

## Contact Us

### Coffs Harbour:

Refugee Health (new arrival) Clinic  
6656 7676 or 6656 7865  
[www.mnclhd.health.nsw.gov.au/public-health/refugee-health/](http://www.mnclhd.health.nsw.gov.au/public-health/refugee-health/)

### Illawarra:

Refugee Health Service  
4221 6770  
[www.islhd.health.nsw.gov.au/services-clinics/refugee-health](http://www.islhd.health.nsw.gov.au/services-clinics/refugee-health)

### Newcastle/Maitland/Tamworth/ Armidale:

HNELHD-Multicultural&RefugeeHealth@  
health.nsw.gov.au  
[www.hnehealth.nsw.gov.au/our\\_services/multicultural-health-service/our\\_service](http://www.hnehealth.nsw.gov.au/our_services/multicultural-health-service/our_service)

### Sydney area & statewide:

NSW Refugee Health Service  
9794 0770  
SWSLHD-RefugeeHealth@health.nsw.gov.au  
[www.refugeehealth.org.au](http://www.refugeehealth.org.au)

### Wagga Wagga:

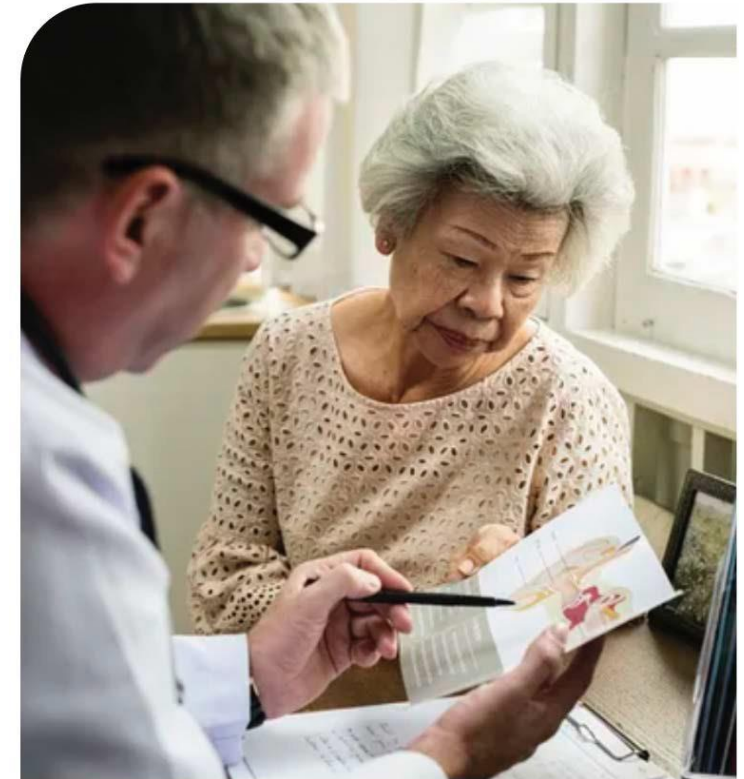
Refugee Health Assessment Centre  
6921 6666  
[nurserefugeehealth@mcww.org.au](mailto:nurserefugeehealth@mcww.org.au)

## Important Services

Translating and Interpreting Service (TIS)  
13 14 50

NSW Service for the Treatment and Rehabilitation of  
Torture and Trauma Survivors (STARTTS)

9794 1900  
[www.startts.org.au](http://www.startts.org.au)



# Important Information for Sponsors in NSW:

## Health checks for newly arrived refugees



## Helping the person you sponsored

Taking people that you have sponsored to a local family doctor (GP) or Refugee Health Nurse is an important part of the support that you will give to them. Even if the new arrivals seem healthy, this is a good idea, as they may need tests and vaccinations that were not done overseas.

Some people may arrive with difficult health issues and they will need extra support. For example, those with a disability, the elderly, or those with long lasting health issues. Sometimes you may not know about their health issues until after the person arrives.

If you have questions about the health of newly arrived refugees, specialised nurses and other staff at refugee health services can give you advice over the phone. This is free and confidential. The service may be able to see people at one of our clinics, or direct them to other health services.

## Why is it important to see a doctor soon after arriving in Australia?

Health problems can make it hard for people to learn English, to look for work, or to go to school.

Although those you sponsored had a health check for their Australian visa, that is done many months before arriving, and it only checks for certain things.

A full health check from a family doctor or Refugee Health Nurse can look at child development, dental health, emotional health, women's health needs and vaccinations.

Children and young people under 20 need to be up-to-date with their vaccinations. This is important, as if they are not fully immunized, parents will miss out on some Centrelink support payments. All catch-up vaccines are free.

Getting extra help from services such as ours will not prevent you from sponsoring other people in the future.

## Other important ways you can help:

- Help them apply for a Medicare card and Health Care Card.
- Explain how to use **000** in an emergency.
- Explain where the local public hospital Emergency Department is, and that it is only for medical emergencies.
- Tell them about other health services in your area.
- Explain that GPs, chemists and hospital staff in Australia can get free interpreters. Any patient can ask for an interpreter.
- Help them get to medical appointments.
- Make sure for their first visit they take any medical reports from overseas, any vaccination records, and the names of any medications they take.
- Ask GPs to refer to bulk billing services or public hospital clinics if available.
- Download health information in language from the Multicultural Health Communication Service website.

## Refugee health services may help you with:

- Health screening and vaccinations.
- Free and confidential health advice.
- Links to community organisations.