

NSW Health will provide access to public hospital services free of charge for people fleeing the Israel-Gaza war who arrived in Australia on or after 17 October 2023 on visa subclass 600 (Visitor visa).

The above is a temporary arrangement under the [NSW Health policy for asylum seekers without Medicare](#). Unlike those on humanitarian visas, people on tourist or visitor's visas are generally not eligible for Medicare, Australia's national health insurance program.

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

## 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 limited emergency dental care.
- Maternity care, mental health care, ambulances and the use of interpreters.
- **Note: This does not cover 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 Gaza or Israel.
- 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 Gaza or Israel.
- 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 "triple zero" **000** – you will need to say your name, address, and type of medical emergency. Ambulances are only for serious conditions.

## Interpreters:

If help is needed to communicate, 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](mailto:SWSLHD-RefugeeHealth@health.nsw.gov.au)
- **Newcastle area:** 4924 6290 [HNELHD\\_Multicultural&RefugeeHealth@health.nsw.gov.au](mailto:HNELHD_Multicultural&RefugeeHealth@health.nsw.gov.au)
- **Wollongong area:** 4221 6770 [ISLHD-RefugeeHealth@health.nsw.gov.au](mailto:ISLHD-RefugeeHealth@health.nsw.gov.au)

