



Government of **Western Australia**  
**North Metropolitan Health Service**  
Mental Health, Public Health and Dental Services



# Humanitarian Entrant Health Service

Patient information

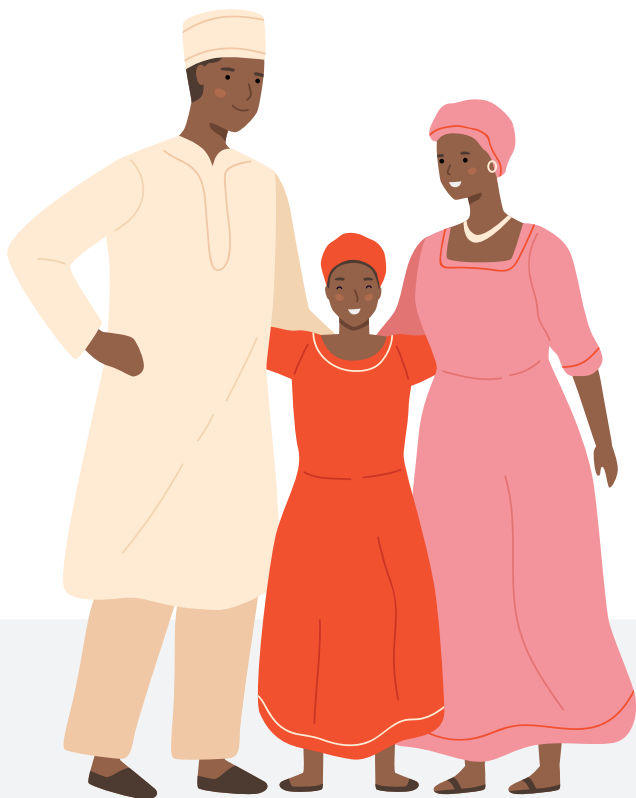


## What does this health service do?

We offer a health service for adults and children who come to live in WA on a humanitarian visa. Soon after you arrive, we will invite you to come to our clinic for 2 free appointments. When you come, you will see a doctor and a nurse for a complete health check.

Even if you are not sick the health check is important for you and your children. It helps us learn about your health needs so we can help you find the right health care for you.

It's your choice to come to our clinic. You don't have to do the health check, but it's recommended. Most people tell us our clinic was very helpful when they were new to Australia.



## What will happen at the clinic?

You will talk to a nurse or a doctor about your health and they will offer you some check-up tests.

### At your first visit we may

- Ask questions about your health now and before
- Do physical health checks (like blood pressure)
- Collect blood, urine, and stool samples for testing.

### At your second visit we may

- Do physical health checks (like blood pressure)
- Talk to you about your test results or health problems
- Offer you vaccinations or other medicine.

Each part of the health check is your choice. You can say no at any time if there's something you don't want to do.



## How long does it take?

Appointments can take 2 to 3 hours each time. It depends how many people are in your family group, and if you have any special health needs.

It's a good idea to bring some food and drinks, especially if you have young children.



## What if I've had a health check before?

The health checks done before you came to Australia were for your visa application and travel.

Our health check is for people who have recently arrived and are new to the Australian health care system. It's a complete health and wellness check for adults and children. The results will help us to connect you with the right services to keep looking after your health.



## How much does the health check cost?

The complete health check is free. There is no charge for the appointments or any tests, vaccinations or medicines we give you.

## Why do I need vaccinations?

These medicines protect our bodies from many illnesses we can catch from germs. It's the safest way to protect yourself, your children and the community from these illnesses.

In Australia, children and teenagers can have vaccinations for free. When you move to Australia you can also have free vaccinations, so you can have the same protection as people who grew up here.

### You might need proof of vaccinations for

- Enrolling in childcare and most schools
- Receiving some Centrelink payments for children
- Some jobs and training courses.

## What if I had vaccinations before?

You may have had vaccinations before coming to Australia. Bring your documents for the nurse or doctor to check. We will find out if there are any more you should have.

If you don't have documents for your past vaccinations, you can have all the recommended vaccinations again. This is safe to do and there is no cost.



## Will there be an interpreter?

Yes. We use professional interpreters every time you come so you can speak in your preferred language. Often the interpreter will be in person at the clinic. Sometimes we will use an interpreter on the phone. You can tell us if you have a preference about interpreters.

## How will we communicate?

You will get a letter with your appointment date and time. We will also send a text message to remind you about your appointments. We try to send letters and texts in your language. You can email us or call us. We will call you back with an interpreter.



## What should I bring to my health check?

Bring these things to your appointment (if you have them):

- Any documents about your health history
- Your past vaccination documents
- Your Medicare card or Health Care Card
- Any medicine you are taking.

We can help you to get important medical documents translated by the Free Translating Service if you need it.

## What happens after the visits?

We will write a letter you can take to your local doctor to continue looking after your health. If you need more vaccinations, we will give instructions for your local doctor or clinic.

If you need a specialist doctor or health service, we will talk to you about the choices. If you agree, we will write a referral letter for you and explain what you need to do.



## Could my health affect my visa?

No. Changes to your health will not affect your Australian visa.

Information about your health is private and confidential. There are strict laws to protect your health information in Australia. All our staff must follow the rules for privacy and confidentiality.

We will not share what you tell us with anyone else, unless you want us to.



# Contact us

Email: [migranthealth@health.wa.gov.au](mailto:migranthealth@health.wa.gov.au)

Phone: (08) 9222 8500



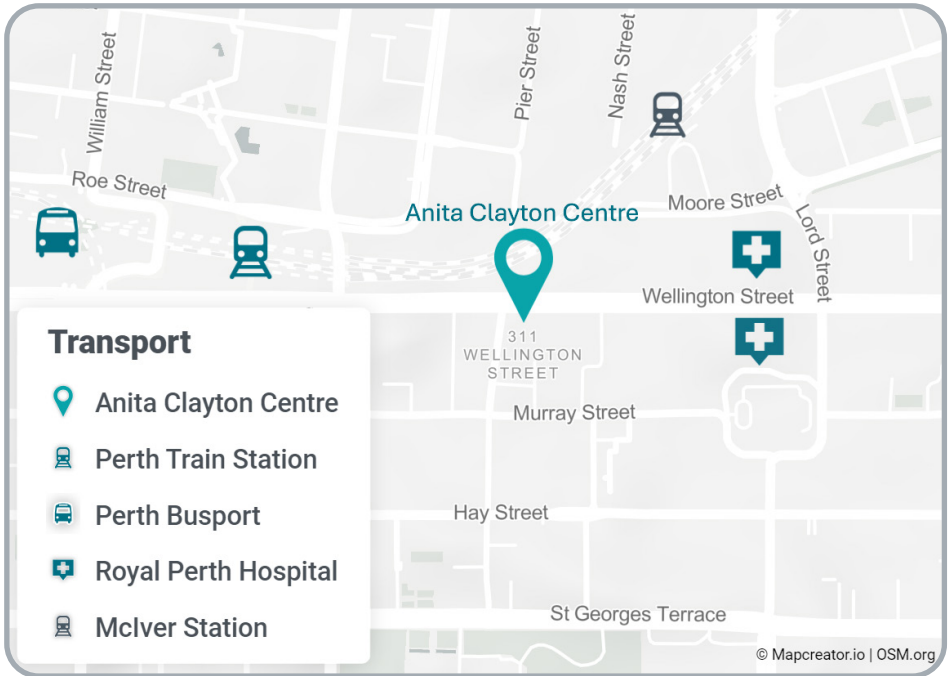
Call TIS on 13 14 50 for an interpreter and ask to connect to Anita Clayton Centre 08 9222 8500.

# Find us

We are located at 311 Wellington Street, Perth.

Our clinic is in the city between Perth Train Station and Royal Perth Hospital. The building is called Anita Clayton Centre, on the corner of Wellington St and Pier Street.

We are open Monday to Friday from 8.15 am to 4.15pm.



## Helpful resources

Healthy WA Translated Health Information  
[Translated information \(healthywa.wa.gov.au\)](https://healthywa.wa.gov.au)



Health Direct Multi Language Resources  
[Multi-language health resources | healthdirect](https://healthdirect.gov.au)



Embrace Multicultural Mental Health  
<https://www.embracementalhealth.org.au/>



SBS Australia Explained  
[Australia Explained - The SBS Settlement  
Guide | SBS English](https://www.sbs.com.au/australiaexplained)



The information provided is for information purposes only. If you are a patient using this publication, you should seek assistance from a healthcare professional when interpreting these materials and applying them to your individual circumstances.



## Humanitarian Entrant Health Service

Anita Clayton Centre

📍 1/311 Wellington Street

☎ (08) 9222 8500

✉ [migranthealth@health.wa.gov.au](mailto:migranthealth@health.wa.gov.au)

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We are proud to be a smoke-free site.  
Thank you for not smoking or vaping  
in any buildings or on our grounds.