



**Australian Government**

**Department of Health,  
Disability and Ageing**

# Disability Health Navigation Scoping Project

The Australian Government is working with state and territory governments to determine how a national framework could assist people with disability to navigate the health system

Australian governments have committed to work together to support the development of a national health navigation framework, coordinated with the reshaped disability navigation function of the NDIS. The Disability Health Navigation Scoping Project, led by the Department of Health, Disability and Ageing, is the first component of this work.



- Health navigation is an approach to facilitating person-centred, coordinated and timely journeys through a complex health system. It involves:
  - connecting people to appropriate services
  - mitigating barriers to health care access
  - coordinating between services and providers, and
  - other activities to support individuals to engage with their health care.
- Systemic, social, cultural, geographic and individual factors all shape the challenges individuals can experience navigating the health system.
- A variety of programs support people with disability to navigate the health system across Australia (e.g. Queensland’s Nurse Navigators, Victoria’s Disability Liaison Officers, the ACT’s Liaison and Navigation Service).
- Access to these supports is, however, inconsistent throughout Australia.
- Governments are exploring how a national health navigation framework could:
  - make the health system easier to navigate for people with disability
  - promote consistent approaches to health navigation (where beneficial), and
  - support health navigation services to address local needs.
- This means we are considering how people, digital functionalities and systems can simplify health journeys for people with disability.
- Options identified through this project will be presented to Health Ministers for consideration in the second half of 2026.

The Australian Government’s Disability and Health Sector Consultation Committee is supporting this project.

Connect with us to learn more about and contribute to our work.

## For more information:

Please contact the Department of Health, Disability and Ageing.

## Contact:

[DHNSG@health.gov.au](mailto:DHNSG@health.gov.au)