

NSW Health will provide **access to public hospital services free of charge** for people from Ukraine who arrived in Australia on or after 1 December 2021. This is a temporary arrangement under the [NSW Health policy for asylum seekers without Medicare](#).

It does not include free access to General Practitioners (local doctors called 'GPs') or private medical specialists.

You need Medicare to access GPs. Medicare is our national health insurance program.

The Federal Government has announced that it will give Medicare to all eligible Ukrainians by transferring them to Temporary Humanitarian Concern (subclass 786) visas, because people with a tourist or visitor's visa do not usually have Medicare.

What health care services are free?

- Hospital Emergency Department care, admission to hospital, some surgery, outpatient (clinic) services, hospital tests (blood tests, X-rays) and emergency dental care.
- Maternity care, mental health care, ambulances and the use of interpreters.
- **Note: This does not include General Practitioners (local doctors) or private medical specialists, or any tests they order.**

If you need to go to a public hospital or public health service, please tell staff:

- Your name, date of birth and your contact details, and that you have recently arrived from Ukraine.
- Hospitals are safe spaces to provide information. Staff are not allowed to share your personal information without your consent.

Take relevant documents:

- Photo identification / current visa / passport / travel documents – to show that you have recently arrived from Ukraine.
- Take this fact sheet to show hospital staff.

Emergency Departments in Public Hospitals:

Emergency Departments are open **24 hours** a day, **7 days** a week. They provide care for serious health emergencies and accidents. Emergency Departments are very busy, and waiting times can be very long. You should not go there for minor illnesses.

Ambulance:

Phone **000** – you will need to say your name, address, and type of medical emergency. Ambulances are only for serious conditions.

Vaccination for COVID-19

COVID-19 vaccination is **FREE** in Australia and available through a range of health services. See: <https://covid-vaccine.healthdirect.gov.au/booking/> or, if you need help making a COVID-19 vaccine booking, send an SMS with 'Hey EVA' to 0481 611 382. When you message this number you will receive a reply asking for your details.

Interpreters:

For help communicating, call the **FREE** interpreting service (**TIS**) on 131 450 and say your preferred language.

Further information and support:

- **NSW Refugee Health Service:** 9794 0770 SWSLHD-RefugeeHealth@health.nsw.gov.au
- **Settlement Services International:** 9685 0100 Ukrainian.support@ssi.org.au