

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) or other temporary visas not linked to Medicare; and
- report they intend to stay in Australia for the purpose of pursuing a claim of asylum.

The above is an arrangement under the NSW Health Medicare Ineligible Asylum Seekers – Provision of Specified Public Health Services Policy Directive. Unlike those on humanitarian visas, people on some temporary visas are not eligible for Medicare, Australia's national health insurance program.

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

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 (inpatient and community-based), ambulances and the use of interpreters.

* For further information on the eligible health services that will not incur a fee, refer to the [NSW Health Medicare Ineligible Asylum Seekers – Provision of Specified Public Health Services Policy Directive](#).

Note: This does not cover General Practitioners (local doctors) or private medical specialists, or any medical tests not provided by NSW Health.

What to tell staff when you go to a public hospital or public health service:

- 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 outside of the public health service without your consent.

What documents to bring with you to your appointment:

- 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.

For further information and support contact the NSW Refugee Health Service.