

Multicultural Health

Issue Date:

April 2017

Port Macquarie and Kempsey

Interpreting for Health

Doctors Priority Line

Is it difficult for you to understand your Doctor?
Would you prefer to speak to the Doctor in your language?

**Ask your GP to call the Doctors Priority Line
1300 131 450**

In some cases a translator can be pre-booked online at tisonational.gov.au, although an interpreter will be available within a few minutes even without a booking.

The Doctors Priority Line is a free telephone interpreting service which helps Doctors communicate with their non-English speaking patients.

Interpreting in NSW Public Hospitals

Free interpreting services are available to all patients using NSW public health care services. All patients and their families have the right to request a health care interpreter, even if they are not offered one.

To access a professional health care interpreter ask the health staff to call the:

Health Care Interpreter Service on 1800 674 3000

For general interpreter enquiries :

Translating and Interpreting service (TIS) call:

131 450 24 hours a day, 7 days a week

'I need an interpreter' Card

Available from your local Migrant Settlement Project worker at Manning Valley Neighbourhood Services.

Contact Jane O'Dwyer on 6553 5121.



Australian Government
Department of Immigration
and Citizenship

I need an interpreter

I speak:

 **Interpreter**

The bearer of this card requires the assistance of an interpreter.

Useful Contacts

Local Contacts

Centrelink Multilingual Call (8am– 5pm Monday– Friday)

- 131 202

Migrant Settlement Project Worker

- 6553 5121

Public Dental Service

- 1300 651 625

Community Health Services

Provide a range of health care services including; methadone clinic; sexual health; mental health, family health nurse (milestone checks), immunisation, paediatric speech pathology, paediatric physiotherapy, and sexual assault counsellors.

Port Macquarie

- 6588 2882

Kempsey

- 6562 6066

Camden Haven Community Health

- 6559 9003

Wauchope Community Health

- 65808060

South West Rocks Community Health

- 6565 9611

Camden Haven

- 6559 9003

Hospitals

Port Macquarie Base Hospital

- 5524 2000

Kempsey District Hospital

- 65612600

Wauchope District Memorial Hospital

- 6580 8000

Multicultural Contacts

Hunter New England Multicultural Health Service:

- **Health Care Interpreter Service**
- 4924 62856 (Business hours) 49213000 (after hours)

NSW Multicultural Health Communication Service (MHCS): provides health resources in over 55 languages.

- 87535047

Useful Contacts continued

Drug and Alcohol Multicultural Education Centre:

provides multilingual services, such as training, research and information on drugs and alcohol.

- 87060150 (Liverpool) 1800422599
- www.damec.org.au

Multicultural HIV/AIDS & HepC Service: provides HIV/AIDS and hepatitis C information in a range of community languages.

- 1800 108 098 or 9515 1234
- www.mhahs.org.au

Multicultural Disability Advocacy Assoc: provides advocacy services and projects for people from non-English speaking backgrounds with a disability, their families/carers, and service providers in NSW.

- 1800 629 072 or 9891 6400

Multicultural Problem Gambling Service: provides free counselling, information and advice, as well as telephone and face to face counselling in a preferred language.

- 99123850
- www.dhi.health.nsw.gov.au

Service for the Treatment and Rehabilitation for Torture & Trauma Survivors (STARTTS): provides services for people who have been tortured or traumatised, either in their country of origin, or while fleeing those countries to travel to Australia.

- 02 9794 1900
- www.startts.org

Centre for Cultural Diversity in Ageing: provides training, consultancy and translation services to the aged care sector. Also supports culturally and linguistically diverse communities to better understand the aged care services available in Australia.

- 03 8823 7979
- www.culturaldiversity.com.au

Transcultural Mental Health Centre (TMHC): provides mental health services to people from a non-English speaking background.

- 1800 648 911 or 99123850
- www.dhi.health.nsw.gov.au/tmhc

NSW Education Program on Female Genital Mutilation: this service aims to prevent female genital mutilation through providing community education, information and support.

- 98403877
- www.dhi.gov.au/fgm

NSW Refugee Health Service: provides direct services to refugees including health information and education and health assessments.

- 8778 0770
- www.swslhd.nsw.gov.au/refugee

General Contacts

Beyondblue: produces and refers people to up to date and easy to read information on depression, anxiety and related disorders.

- 1300 22 4636
- www.beyondblue.org.au

BreastScreen NSW: is free to eligible women. The program priorities women aged 50 to 74 years olds, however all women 40 years and older are eligible for free screening mammograms.

- 13 20 50
- www.breastscreen.nsw.au

Commonwealth Respite and Carelink Centre (Mid North Coast): provides respite services and information for anyone caring for someone with a mental illness, disability or frailty due to aging.

- 1800 052 222
- www.carer-respite.org

Family Planning NSW Health Line: are experts on reproductive and sexual health and provide clinical services and health information to people throughout NSW.

- 1300 658 886
- www.fpns.org.au

NSW Cervical Screening Program: provides information and resources on cervical screening.

- 131 556
- www.csp.nsw.gov.au

Health Women NSW: work with other agencies, community organisations and inter-governmental networks to ensure a fairer and more equal outcome for all women.

- 9461 7100
- www.women.nsw.gov.au

If you have any further questions or are not sure who to contact please call Jane O'Dwyer (Migrant Settlement Project Worker) on 6553 5121.
www.mvns.org.au

