

# Public health care in Queensland for people fleeing the Israel-Gaza conflict

January 2024

**Queensland Health will provide free access to public hospitals and health services for people fleeing the conflict in Israel and Gaza.**

## Who does this apply to?

**You can get free healthcare if you match these criteria:**

- You arrived in Australia on or after 7 October 2023
- You hold a Visitor visa (subclass 600)
- You do not have private medical insurance.

If you match these criteria, you can access public hospital and health services free of charge under the Queensland Health *Fees for Health Care Services Directive* (QH-HSD-045:2016).

Normally, you must have a Medicare Card to access free public healthcare in Australia. You do not get a Medicare Card with visitor or tourist visas.

This is a temporary arrangement until you can access a visa with a Medicare Card or until further notice. This arrangement does not apply to people who:

- have been given a Medicare Card with their visa
- have medical insurance or are on visas where medical insurance is required.

## Which health services can I go to?

You can use ambulances, public hospitals, emergency departments and community health services in Queensland for free. You can find out more about Queensland Health hospital services [here](#).

You will not be covered for private hospital services or visits to a General Practitioner (GP). If you go to these services, you will have to pay.

## Tips for going to hospital

1. **To ensure you are not charged each time you visit a hospital, please tell staff:**

- your name, date of birth and contact details
- that you have arrived from Israel or Gaza since 7 October 2023 and what kind of visa you have

You need to provide this information every time you visit a Queensland hospital. Staff are not allowed to share your personal information without your consent.

2. **Take this fact sheet** to help explain that you have access to free healthcare.

3. **Provide photo identification and travel documents** if you can, such as:

- Your passport or travel document to show arrival dates and nationality
- Any other photo identification and documentation that shows your nationality and/or visa.

The hospital administrator will look up your visa details in a system called VEVO where they can check what type of visa you have the conditions of your visa.

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

5. **Explain to hospital staff what is going wrong with your health** and your concerns so they can assess how sick you are.

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

**Emergency departments**

- Emergency Departments are very busy and waiting times can be very long.
- People who are the most unwell are seen by doctors first. This might mean other sick people who come in after you see a doctor before you.
- You may need to wait longer if a specialist doctor is requested to get you the right health care.