

Accessing healthcare in Victoria during the COVID-19 pandemic

IMPORTANT: Everybody has a right to healthcare. You can attend any public hospital in Victoria and, if you are unwell and in need of treatment, you will not be turned away. It is very important that you seek medical care if you need to, even if you do not have Medicare or do not currently have a visa and are unlawful.

COVID-19 Hotline

1800 675 398

If you feel unwell or are worried you have come into contact with someone who has coronavirus (COVID-19) and you can call the **COVID -19 hotline** on 1800 675 398 for further information. This is a free service.

If you need an interpreter

Call 131 450

If you require an interpreter, you can call the **Translating and Interpreting Service** (TIS National) on **131 450** and ask for an interpreter in your language and then ask to be put through to the coronavirus hotline. TIS National will connect you to an interpreter and the hotline. This is also a free service and you will not be charged for using an interpreter through TIS National.

Medicare – am I eligible?

If you hold a Bridging visa A, B, C or E and have permission to work (i.e., you don't have the condition '8101' applied to your Bridging visa, you are eligible for Medicare.

If you hold a Temporary Protection Visa (TPV) or a Safe Haven Enterprise Visa (SHEV), you are eligible for Medicare.

How do I apply for Medicare?

To apply for Medicare, go to the following website:

<https://www.servicessaustralia.gov.au/individuals/forms/ms004>

Download the application form (click where it says '*Download and complete the Medicare enrolment form.*') The form contains instructions on how to complete it and how to submit it to Medicare.

If you do not have access to a computer, you can attend a Medicare office. The closest Medicare office to the ASRC in Footscray is located at:

Medicare Footscray
75 Moore St
Footscray VIC 3011
Australia

The closest Medicare office to the ASRC in Dandenong is:

Medicare Dandenong
27-29 Robinson Street
Dandenong VIC 3175
Australia

Remember, you do not need Medicare to obtain assistance from a public hospital if you are unwell. You should not be afraid of going to a public hospital, even if you don't have Medicare.