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| Access to health services in Victoria  *Guidance for displaced Ukrainian nationals in Victoria without Medicare*  *May 2022* |

## The Victorian Government is committed to ensuring that refugees access appropriate healthcare.

Displaced Ukrainian nationals in Victoria without Medicare can receive care at a Victorian public hospital **for free**.

This does not cover private hospitals, local doctors (GPs), or private medical specialists.

If possible, please bring this guidance note and **one** of the following documents with you to the hospital:

* your Ukrainian passport with recent date stamp
* a letter from the Department of Home Affairs confirming your visa application (visa subclass 449 or 786)
* a letter from a community support organisation, AMES Australia or refugee health provider explaining your situation.

To help hospital staff provide you with the right care, bring any medical records you have.Tell staff if you are pregnant or think you might be pregnant. Also bring your Low-Income Health Care Card if you have one.

Tell hospital staff if you need a free interpreter and your preferred language.

Hospital staff are not allowed to share your personal information without your consent, except in exceptional circumstances permitted by law.

Hospital staff may ask you about vaccination and offer you free catch-up vaccinations, including for COVID-19 and influenza.

If you require settlement support, contact **AMES Australia** on 0429 538 085 or at [HSPIntake@ames.net.au](mailto:HSPIntake@ames.net.au). AMES Australia can help you register for essential services, look for accommodation, or enrol your children in school.

For health information and assistance, you can also contact the [**Refugee Health Program**](https://www.health.vic.gov.au/community-health/refugee-health-program) <https://www.health.vic.gov.au/community-health/refugee-health-program> in your local government area.

If you receive a bill for any of your visits to the hospital, contact the hospital on the phone number or email address provided on the bill to explain your situation and this document.

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

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