



# FIND GOOD HEALTH

**A RESOURCE FOR TEACHERS TO HELP  
NON ENGLISH SPEAKING RESIDENTS  
ACCESS THE NEW SOUTH WALES  
HEALTH SERVICE.**

THIS BOOK IS SUITABLE  
FOR CSWE LEVEL 1, 2, 3  
STUDENTS

# Introduction

**The healthcare system in Australia is very complex . There are many health services and people have problems knowing and understanding where those services are what they provide and if they are free or if you have to pay.**

Health services in other countries may be very different to Australia. For example in Australia many medicines cannot be bought without a prescription from the doctor nor is it possible to see a specialist without a referral letter.

FIND GOOD HEALTH provides information to help navigate the New South Wales healthcare system. It is formatted as English as a Second Language (ESL) lessons to be used by ESL teachers to provide the information to ESL learners as they learn English.

More detailed information in different languages can be downloaded from: <https://www.swslhd.health.nsw.gov.au/refugee/booklet.html>

# Find Good Health with answers

## **UNIT 1**

### **Medicare**

- *Background notes for teachers*
- Student Activities

## **UNIT 2**

### **Healthcare and Pensioner Care**

- *Background notes for teachers*
- Student Activities

## **UNIT 3**

### **Interpreters**

- *Background notes for teachers*
- Student Activities

## **UNIT 4**

### **Where do I go if I am sick?**

- *Background notes for teachers*
- Student Activities

## **UNIT 5**

### **Specialists**

- *Background notes for teachers*
- Student Activities

## **UNIT 6**

### **Other Health Services**

- *Background notes for teachers*
- Student Activities

# Acknowledgements

## **FIND GOOD HEALTH**

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TAFE

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[www.freedigitalphotos.net](http://www.freedigitalphotos.net) | [www.pexels.com](http://www.pexels.com)



# Unit 1

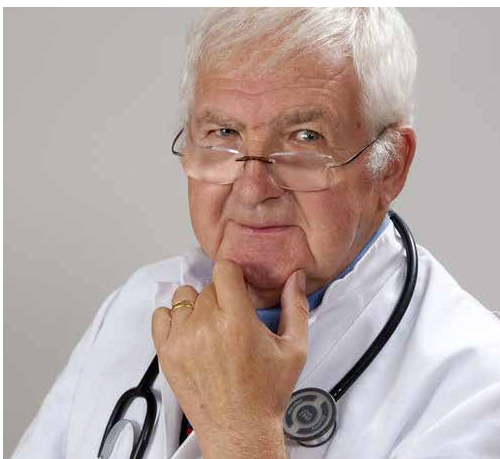
## BACKGROUND NOTES FOR TEACHER

### **Medicare**

- *In Australia there are public and private health services.*
- *The quality of the public system is the same as the private system*
- *To use the public health service you need to have a Medicare card.*
- *Medicare is for all permanent residents of Australia.*
- *Until residency status is resolved a temporary blue medicare card enables access to public health services.*
- *Medicare cards are valid anywhere in Australia.*
- *“Bulk billed” means the money is payed by the government. The patient does not have to pay.*
- *Medicare means that public hospitals provide free operations, treatment, x-rays and blood tests.*
- *Eye tests at the optometrist are free.*
- *Medicare does not pay for the private hospitals.*
- *Medicare does not pay for private dentist.*
- *Medicare does not pay for glasses.*
- *Medicare does not pay for ambulances.*

Resources for unit 1 next 2 pages

Resources for Unit 1





# Unit 1

## STUDENT ACTIVITIES MEDICARE

**1. Medicare makes sure that all Australians have access to free or low cost public health services.**

**How is healthcare covered?**





Match the correct words in column A with the correct words in column B

A	B
Government health services	No money needed
Bulk billing	You pay
Private health service	Government pays

### 2. Medicare

**What does *Medicare* pay for?**

Match the different services/words with the correct picture.

Doctors and some specialists	
Eye test at optometrist	
Public hospital	
X-rays	



**2. Here is a list of services/things that Medicare covers. Use your dictionary to translate each item into your first language.**

doctor and some specialists	
eye test	
public hospitals	
x-rays	
blood tests	

**3. Here is a list of services/things that Medicare does not cover.**

Use your dictionary to translate each item into your first language

private hospital	
dentist	
ambulance	
spectacles / glasses	

**Complete the statements:**

Medicare pays for \_\_\_\_\_





\_\_\_\_\_

Medicare does not pay for \_\_\_\_\_

\_\_\_\_\_

#### 4. What does Medicare not pay for?

Match the different services/words with the correct picture.





Private hospital	
Dentist	
Ambulance	
Glasses	

### UNIT 1 ANSWERS





1.

A	B
Government health services	Government pays
Bulk billing	No money needed
Private service	You pay

2.

Doctors and some specialists	
Eye test at optometrist	
Public hospital	
X-rays	

4.

Private hospital	
Dentist	
Ambulance	
Spectacles	

Medicare provides

Cheaper Medicine	True
Free ambulance	False
Free glasses	False
Free public dentist	False

# Unit 2

## BACKGROUND NOTES FOR TEACHER

### **Healthcare and Pensioner Care**

**Centrelink will provide a healthcare card or pension card to:**

- Refugees
- Older people on aged pension
- Single mothers

**Medication is much cheaper if you have a healthcare or pensioner card.**

- Ambulance is free.
- Public dentist is free.
- Glasses are free.

### **Medical safety net.**

Can help out- of- pocket - medical costs for out of hospital services

e.g. Drs, Specialists, Blood tests, CT scans

If you spend \$680.70 in out- of -pocket medical costs within calendar year then you will receive 80% off out –of- pocket amount thereafter.

### **Pharmaceutical Safety Net**

When you buy PBS Medicines buy prescription medicine which costs \$6.50 approximately (choose generic brand).

Add up the amount which you spend on PBS Medicines within one calendar year.

**When the total reaches \$390 PBS (for a single person) medicine is free for the rest of calendar year**

## Resources for Unit 2







# Unit 2

## HEALTHCARE CARD AND PENSIONER CARD STUDENT ACTIVITIES







1. Look at the list of things the Healthcare card and pensioner card cover

Match the words with the correct picture

Free ambulance	
Free public dentist	
Free spectacles / glasses	
Cheaper medicines	

## UNIT 2 ANSWERS

Cheaper medicines	
Free ambulance	
Free public dentist	
Free glasses/spectacles	

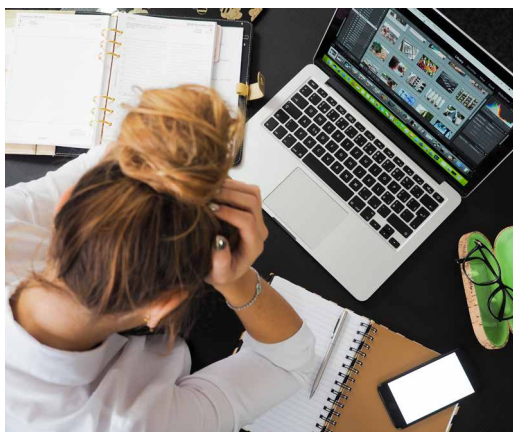
# Unit 3

## BACKGROUND NOTES FOR TEACHER

### *Interpreters*

- GPs, specialists, pharmacists, public hospitals, public dental services can use Telephone Interpreter Service (TIS) 24/7 free

### Resources for Unit 3





# Unit 3



## STUDENT ACTIVITIES







### Interpreters

1. It is free for GPS/Doctors, specialists and pharmacists to use interpreters to speak to non English speaking clients. Tell the receptionist that you need an interpreter to speak to the doctor

**Use your dictionary to find out the meaning of these words in your first language**

receptionist	
interpreter	
appointment	
available	
specialist	
pharmacist	
language	

**Now match the words to the correct picture**

receptionist		Available	
Interpreter		Specialist	
Appointment		Pharmacist	

2. When you book a time to see the doctor - book an interpreter too.

Listen to following dialogue and fill in the missing words.

**Receptionist:** (*answering telephone*) Good morning.

How can I ..... you?

**Patient:** I would like to make an appointment to see the .....

**Receptionist:** Ok – next available .....t is 10.30

Tuesday ..... July. Is that ok?

**Patient:** Yes that's ok. I would also like to ..... an interpreter

**Receptionist:** What language?

**Patient:** .....

**Receptionist:** Ok I will book a Turkish speaking .....

For your appointment at 10.30 Tuesday 13 .....

**Patient:** Great – see you on .....

**Receptionist:** Thanks – see you then.

## UNIT 3 ANSWERS



**Receptionist:** (answering telephone) Good morning. How can I help you?

**Patient:** I would like to make an appointment to see the doctor

Receptionist; ok – next available appointment is 10.30 Tuesday 13 July. Is that ok?

**Patient:** Yes that's ok. I would also like to book an interpreter

**Receptionist:** What language?

**Patient:** Turkish

**Receptionist:** Ok I will book a Turkish speaking interpreter to be present at your appointment at 10.30 Tuesday 13 July

**Patient:** Great – see you on Tuesday

**Receptionist:** Thanks – see you then.

# Unit 4



## BACKGROUND NOTES FOR TEACHER

### **Where do I go if I am sick?**

- For everyday medical needs most GPs are open 9 a.m.-5p.m. and Saturday until 12 noon.
  - After this time Medical Centres may be open until 10 pm and on Saturdays and Sundays.
  - For urgent life threatening situations call the ambulance. Cost may be \$300 \$400 or \$500 - not covered by Medicare. (It can be paid in instalments. Look at your bill for the question – “Do you want to pay in instalments?”).  
Ambulance will provide an interpreter immediately if caller tells them the language that they speak.
  - EMERGENCY+ - phone app  
(press the number to call ambulance. It will also give your location.)
  - After hours GP helpline provide free medical advice on the phone. 1800 022 222.
  - After hours GP home visit 137425
- Monday to Friday: From 6 pm**  
**Saturdays: From 12 noon**  
**Sundays and public holidays: All day**

# Unit 4

## WHERE DO I GO IF I AM SICK? STUDENT ACTIVITIES

### In Australia there are different health services for each health problem



1. Write the correct sentence next to the correct picture.

a) “I had a car accident. My arm is broken. I will go to.....”

b) “I need a medical certificate for work as I have a sore throat.  
Will go to.....”

c) “It is 2 am and my child is vomiting. I want her to see a doctor.  
I will call.....”

d) “I need a vaccination to go to Cambodia I will go to..... “

	
	
	After hours GP helpline: 1800 022 222 After hours GP home visit: 137425
	

## UNIT 4 ANSWERS

b	
c	After hours GP helpline: 1800 022 222 After hours GP home visit: 137425
d	
a	

# Unit 5

## *BACKGROUND NOTES FOR TEACHER SPECIALISTS*

- *GPs must write a referral letter first before a patient can see a specialist.*

# Unit 5

## SPECIALISTS



**In Australia there are special doctors for some health issues**

1. Match the words in column 1 with the pictures in column 2

Cardiologist is the specialist doctor for...  
THE HEART .....



Paediatrician is the specialist doctor for...  
CHILDREN ...



Dermatologist is the specialist doctor for...  
THE SKIN .....



Gynaecologist is the specialist doctor for...  
WOMEN .....



Podiatrist is the specialist doctor for...  
FEET ...



Oncologist is the specialist doctor for...  
CANCER .....





## 1. Referring to a specialist:

**A GP or doctor must write a letter for a patient so that he or she can see a specialist.**

**Some Specialists are free some are not. Ask the doctor to write a letter for you to see a specialist who is free if you do not want to pay to see him or her.**

Listen to following dialogue and fill in the missing words:

**Doctor:** I will ..... you to a specialist for this health issue.

**Patient:** Are ..... free?

**Doctor:** Some are free and some .....





**Patient:** Please refer me to a specialist who is .....

**Doctor:** Ok - no problem but there may be a ..... wait time

**Patient:** Ok - because I do not want to .....

## UNIT 5 ANSWERS

1.

Dermatologist	
Cardiologist	
Paediatrician	
Gynaecologist	
Podiatrist	
Oncologist	

2.

**Doctor:** I will refer you to a specialist for this health issue.

**Patient:** Are specialists free?

**Doctor:** some are free and some cost

**Patient:** Please refer me to a specialist who is free

**Doctor:** ok – no podiatrist problem but there may be a longer wait time

**Patient:** Ok – because I do not want to pay.

# Unit 6

## BACKGROUND NOTES FOR TEACHER OTHER HEALTH SERVICES

### • **Emotional Health**

*NSW Service for the treatment and rehabilitation for torture and trauma survivors (STARRTS) provide culturally relevant psychological treatment and support and community interventions, to help people and communities heal the scars of torture and refugee trauma.*

*Transcultural Mental Health Service (TCMH) provides counselling in different languages to clients referred from NSW Health mental health service providers.*

### • **Refugee Health Clinic**

*Provides a comprehensive health assessment for refugees when they arrive in Australia.*

### • **Hearing**

*Adults between 26 – 65 must get a referral letter to be able to access an Audiology Clinic located at a public hospital.*

*Children up to 26 years are eligible to access hearing service for hearing test and free hearing aid.*

• **Free Public Dental Health**

Available to adults with a centrelink card

Children up to 18 can access this service.

Child Dental Benefit Schedule is a government program for children aged 2- 17 years old for parents who are on Centrelink Benefit or receive a tax benefit (a low income as an additional to Centrelink payment)

\$ 1000 can be spent per child over 2 years at a dentist.

• **Childrens Health Service**

Childrens' Health Services are available to parents with children who are between 0-5 years.

Karitane is in Canterbury and Kingswood

Tresillian is in Carramar

Help line available 24/7

• **Community Health Centre**

Community Health Centres provide extra free health services for local residents.

Community Health Centres only have out- patients (unlike hospitals)

Different and more services than hospitals

Don't have GPs (unlike Medical centre)

• **Women's Health Centre**

Womens health centres provide services for women's health issues with female nurses.

Family Planning has female GPs and is free.

# Unit 6



## OTHER HEALTH SERVICES STUDENT ACTIVITIES

### 1. Vocabulary

Here is a list of specialist health words. Use your dictionary to find out the meanings in your first language.

emotion	
mental	
speech therapist	
physiotherapist	
alcohol	
audiology	
contraception	
fertility	
torture	
trauma	
immunisation	

**In Australia there are specialist health services for some health issues.**

**Remember you can always go to the GP with your health issue**

Match column words A with the words in column B.

A Health issues	B Service
“I was tortured in my native country”	Go to Public Dental Hospital
“I am depressed”	Go to GP or women’s health centres
“I am having trouble breast feeding my baby”	Go to GP or Early child hood clinic
“When do I have to immunise my baby”	Go to GP or women’s health centre
“My baby won’t sleep”	Go to GP
“I need advice about menopause”	Go to GP or Early child hood clinic
“I need help to decide which contraception to take”	Go to GP or Early Childhood clinic
“I think I may be pregnant “	GP or Karitane or Tresillian or Early Childhood clinic
“My son has tooth ache. He’s 9.”	Go to GP to write a referral for audiology clinic
“I think my daughter can’t hear.”	Go to NSW Service for the treatment and rehabilitation for torture and trauma survivors (STARRTS)

# AVAILABLE HEALTH SERVICE

## FREE PUBLIC DENTAL HEALTH CLINICS

**MUST BRING:**  **AND** 

Child Dental Benefit Schedule (CDBS)  
\$1,000 over 2 year  
Children aged 2 to 17 years old

SYDNEY SOUTH WEST.  
**1300 659 393**

SYDNEY WEST.  
**1300 739 949**

## COMMUNITY HEALTH CENTRES

- Assist with health and welfare problems
- Social workers
- Mental health service
- Community nurse
- Child and Family service
- Speech therapist
- Physiotherapists
- Drug and Alcohol services



Interpreter

## HEARING

Ask you GP for a referral to an **Audiology** clinic

➔

**REFERRAL LETTER**







Free hearing aid for aged pensioners and children/adults up to 26 years of age

## WOMEN'S HEALTH CENTRES

CONTRACEPTION

PREGNANCY TEST

FERTILITY

SEXUALLY TRANSMITTED INFECTIONS


MENSTRUAL PROBLEMS

PAP SMEARS

BREAST CHECKS


MENOPAUSE

**DOMESTIC VIOLENCE HELP LINE:**  
**1800 656 463**



Interpreter

## CHILDREN HEALTH SERVICES



**BABY CLINICS:**  
South Sydney 1800 455 511  
Western Sydney 1800 600 681

**KARITANE:**  
**9794 2300**

**TRESILLIAN:**  
**9787 0855**

- help parents to care for their babies and young children up to 5 years of age
- give advice about immunisation
- can arrange home visits
- Help with breastfeeding
- If your baby won't sleep
- If you are upset



NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors

Phone: (02) 9646 6700  
sttsstartts@health.nsw.gov

## UNIT 6 ANSWERS

1.

Contraception	Method to stop getting pregnant
Fertile	Able to become pregnant
torture	Pain inflicted on someone to punish or to force them to do or say something.
trauma	Damage to the mind after a distressing event
Immunisation	Health worker injects fluid into the body to protect you from illness
emotion	A feeling such as happiness or sadness
mental	Anything to do with the mind or thoughts
speech therapist	Health worker who helps with speaking problems
physiotherapist	Health worker who helps patients move properly after an injury accident or operation
alcohol	Drink which affects the way you think, feel and behave
Audiologist	Health worker who helps with hearing and balance problems.

a. Health issues	b. Service
“I was tortured in my native country”	STARTTS
“I am depressed”	GP
“I am having trouble breast feeding my baby”	GP or Karitane or Tresillian or Early Childhood Health Clinic
“When do I have to immunise my baby”	GP Early Childhood Health Clinic
“My baby won’t sleep”	Karitane or Tresillian or Early Childhood Clinic
“I need advice about menopause”	GP or Women’s Health Centre
“I need help to decide which contraception to take”	GP or Women’s Health Centre
“I think I may be pregnant “	GP or Women’s Health Centre
“My son has tooth ache. He’s 9.”	Free Public Dental Clinic
“I think my daughter can’t hear.’	GP to get a referral to Audiology clinic