



Free health care for people displaced by the Israel-Palestine conflict

Background

In October 2023, the Australian Government announced it would support people fleeing the Israel-Palestine conflict to Australia.

Most of these refugees will arrive on a Visitor visa (subclass 600) without access to Medicare, Pharmaceutical Benefits Scheme subsidised medicines, settlement services or other safety nets.

Can I get free health care?

If you:

- arrived in Australia from the Israel-Palestine conflict area after 7 October 2023, and have been unable to return
- hold a temporary visa e.g. Visitor visa (subclass 600)
and
- can give the evidence described on the next page to show you have been displaced

then you can access free health care from all public WA health services.

In Australia, a Medicare card lets you get free public health care. If you have a temporary visa, you cannot usually access Medicare, but this arrangement will let you get free care until you can return home or apply for a different type of visa.

For more information about visa options, visit homeaffairs.gov.au/help-and-support/hamas-israel-conflict.

Where can I get free health care?

You can go to any public hospital, emergency department or community health service in WA – visit health.wa.gov.au/About-us/Hospital-Information for more information.

However, you will have to pay if you go to a private hospital or general practitioner (GP), or if you call an ambulance.

Going to a public hospital

1. To get free health care, tell staff:

- your name, date of birth, nationality, and contact details
- the type of temporary visa that you arrived in Australia on
- that you have been unable to return to your home country due to the Israel-Palestine conflict

If you go to hospital again, you will need to tell the staff again. They are not allowed to share your personal information unless you agree.

2. Bring this flyer

If hospital staff have any questions, they can speak to their site Revenue Team or the Financial Policy Team at the Department of Health.

3. Bring your photo identification, visa and:

- your passport or travel documents to show your nationality, and when you left the Israel-Palestine conflict area
- any other documents that show your nationality
- any letters of support from recognised community organisations
- any letters from the Department of Home Affairs that say you have applied for a visa or appealed a decision.

If you don't have your visa with you, the hospital might ask if they can confirm your details with the Department of Home Affairs.

4. Tell staff if you need a free interpreter, and what your preferred language is

5. Tell staff about your health concerns

To help us provide you with the best care, bring along any medical records you have.

6. If you're going to an emergency department, remember:

- These are often very busy and waiting times can be long.
- The most sick people are seen by doctors first, so other people who come in after you might see a doctor before you.
- You might need to wait longer if you need to see a specialist doctor.

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