

# Refugee Health

The Refugee Health Program works to meet the healthcare needs of refugees and asylum seekers living in the Swan Hill District. It is a free service. The Refugee Health Nurse will use an interpreter (as needed) to help you with your health care needs, and will refer you to other members of our health team as needed. This is a confidential service.



Meet our  
Refugee Health Nurse  
Sonya

## FOR MORE INFORMATION CONTACT:

### Community Health Department

Swan Hill District Health

**Address: 125 Campbell Street**

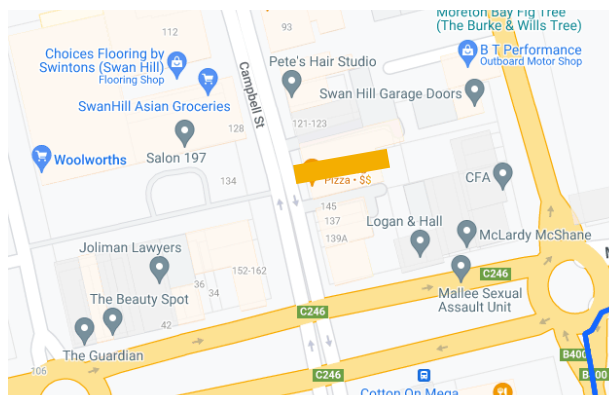
**Phone: (03) 5033 9337**

**Fax: (03) 5036 4561**

**Email: [chreception@shdh.org.au](mailto:chreception@shdh.org.au)**

**Web: [www.shdh.org.au](http://www.shdh.org.au)**

<http://eatmovesmile.shdh.org.au>



# Refugee Health Program

8:30am—5.00pm  
Monday to Friday  
125 Campbell Street, Swan Hill, 3585

## Aims

The Refugee Health Program aims to:

- Increase refugee access to primary care services
- Improve how health services respond to refugees' needs
- Help individuals, families and refugee communities improve their health and wellbeing

The Refugee Health Nurse can provide support with:

- Health literacy – understanding diagnoses and medication
- Health assessments
- Health education and advocacy
- Support to access a Doctor (General Practitioner)
- Support attending specialist appointments and assistance with co-ordinating specialist medical appointments
- Referral to other services as required such as allied health, counselling

## Eligibility

The Refugee Health Program targets newly arrived people from a refugee background or who are asylum seekers.

The term 'refugee' is generally used to refer to people who have arrived in Australia under the Australian Government's Humanitarian Program. Most refugees living in Victoria have arrived through the Humanitarian Program. A broader definition of 'refugee' includes all people who have escaped situations of displacement, conflict and violence, so includes people seeking asylum in Australia or who came on a non-Humanitarian Program visa but from a refugee source country.



Refugee Health

## Accessing this service

If you are a refugee or asylum seeker you can ask to see a Refugee Health Nurse.

- Come to Community Health and ask for an appointment
- Ask a friend or family member to contact us on your behalf
- Ask another agency worker to contact us
- Ask your doctor to refer to us
- Phone us and ask us to call you back with an interpreter

### Cost

This is a free service.

### *Please note:*

You DO NOT need a Medicare Card or Health Care Card to access this service.

We CANNOT assist with visa applications.

### **Make an Appointment**

Telephone (03) 5033 9337

Visit Us at Swan Hill District Health,  
**Community Health,**  
125 Campbell Street, Swan Hill

Email [chreception@shdh.org.au](mailto:chreception@shdh.org.au)

**Professional phone interpreters will be arranged as needed**