

9. Health & support services for specific groups

In Queensland there are a wide range of health programs and services that specifically address the health and support needs of population groups in the community.

They are provided by both government and non-government organisations. The major programs and services are listed.

13HEALTH (13 43 25 84)

- provides qualified health advice
- you can phone 24 hours a day 7 days a week for the cost of a local call
- if you need an interpreter, just ask for one.

Medical Aids Subsidy Scheme

- provides eligible Queensland residents with permanent and stabilised conditions or disabilities, access to subsidy funding for approved aids and equipment such as communication aids, continence aids, daily living aids, medical grade footwear, mobility aids, orthoses and oxygen
- contact: MASS Service Centre (07) 3250 8555

Spectacle Supply Scheme

- provides eligible Queensland residents a comprehensive range of free basic prescription spectacles
- more information: 13 HEALTH line 13 43 25 84

Children & young people

Primary Care Program

- a comprehensive health program for ages 0–12
- more information: Child Health Line (07) 3862 2333 or 1800 177 279 (outside Brisbane)

Immunisation clinics

- Child Health Clinics, some local councils and family doctors provide immunisation to infants and children at no charge
- more information: Child Health Line (07) 3862 2333 or 1800 177 279 (outside Brisbane)

Healthy Hearing Program

- all babies born in Queensland are offered a hearing screen. If the baby does not pass the hearing screen, a referral to follow up services is made
- contact: (07) 3131 6814 Statewide Coordinator
- www.health.qld.gov.au/hearing/translated_brochures.asp information in 19 languages

Child & Youth Mental Health services

- free consultation, assessment, treatment and care for children aged 0-18 experiencing mental health disorders in hospital or community based services
- more information: Queensland Transcultural Mental Health Centre (07) 3240 2833 or 1800 188189 (outside Brisbane)

Kids Help Line

- Children can ring 1800 551 800 for free support and advice 24 hours per day

Women

Maternity services

- Ante-natal care usually starts with your family doctor (GP) who will refer you to a hospital, birthing centre or other maternity service provider

Mobile Women's Health Service

- is a network of 15 specially trained women's health nurses working in rural and remote areas of Queensland
- more information: 13HEALTH line 13 43 25 84

BreastScreen Queensland

- provides free breastscreens (screening mammograms) to women aged 40 years and over, in particular women aged 50 to 69 years. Breast screening is to detect breast cancer
- contact: 13 20 50 from anywhere in Queensland and make a booking

Pap smear

- it is recommended that women who have ever had sexual contact should commence having Pap smears (to detect cervical cancer) between the ages of 18–20, or within two years after first sexual contact, whichever is later. GPs and community clinics do them
- more information: Women's Health Queensland Wide (07) 3839 9988 or 1800 017 676 (outside Brisbane) to find a service near you

Domestic violence & sexual assault

- contact: Immigrant Women's Support Service (07) 3846 5400 or (07) 3846 3490 during the day
- contact: Statewide Sexual Assault Help Line 1800 010 120 from 7am to 11pm

Women's health services

- there are private and non-government women's health services in Queensland
- more information: 13HEALTH line 13 43 25 84

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9. Health & support services for specific groups

Mental health services

- free assessment, treatment and care for adults over 18 years experiencing mental health disorders in hospital or community based services
- more information: Queensland Transcultural Mental Health Centre (07) 3240 2833 or 1800 188189 (outside Brisbane)

Aged persons

Home and Community Care Services (HACC)

- provide basic maintenance and support services to help frail older people (and younger people with disabilities) to continue living in their community
- there are many types of HACC services, including services for specific language or cultural groups
- contact: HACC Resource Unit in Brisbane (07) 31394653
- contact: Commonwealth Carelink Centre on 1800 052 222

Aged care services

- provided by government and non-government services in people's homes, respite centres and nursing homes
- services include meals, transport, housework, social outings, nursing care, allied health care and respite
- nursing home care is also available for individuals that are assessed as eligible, that is, the individual requires high levels of care that is no longer able to be provided at home
- contact: Aged Care Information Line 1800 500 853

Queensland Seniors card

- all Queensland residents aged 60 or over are eligible for either a Seniors Card or Seniors Business Discount Card which provides access to some discounts throughout Queensland
- contact: Smart Service Queensland 1800 175 500 or visit www.communities.qld.gov.au/seniorscard/

Mental health services

- free assessment, treatment and care for adults 18 years and over experiencing mental health disorders in hospital or community based services
- more information: Queensland Transcultural Mental Health Centre (07) 3240 2833 or 1800 188189 (outside Brisbane)

Carer support

- information and support for carers who look after an elderly person
- contact: Commonwealth Carer Resource Centre Information and Support Line 1800 242 636

Refugees

Refugee clinics

- Queensland Integrated Refugee Community Health Clinic (Brisbane) (07) 3480 2880
- Logan Refugee Health Project (07) 33875370

Torture and trauma support

- Queensland Program of Assistance to Survivors of Torture and Trauma (07) 3391 6677

Settlement services (Help with services such as housing, income, employment, schools, transport, health and English classes.)

- Multicultural Development Association (07) 3337 5400 (Brisbane)
- Spiritus (07) 4639 3983 (Toowoomba)
- ACCESS (07) 3808 9299 Logan and Gold Coast
- Centacare Cairns (07) 4041 7699 (Cairns, Innisfail and surrounds)
- Townsville Multicultural Support Group (07) 4775 1588 (Townsville and surrounds)

Support for asylum seekers

- Medicare ineligible asylum seekers are not charged for health care by Queensland Health services
- contact: Refugee Claimants Support Centre (07) 3357 9013

Mental health services

- free assessment, treatment and care for adults over 18 years experiencing mental health disorders in hospital or community based services
- more information: Queensland Transcultural Mental Health Centre (07) 3240 2833 or 1800 188189 (outside Brisbane)

This factsheet is part of a series of 10. The complete set comprises:

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