

# The Pop-Up Project

Bringing care to those in need: Translating a 'Pop-Up' Health and Social Support Intervention for vulnerable communities in South East Melbourne

## Policy context and background

The South East Melbourne region comprises many geographically isolated, poor or otherwise vulnerable people who face barriers in accessing quality primary health care (PHC).

Our South East Melbourne based partnership of academics, clinicians and decision makers have trialled a new model to help vulnerable members of the community access primary health care. This 'Pop-Up' model of care was first trialled in Alberta, Canada as part of the [Canadian-Australian IMPACT Centre of Research Excellence](#).

Pop-Ups are structured events that bring a wide range of community, health and social support services together to help individuals living with poor access to needed care. We worked with the community and health services to tailor the Pop-Up model to our region

We held two Pop-Ups in late 2019: one with people at risk of homelessness, and a second with South Sudanese women helping at-risk youth in their community. Over one hundred community members and 20 health and social support organisations participated.

## Key messages

- The Pop-Up model shows promise in improving access to primary health care for hard-to-reach and vulnerable communities.
- Community members attending the Pop-Ups had significant health and financial needs – just under half could identify no source of regular primary health care.
- Participating consumers:
  - Welcomed the environment, and learned how to access key health and social services.
  - Had contact with difficult to access services; in particular dental services and those offering employment and accommodation.
- Participating health and social support providers gained a better understanding of, and developed improved relationships with, other community oriented services.
- In terms of consequences:
  - The Pop-Up targeted at people at risk of homelessness led to the provision of ongoing health and social support to the group from a participating Community Health Service
  - The South Sudanese community Pop-Up built a network of ongoing and productive relationships between the community and participating organisations.
- Given the presence of a lead community organisation, the model offers a new approach to a range of vulnerable communities.

## How do I get more information?

To find out more about the project, please see the [Pop-Up website](#) or contact Professor Grant Russell: [grant.russell@monash.edu](mailto:grant.russell@monash.edu)

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