

Hospital and Health Service access for people seeking asylum who are between visas

Information Factsheet for service providers

People seeking asylum in Australia who reside in Queensland and are not eligible for Medicare can access public hospitals in Queensland free of charge, as set out in the Queensland Health [Fees for Health Care Services Health Service Directive](#) (QH-HSD-045:2016).

1. Purpose

Some people seeking asylum are between bridging visas and do not have a visa status in Visa Entitlement Verification Online (VEVO) or have an expired visa status. This does not change their status as a person seeking asylum, however it means that Queensland Health's Hospital and Health service staff may have trouble verifying a person seeking asylum and enabling free care.

This information sheet provides guidance on how service providers can confirm the status of asylum seekers living in the community whose bridging visas have expired, so they can receive free healthcare from Queensland Hospital and Health Services.

2. List of service providers

Service providers which are able to confirm a person's status as an asylum seeker for the purpose of accessing healthcare are listed in **Appendix C**.

3. Process of confirming a client as an asylum seeker

To support a person who is between bridging visas to access care, it is recommended the service provider:

- Obtain patient consent to write a letter of support and or share their identification with HHS to confirm their use of your service where required.
- Provide a letter with sufficient information as outlined in Section 4 below.
- Brief the patient on what information they need to take with them to the Hospital and Health Service, as per **Appendix B**.
- Follow up with the Hospital and Health Service where needed to provide clarification or further information to support the patient.

4. What to include in a confirmation letter?

For a Hospital and Health Service to accept a confirmation letter, it must:

- Be presented on their organisation's letterhead
- Be an original letter i.e., not photocopied
- Be dated within six months of presentation to the HHS
- Confirm that the person is known as a person seeking asylum in Australia and residing in Queensland, and that this status continues
- Provide contact details for a person within that organisation who can be contacted within usual business hours to confirm the contents of the letter.

Example text for this letter is provided at **Appendix A**.

5. Resources

Queensland Health Financial Directive: [Fees for Health Care Services Health Service Directive \(QH-HSD-045:2016\)](#).

Queensland Health Asylum Seeker Fact Sheet (available in multiple languages): [Public Healthcare Access – Asylum seeker Healthcare and Services | Queensland Health](#)

Medicare eligibility: check through [Health Professional Online Services](#) (HPOS)

IHMS payments: contact [International Health and Medical Services](#) (IHMS) or phone (02) 9372 2500.

For more information regarding this policy, contact Strategy, Policy and Legislation Branch on Multicultural@health.qld.gov.au

6. Appendices

Appendix A – Letter template

TO WHOM IT MAY CONCERN

RE: CONFIRMATION OF ASYLUM SEEKER STATUS

I certify that to our organisation's knowledge, [insert first name surname, D.O.B.] is an asylum seeker, and has been known to our organisation for [insert time period]. The patient requires interpreter for [insert language] / does not require an interpreter.

Under the Queensland Government Fees and Charges for Health Care Services Health Service Directive (QH-HSD-045:2016) Medicare-ineligible asylum seekers can access public health services at no charge to themselves. They may qualify to have their healthcare costs covered through the Status Resolution Support Service (SRSS) provider. Some people seeking asylum are between bridging visas and do not have a visa status in Visa Entitlement Verification Online (VEVO) or have an expired visa status. This does not change their status as a person seeking asylum in Australia.

I understand this letter is valid for six months from the signing of the letter.

Should you wish to confirm these details over the phone or email, please contact [person's name] on [phone number] or [email address] during business hours.

Yours sincerely


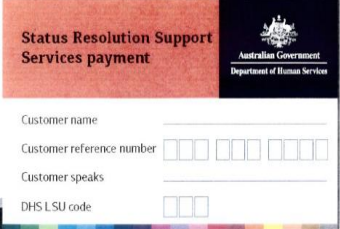


[signed]

Signatory name

Position title, Service organisation

[insert date]

Appendix B – Identification card samples

 <p>The image shows an Australian Government ImmiCard. It features a photo of a man on the left. Text on the card includes: 'Evidence of Immigration Status', 'Australian Government ImmiCard', 'Citizenship: CITIZEN', 'Given Names: JOHN', 'Date of Birth: 01 OCT 80', 'Sex: M', 'Immi-Card No: E15014187', and 'Card Expiry: 15 FEB 18'. The card number 'E15014187' is also printed in a blue box at the bottom left.</p>	<p>Immicard</p> <p>Issued to people on Bridging Visa E (BVE-subclass 050 or 051). May also be issued to people in the review process and certain classes of refugees.</p>
 <p>The image shows a 'Status Resolution Support Services payment' card from the Australian Government Department of Human Services. It has a red header. Below the header are fields for: 'Customer name', 'Customer reference number' (with a grid of boxes), 'Customer speaks', and 'DHS LSU code' (with a grid of boxes). The Australian Government logo is in the top right corner.</p>	<p>Status Resolution Support (SRSS) payment card</p> <p>Issues to individuals receiving these payments</p>
 <p>The image shows an 'INTERIM CARD Medicare'. It features a blue background with the Medicare logo. Text includes: 'Medicare Card Number: made up of 9 digit Card number and the 1 digit issue number', '2295 77544 2', 'SHARMIN SBORSHITHPHOL', 'Medicare Card Individual Reference Number (IRN)', 'Medicare Card Name - One field, include spaces', 'Expiry Date - Format DD/MM/YYYY', and 'VALID TO: 16/04/06'.</p>	<p>Interim Medicare card</p> <p>May be issued to temporary residents or asylum seekers dependent on visa types. Note: these cards do have expiry dates.</p>
 <p>The image shows two versions of an 'International Health and Medical Services HEALTH CARD'. Both cards have the 'ihms' logo and the text 'International Health and Medical Services'. The left card lists: 'Name: DIAC, Patient', 'Patient ID#: 1-2NIEAK', and 'DOB: 1/1/2000'. The right card lists: 'Name: DIAC, Patient', 'Patient ID#: 1-2NIEAK', and 'DOB: 1/1/2000'. Both cards include the instruction 'For use by the nominated person only'.</p>	<p>International Health and Medical Services card</p> <p>Issued to individuals in community detention</p>

Appendix C – List of service providers

Provider	Contact
Access Community Services Limited	Ph: (07) 3412 8222 E: enquiries@acsl.org.au and admin@harmonyplace.org.au
Australian Red Cross (Migration Support and Services Hub)	Ph: 07 3367 5665 E: qldredcross@redcross.org.au
Catholic Diocese of Toowoomba Social Justice Commission	Ph: (07) 4613 0895 E: justice@twb.catholic.org.au and dignityproject15@gmail.com
Centacare Cairns	Ph:(07) 4044 0130 E: admin@centacarefnq.org
Communify	E: admin@communify.org.au cc AnneH@communify.org.au
Friends of HEAL Foundation	Ph: 0413 627 826 E: admin@fheal.com.au
Inala Community House	Ph: (07) 3372 1711 E: reception@ich.org.au
Indooroopilly Uniting Church	E: iucasylum@gmail.com
Mater Refugee Complex Care Clinic	Ph: 07 3163 2880 E: mrgcc@mater.org.au CC clare.brotherson@mater.org.au
Multicultural Australia Ltd	TeamLeaderSRSS@multiculturalaustralia.org.au Ph: (07) 3337 5400
Mercy Community Services	Ph: (07) 3866 4160 E: info@mercyys.org.au
Milpera State High School	Ph: (07) 3270 3222 E: admin@milperashs.eq.edu.au
Multilink Community Services Inc	Ph: (07) 3808 4463 E: reception@multilink.org.au and CC michaelz@multilink.org.au
Northern Australia Primary Health Care LTD	Ph: (074) 722-8763 E: admintownsville@naphl.com.au
Queensland Program of Assistance to Survivors of Torture and Trauma	Ph: (07) 3391 6677 E: connect@qpastt.org.au
Qld Transcultural Mental Health	Ph: (07) 3317 1234 E: qtmhc@health.qld.gov.au
Refugee and Immigration Legal Service (RAILS)	Ph: (07) 3846 9300 E: admin@rails.org.au
Romero Centre	Ph: (07) 3013 0100 E: romero.admin@mercyys.org.au
St Vincent de Paul Society QLD	Ph: (07) 3381 4500
TAFE QLD English Language and Literacy Services	Ph: (07) 3244 5488 E: tells@tafe.qld.edu.au
Townsville Multicultural Support Group	Ph: (07) 4775 1588 E: admin@tmsg.org.au
World Wellness Group (WWG)	Ph: (07) 3333 2100 E: asylumhealthcare@worldwellnessgroup.org.au