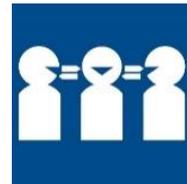# What should you do when you feel sick in Australia?

There are many types of healthcare services and information available in Australia. It is important to find the right care at the right time.

Free interpreting services

Free interpreting services are available 24 hours a day, 7 days a week.

If you need an Interpreter, ask the health professional to organise one for you. Ambulance, hospital, general practitioner (GP), specialist, and pharmacist all can provide an interpreter for free.

You can also call the Translating and Interpreting Service (TIS) directly on **13 14 50**. The service is free and available 24 hours a day, 7 days a week.

In Australia, '000' (Triple Zero) is the emergency number to call for police, fire and ambulance service.

If you are seriously sick or injured

Call for an ambulance on **000**.

Emergency departments are open 24 hours a day, 7 days a week.

Queensland Ambulance is a free service if you live in Queensland.

In an emergency, if you need an interpreter, ask the 000 operator to connect you to a phone interpreter.

Watch the video about calling an ambulance.

Ukrainians who have recently arrived in Australia on a temporary visa without medical insurance or Medicare, can access an ambulance and public hospitals in Queensland for free. More information below:

- [Ukrainian (Українська) + English – Public healthcare access – Ukrainians in Queensland without Medicare](#)

- [Russian (русский) + English – Public healthcare access – Ukrainians in Queensland without Medicare](#)

Take this factsheet with you to ensure you can access free health care each time you visit a hospital.

If you have a minor illness or injury

You can visit your **GP (also known as 'Family Doctor')** or a **Pharmacist**.

GPs can:
- give you advice about your health
- coordinate your healthcare
- refer you to other health professionals if needed. This is called a 'referral'.
- provide legal documents like medical certificates or reports if you had an accident or when you are asked to provide one
- help you with ongoing medical care, for example for chronic conditions, and regular health screening.

If you don't have a Medicare card or health insurance, you will need to pay a fee to see a GP ($70+).

At most GPs, you will need to make an appointment to see your doctor. If you need an interpreter, tell the receptionist when you make your appointment.

You can call the Translating and Interpreting Service (TIS) on **13 14 50** and ask for an interpreter to help you to book your GP appointment. It's free.

Queensland Government

Pharmacists

Pharmacists are qualified experts who provide advice and information on medicines and your health. Pharmacists work at a 'pharmacy' or 'chemist'. You can ask for a free telephone interpreter if you need one.

Pharmacists can:

- provide advice about minor illnesses or injuries
- supply your medicines when your GP gives you a prescription (sometimes called a 'script')
- sell medicines that do not need a prescription
- give you some types of vaccinations, including free COVID-19 vaccinations.

You should take your Medicare card and Health Care Card when you visit the pharmacist. Having a Health Care Card can help you buy some medications at a discounted price.

Medicare card

Health Care Card

If you don't have either of these cards, you will need to pay full cost for medicine at the pharmacy.

If you have a pre-existing medical condition that requires medication, you can also visit your local Emergency Department, at a public hospital.

If you need personal or general health advice

Call **13 43 25 84 (also known as 13 HEALTH)** and talk to a registered nurse, 24 hours a day, 7 days a week.

You can request an interpreter. It is free. Ask the operator at the start of the call.

In Queensland, you can call the Multicultural Connect line on **1300 079 020** for aid, assistance, and mental health support in your language.

Multicultural Connect Line

Important health contacts

Local Hospital and Emergency Department (please write here if you know them):

Other: