

Bridging Trust and Access

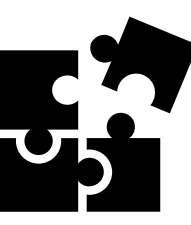
A Student-led Digital Navigation Model for Sexual & Reproductive Health among International Students in Victoria, Australia

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The Challenge

Services may exist. Finding and trusting the right pathway is the challenge.

 **Fragmented pathways:** Sexual and reproductive health, mental health and the Overseas Student Health Cover (OSHC) information sit across multiple systems

 **Navigation complexity:** Students may be unfamiliar with the Australian healthcare and OSHC

 **Trust & confidentiality:** Cost, privacy and confidentiality concerns can influence help-seeking behaviours.

The gap is not simply whether services exist; it is whether students can find, understand and trust the health pathways.

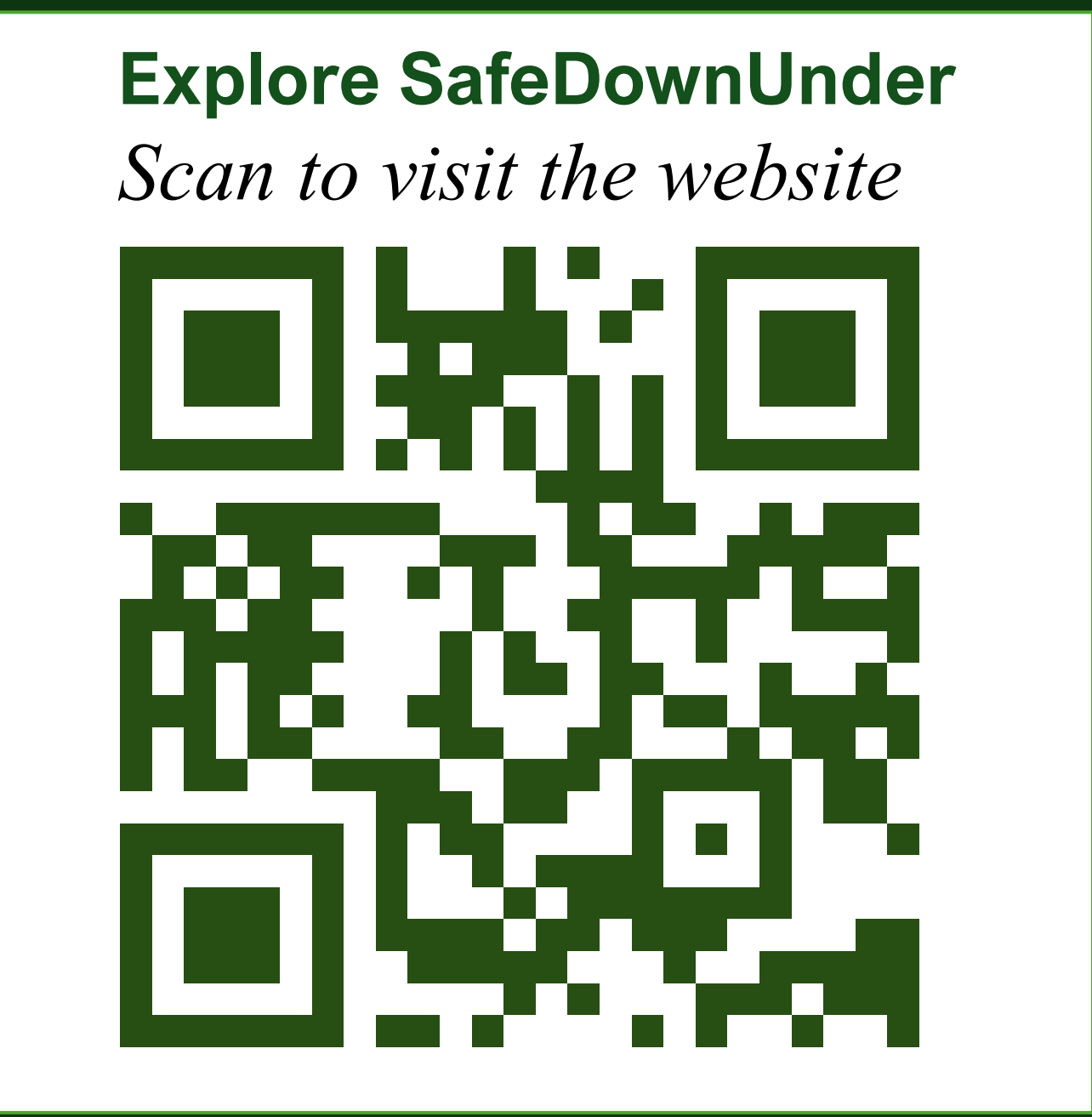
The SafeDownUnder Model

For international students, by international students

 **Listen**
Student Advisory Board (SAB)
International students contributed throughout the conceptualisation, design, and refinement of the website.

 **Build**
Prototype development
Student perspectives shaped the content, structure, and presentation of services and navigation pathways to ensure relevance and cultural safety.

 **Test**
User testing
56 international students tested the prototype and completed a questionnaire on usability, accessibility, and relevance.



The Website

Providing a trusted pathway to care

Clear Information

Connect students with a trusted resource to access information on sexual and reproductive health, mental health, OSHC, and urgent care clinics for non-emergency health care.

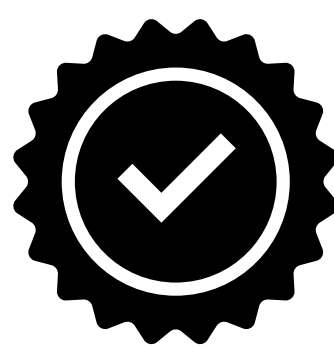
Relevant and Inclusive

The use of graphics and images that are culturally relevant to international students

Stories and Animation

Using stories and animation videos to increase engagement and make information relatable to students.

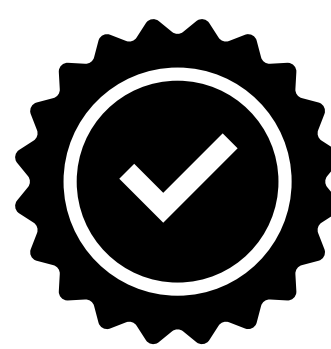
What the Students Say



93%
Easy to
Navigate



87%
Easy to
Access



91%
Relevant and
Trustworthy



91%
Culturally
Appropriate

Data taken from 56 students involved in the prototype testing

Beyond the Website:

- Attends student information sessions, campus events, and community events.
- Run workshops for international students.
- Engage with multicultural student associations.
- Establish cross-sector partnerships.

From Co-Design to Systems Collaboration

SafeDownUnder Consortium was established in May 2026.

It fosters collaboration across sectors to improve the health navigation and well-being of international students.

Members consist of:

- International students.
- OSHC providers.
- The Victorian Department of Health.
- The Ending HIV Network.
- Community health organisations.
- Researchers and advocates.

Goal:

- Aligning information pathways by reducing fragmentation and duplication.
- Put international students at the centre of innovations and solutions.



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