

# Toowoomba Health Pathway for recently arrived Humanitarian entrants.

Refugees enter Australia as permanent residents under the Humanitarian Settlement Program (HSP). All new arrivals will access a refugee health assessment which includes a nursing and medical assessment. Every refugee under the HSP has a Medicare number and will receive a Medicare and Health Care card within 6 weeks of arrival. Visa numbers include 200, 201, 202, 203, 204.

## Multicultural Australia - Humanitarian Settlement Provider (HSP) Ph: (07) 4632 1466

Case Managers (CM) support new arrivals to settle from arrival up to 18 months (depending on need). Clients will start a comprehensive health assessment within 28 days of their arrival to Australia. All clients are referred directly to Kobi Place. CMs receive Health Alerts from Department of Social Services (DSS) and if clients have critical or urgent health needs on arrival, Multicultural Australia Refugee Health nurse will assist referral to appropriate health services, within 24 - 72 hours.

**NOTE:** If a patient is seen at a General Practice for urgent health needs before going to Kobi Place, the refugee health assessment should only be commenced post the Kobi Place screening.

## Kobi Place - Baille Henderson Hospital Ph: (07) 4699 7000

Refugee Health Nurse with Kobi Place Doctor provide the following over 3 appointments:

- Nursing assessment
- Pathology ordered and reviewed
- Depending on pathology results and nursing assessment, treatment and referrals may be initiated by Kobi Place Doctor
- Immunisation catch-up schedule identified and first immunisation given
- TB screening: Ph: (07) 4699 7000, Oral Health Ph: (07) 1300 082 662. Other referrals as required.
- Public Health Unit receives copy of catch up immunisation plan Ph: (07) 4699 8240
- Patient provided with Hospital ID card to client (includes language spoken)

### At completion of these appointments

Multicultural Australia and Kobi Place coordinate the Refugee Health Assessment in Primary Care. Multicultural Australia tells Kobi Place which Practice patient is booked for their health assessment. Based on this information Kobi Place transfers clinical patient record to General Practice (via fax or electronic transfer).

**Qld Program of Assistance to Survivors of Torture and Trauma (QPASTT) Ph: (07) 3391 6677**  
*Not a crisis service*

Everyone can refer to QPASTT. If you are unsure of your referral call the QPASTT Duty Counsellor.

## General Practice

All new arrivals should have a refugee health assessment in primary care, ideally post the Kobi Place assessment/screening. The Kobi Place refugee health assessment does not replace a primary care assessment. GPs are encouraged to use the clinical information provided by Kobi Place to inform the MBS health assessment items (701, 703,705 and 707). A full medical examination and assessment of chronic health issues are part of the refugee health assessment in primary care.

GPs can access free interpreters, 24 hrs/ day via the Translating and Interpreting Service (TIS).

**Telephone: Doctor Priority Line on 1300 131 450 On-site: Book online with as much notice as possible**

GPs and practice nurses can contact Kobi Place and speak with the refugee health nurse if they require any assistance Ph: (07) 4699 7000.

**VACCINATIONS:** New access arrangements under the [National Immunisation Program](#) provide free catch-up vaccines. Refugees are entitled to QHealth funded catch-up vaccinations and can be included as part of regular QHIP orders .

**Darling Downs & West Moreton PHN**  
**Ph: (07) 4615 0900**

Support for primary health care services working with patients from refugee backgrounds and Allied Health Interpreters Program.

[Online Refugee and Multicultural Resources](#)

## Settlement Grants Programs

Ongoing Case Management if required (from 18 months up to 5 yrs post arrival)

**Mercy Community Services Ph: (07) 4617 7600 OR TRAMS Ph: 1300 477433**