



Getting to know health care in Australia

A pocket guide for new arrivals

phn
NORTH WESTERN
MELBOURNE

An Australian Government Initiative

Emergency Services

- Emergency services are for very serious health problems or sickness.
- Serious health problems are things like trouble breathing, chest pain, bleeding that doesn't stop or broken bones.
- Telephone Triple Zero (000) for an ambulance or go to your nearest hospital.

Remember



Remember to take your identification and any healthcare cards to all your health appointments.



Contents

Interpreters 4

Family Doctor 5

Refugee Health Nurse 6

Immunisation 7

Mental Health 8

Maternal and Child Health 9

Dental Care 10

Community Health 11



Interpreters

- You have the right to an interpreter for all health care.
- Your health provider should arrange an interpreter.
- Telephone **131 450** if you need an interpreter.
- Interpreters have special training and what you talk about is always kept private.
- Family members can come with you to the doctor, but you should use an interpreter to talk about your health.



Family Doctor

- A family doctor is called a **general practitioner** or a GP in Australia.
- Having one regular GP for your whole family is a good idea.
- It is important for your whole family to have a full health check (**Refugee Health Assessment**) in your first year living in Australia.
- Not all doctors will do the **Refugee Health Assessment**, so ask your doctor if they will do it, or choose a doctor who can.
- If you have a caseworker or a **Refugee Health Nurse**, they can help you pick a doctor.



Refugee Health Nurse

- **Refugee health nurses** can help you with all your health needs.
- **Refugee health nurses** work in community health centres.
- You can make your own appointment with a **refugee health nurse**.
- Ask your caseworker, if you have one, or GP to find your local **refugee health nurse**.



Immunisation

- Immunisation is what happens in your body after you have a vaccination.
- Immunisation protects you against disease.
- Immunisation is important for all children and all adults.
- Ask your GP about what vaccinations you need.
- It will take a few appointments to be completely immunised.
- Your child must be fully immunised to get Centrelink payments and have full access to school or childcare.



Mental Health



- Refugees who come to Australia have had hard experiences in their own country or on their way to Australia.
- Lots of people feel sad or worried, have trouble sleeping or bad dreams, or have low mood.
- There is help available from professionals who work in this area.
- You can talk to your GP about how they can help you if you are worried about your mental health.



Maternal and Child Health



- **Maternal and child health** nurses support parents and their children's health and development.
- **Maternal and child health** is for children up to six years old.
- Telephone your local council to make an appointment.
- Or ask your caseworker, GP, or **refugee health nurse**.



Dental Care

- Dental check-ups are free for refugees at community dental services.
- Remember to let the dental service know that you are a refugee when you make an appointment.
- Book in for an appointment as soon as possible after coming to Australia as dentists can be very busy.
- Ask your GP, **refugee health nurse** or case worker about how to make a dental appointment.

Community Health

Community health centres offer health care services mainly for people on a low income. These services can include dental services, doctors, and allied health professionals such as physiotherapists, dietitians, and podiatrists.

Below is a list of community health centres that have Refugee Health Nurses. You can ask to see a Refugee Health Nurse at any of these services.

cohealth Kensington

12 Gower St, Kensington • **Phone** (03) 9448 5520

cohealth Footscray

78 Paisley St, Footscray • **Phone** (03) 9448 5502

Your Community Health Centre

125 Blake St, East Reservoir • **Phone** (03) 8470 1111

Dianella Community Health Centre

42-48 Coleraine St, Broadmeadows • **Phone** (03) 8301 8888

Djerriwarrh Health Service - Melton

Cnr Yuille and High St, Melton • **Phone** (03) 8746 1100

IPC Health Brimbank

122 Harvester Rd, Sunshine • **Phone** (03) 9313 5000

IPC Health Hoppers Crossing

117-129 Warringa Cr, Hoppers Crossing • **Phone** (03) 8734 1400

This pocket guide was developed by the Western Refugee Health Partnership, which includes the following organisations:

AMES

Asylum Seeker Resource Centre

Brimbank Local Council

Cabrini Asylum Seeker and Refugee Health Hub
cohealth

Department of Health and Human Services

Djerriwarrh Health Services

Healthwest Primary Care Partnership

Hume Whittlesea Primary Care Partnership

IPC Health

Life without Barriers

Mercy Health

Mid West Area Mental Health Service

New Hope Foundation

North Western Melbourne Primary Health Network

Red Cross

Victorian Refugee Health Network

Western Health

Wyndham Council

phn
NORTH WESTERN
MELBOURNE

An Australian Government Initiative

nwmphn.org.au