the names and contact details of important people involved in your care.

How long can I use this service?

LaNS will work with you until the longer-term supports you need are in place and you feel confident managing your health. LaNS is not meant to be an ongoing service however, with your permission, we will work with you and your GP, or other care coordinator, to make sure there is a plan for your ongoing care. You can also return to us later if you need to.

To contact us, phone 02 5124 5030 or 02 5124 9977 Monday to Friday during business hours. You can also email us at LaNS@act.gov.au.

*The Paediatric Liaison and Navigation Service (PLaNS) is available for children and young people aged less than 18 years and can be contacted through the same phone numbers.



This health information sheet was made in partnership with Health Care Consumers Association (HCCA).

Acknowledgement of Country



Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.

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Accessibility

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