



Health



When you arrive in Australia



When you arrive in Australia your caseworker or proposer will help you:

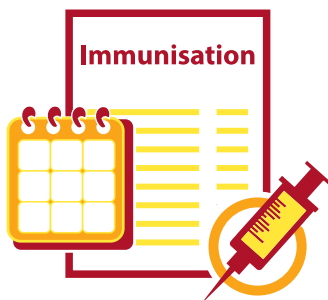
- register with Medicare



- visit a doctor:



- for a health check



- to make sure your family's immunisations are up-to-date

Medicare



Medicare is Australia's national health care system.



Medicare pays for some or all of the cost of:

- medical services
- hospital services



To register for Medicare you will need your travel documents as proof of your identity – who you are.



You will be given a Medicare card.



You need to take it with you every time you:

- see a doctor



- go to a hospital

The family doctor



You will want to find a doctor for your family.



Doctors are also called General Practitioners or GPs.



Doctors provide general medical treatment for common health problems.



They also visit people at home if they have more serious or ongoing health problems.



You do not need to go to a hospital to see a doctor.



In Australia, doctors work in the suburbs at offices or clinics.



You can find a doctor near where you live.



Your doctor should:

- be someone you trust



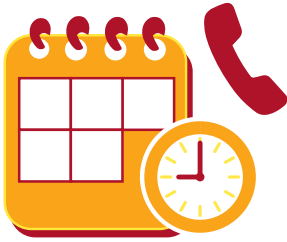
- get to know your family
- understand your family's health needs



You can change your doctor if you are not happy with the service they give you.



Doctors can call to use interpreters for free at any time through the Translating and Interpreting Service (TIS National) on 13 14 50.



Please tell your doctor if you need an interpreter when you make an appointment – a time to see them.

Specialist medical and health care



Your doctor might tell you that you need to see a specialist doctor about a medical or health problem.



A specialist is a doctor who is an expert in a certain type of medical or health problem.



Your doctor will write a referral for you.



A referral is a letter saying:

- what medical or health problem you have
- what type of specialist you need to see

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It costs more to see a specialist.



It can be hard to get an appointment with a specialist straight away.



You might have to wait weeks or even months before you can see them.

Hospitals



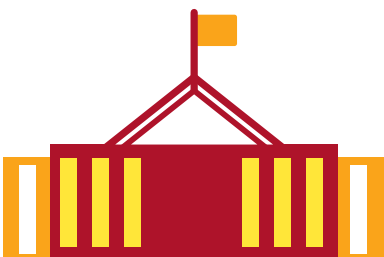
Hospitals in Australia are either:

- public



- private

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The Government pays for public hospitals.



Treatment in a public hospital is free through Medicare.



You need to pay for treatment in private hospitals.



Medicare might pay you back some of the money you spend.

You will need to pay for the rest yourself.

Pharmacies and chemists



Pharmacies are shops that sell:

- medicines
- health products
- beauty products



They are also called chemists.



You can buy:

- common medicines
- prescription medicines



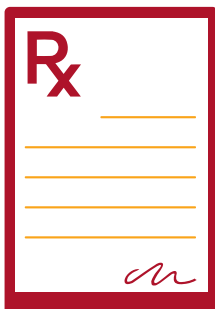
Common medicines are medicines you might need to use for health problems you have but you do not need to see a doctor about.



You can also buy them at supermarkets.



Prescription medicines are medicines a doctor has said you need to take.



The doctor will give you a prescription – a printed form saying:

- what you need to take
- how much to take
- how often

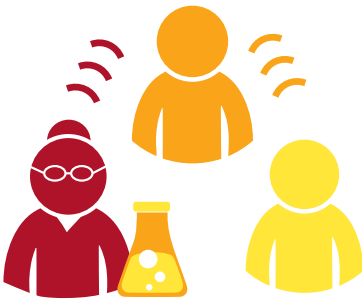


You can get a lower price for prescription medicines if you show your:

- Medicare card



- health care card



Pharmacists can use interpreters through TIS National.



You can call TIS National on 13 14 50.

My Aged Care



My Aged Care is a service for older people.



It gives older people, their families and carers information about services they can use.



You can find more information on the My Aged Care website.

www.myagedcare.gov.au



Or by calling 1800 200 422.

Remember



You can call TIS National to help you with any of your medical appointments.



It will not cost you any money.



You can call TIS National on 13 14 50.



You can find more information about TIS National on their website.

www.tisnational.gov.au/en/Non-English-speakers

Paying for medical care

Medicare

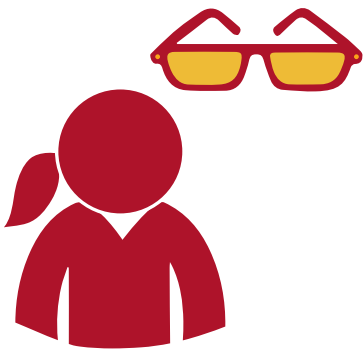


Medicare pays for some or all of the cost of medical treatment from:

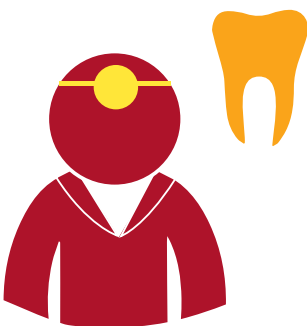
- doctors



- specialist doctors



- optometrists – eye doctors



Medicare might pay for some types of treatments you get from:

- dentists



- other health care services



If you go to a public hospital, Medicare will pay for:



- your treatment
- the cost of your stay

Private health insurance



You can pay for your own private health insurance.



Private health insurance helps you pay the cost of treatment that is not covered by Medicare.



This can include services from:

- private hospitals



- doctors



- dentists



- specialists, including optometrists



- other health care services

Fees



Medicare sets the cost people should pay for different services.

They are called standard fees or scheduled fees.

Medicare will only give you back the standard fee.

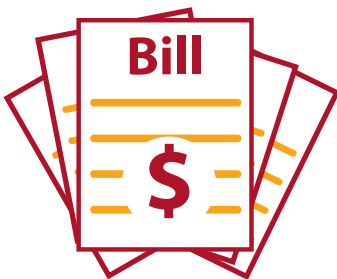


Some doctors will charge you more than the standard fee.



You need to pay the extra cost.

Bulk billing



Some doctors offer bulk billing.



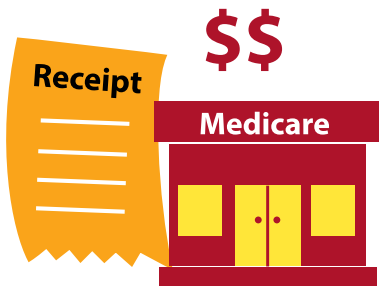
Bulk billing is when a doctor charges the standard fee for their services.



This means you do not have to pay for your visit.



If your doctor does not bulk bill, you will need to pay for your visit.



If you take your receipt to Medicare they will give you back some of the money you paid.

Disability



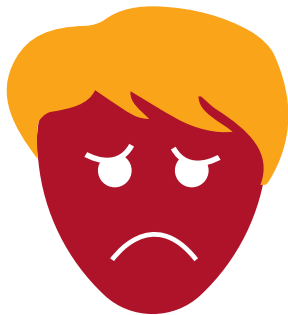
There are programs to support people with disability, their families and carers.



You can find more information if you search for 'disability and carers' on the Department of Social Services website.

www.dss.gov.au

Mental health and counselling

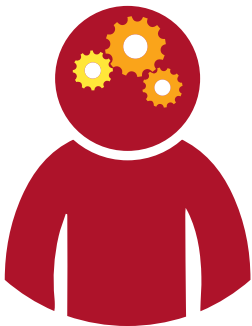


You can find somebody to help you if you are:

- feeling sad or depressed



- having trouble getting used to life in Australia



These are called mental health problems.



It is normal to feel like this.



It happens to people who have had big changes in their life.



It is very important to get help for mental health problems.



They are just as serious as physical health problems.



They can be treated with counselling.

If you talk to your doctor they can refer you to a:

- psychologist
- counsellor



There are services that provide mental health support for anybody living in Australia.



For more information, go to:

- www.beyondblue.org.au
- www.lifeline.org.au
- www.mindhealthconnect.org.au

The Forum of Australian Services for Survivors of Torture and Trauma (FASSTT) help victims of trauma or torture.



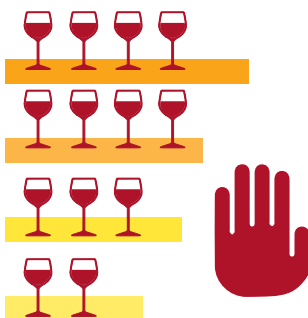
You can find more information on the FASSTT website.

www.fasstt.org.au

Staying healthy



The best way to stop yourself from getting sick is to live a healthy lifestyle.



There are things you can do to be healthy:

- limit how much alcohol you drink



- do not smoke cigarettes



- exercise often – it is a great way to meet new people and to keep fit



- eat healthy foods



Shops in Australia are filled with lots of fresh:

- fruit
- vegetables
- meat

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Use of the Medicare card image is for demonstrative purposes only and is not an endorsement from the Commonwealth.



Australian Government
Department of Social Services

Delivered by International Organization
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