

Where to get health and wellbeing support in NSW

Supporting PALM scheme workers



How to use this resource

The NSW Health STI Programs Unit has developed this health and wellbeing support document to assist PALM scheme employers in NSW with their Welfare and Wellbeing Plans. This document also aims to help employers support PALM scheme workers by outlining the local and statewide health services available across NSW.

This document includes:

- employer contact details
- information on health insurance and workers compensation
- information on where to go if you need healthcare
- workplace and community support
- general health information
- free phone services
- emergency services.

NSW Health recommends that this document is completed by PALM scheme employers or welfare and wellbeing officers in collaboration with workers, to provide education and answer any questions about accessing healthcare in NSW. If this is not possible, NSW Health recommends that PALM scheme employers complete this document prior to the workers' arrival so it is ready for them.

Providing this document to PALM scheme workers, helps ensure that PALM scheme workers know about the health services available to support them.

Please note that the first page of this template includes instructions for employers and should be removed before being given to workers.

For questions about this resource, or for assistance identifying local services in your area please contact: nswh-stipu@health.nsw.gov.au

Please remove this page before providing it to workers.



Where to get health and wellbeing support in NSW

Supporting PALM scheme workers



EMPLOYER AND PALM SCHEME CONTACT DETAILS

Your PALM scheme employer can help you understand your work conditions, pay, and entitlements. You can also ask them questions about your accommodation, your local community and adjusting to life in Australia.

EMPLOYER

[insert organisation name]

[insert organisation phone]

[insert organisation email]

[insert organisation address]

WELFARE & WELLBEING OFFICER

[Insert Welfare and Wellbeing Officer name]

[Insert Welfare and Wellbeing Officer phone]

[Insert Welfare and Wellbeing Officer email]

[Insert Welfare and Wellbeing Officer address]

Your Welfare and Wellbeing Officer can help you with health information or questions about your job.

PALM SCHEME SUPPORT SERVICES

You can contact the PALM scheme support line for questions your employer can't answer. Phone: 1800 51 51 31 (8.30am-6.30pm). You can also call outside of these times for urgent issues. Email: palm@dewr.gov.au





WHERE TO GO IF YOU NEED HEALTHCARE

DOCTORS IN YOUR AREA

A doctor is a trained health worker who helps you stay well and treats you when you're sick or hurt. They can also help if you feel very sad or upset.

DOCTOR / GP

[Insert local GP practice name]
[Insert local GP practice address]
[Insert local GP practice phone number]
[Insert local GP practice opening hours]
[Insert local GP practice website]

DOCTOR / GP

[Insert local GP practice name]
[Insert local GP practice address]
[Insert local GP practice phone number]
[Insert local GP practice opening hours]
[Insert local GP practice website]

GENERAL HEALTH SERVICES IN YOUR AREA

PHARMACY

A shop that sells medicines and can help you with small health issues like colds, flu, allergies and mild pain.

[Insert local pharmacy name]
[Insert local pharmacy address]
[Insert local pharmacy phone number]
[Insert local pharmacy opening hours]
[Insert local pharmacy website]

DENTIST

A dentist can help to look after your teeth, gums and mouth.

[Insert local dentist name]
[Insert local dentist address]
[Insert local dentist phone number]
[Insert local dentist opening hours]
[Insert local dentist website]

SEXUAL HEALTH SERVICES IN YOUR AREA

To speak privately with a nurse about any sexual health symptoms, questions or issues for free, and without judgment, call the NSW Sexual Health Infolink on 1800 451 624 or visit www.shil.nsw.gov.au

SEXUAL HEALTH CLINIC

Free health service that provides sexual health advice, testing and treatment.

[Insert local sexual health clinic name]
[Insert local sexual health clinic address]
[Insert local sexual health clinic phone number]
[Insert local sexual health clinic opening hours]

COMMUNITY HEALTH SERVICE

NSW Health service that has a range of health and support programs.

[Insert local community health service name]
[Insert local community health service address]
[Insert local community health service phone number]
[Insert local community health service opening hours]

HEALTH INSURANCE

Private health insurance helps you pay for your medical bills, including some doctor appointments, treatments and staying in hospital. All PALM scheme workers must have private health insurance while in Australia. You should keep a copy of your insurance details or membership card with you in case you need to use it.

For more information, visit: www.palmscheme.gov.au/resources/health-insurance

HEALTH INSURANCE

[Insert name of health insurance company]
[Insert health insurance email address]
[Insert health insurance phone number]
[Insert health insurance website]





IN CASE OF AN EMERGENCY

If you have an emergency, you should call Triple Zero (000) straight away.

In Australia, Triple Zero (000) is the emergency service number for urgent help. It should be used in life-threatening situations when a fast response is needed. When you call Triple Zero (000) you will be asked whether you need the police, an ambulance, or fire services. Stay calm, don't shout, and speak slowly and clearly. If you or another worker has a serious injury or illness, tell your PALM scheme employer as soon as you can.

HOSPITAL EMERGENCY DEPARTMENT (ED)

Part of a hospital that provides urgent medical care for serious injuries or illness.

[Insert local hospital ED name]
[Insert local ED phone number]
[Insert local ED address]
[Insert local ED opening hours]

For emergencies, call Triple Zero (000)

NSW POLICE

Police can also help with less urgent things like if there has been a crime, lost property, traffic or driving incidents and more.

[Insert local police station name]
[Insert local police phone number]
[Insert local police station address]
[Insert local police station opening hours]

For emergencies, call Triple Zero (000)

There may be a cost to go to the emergency department here but if you can't pay, they still have to help you no matter what.

FREE HEALTH AND SUPPORT SERVICES

HEALTHDIRECT 1800 022 222

For free general health advice from a nurse, anytime day or night, call healthdirect. The healthdirect website has a lot of information on health topics.
www.healthdirect.gov.au

SEXUAL HEALTH INFOLINK 1800 451 624

The NSW Sexual Health Infolink (SHIL) is a free NSW nurse service which can give you advice about sexual health issues or symptoms.
www.shil.nsw.gov.au

FAMILY PLANNING TALKLINE 1300 658 886

Family Planning's Talkline is a free NSW service which can give you advice on reproductive health including contraception, pregnancy and other women's health issues.
www.fpnsw.org.au/talkline

MENTAL HEALTH LINE 1800 011 511

The NSW Mental Health Line is a free service which links people with mental health services. You may want to contact the NSW Mental Health Line if you are feeling very sad, homesick or are worried about someone else's mental health. The phone line is open 24 hours a day, 7 days a week.

1800 RESPECT 1800 737 732

1800 Respect is a free service to help people who have been exposed to domestic, family or sexual violence. The phone line is open 24 hours a day, 7 days a week.
www.1800respect.org.au

THE GET HEALTHY SERVICE 1300 806 258

The Get Healthy Service offers free phone and online health coaching to help you make healthy choices when it comes to food, physical activity, drinking alcohol, smoking and more.
www.gethealthynsw.com.au

NSW RAPE CRISIS CENTRE 1800 424 017

The NSW Rape Crisis Centre has an emergency phone line to help people in NSW who have been sexually assaulted. The phone line is open 24 hours a day, 7 days a week.

FREE HEALTH INFORMATION IN YOUR LANGUAGE

NSW Health has translated information about sexual and reproductive health topics.
www.shil.nsw.gov.au/palm-scheme





THE TRANSLATING AND INTERPRETING SERVICE (TIS NATIONAL)

The Translating and Interpreting Service (TIS National) can help you speak to health services in your language. All conversations are private and confidential.

CALL TIS NATIONAL ON 131 450

Call TIS National and tell them what language you need.

Wait on the phone while they find an interpreter, and the interpreter will then speak to a health service for you. You can also ask the health service to call for you.

TIS NATIONAL WEBSITE

More information here:
<https://www.tisnational.gov.au/>

Not sure how to tell someone you need help with translation?

The TIS National website has a [free card](#) that you can print that tells a health service that you may need an interpreter.

www.tisnational.gov.au/-/media/Promoting/Promo-items/I-need-an-interpreter-card.pdf

COMMUNITY SHARPS DISPOSAL

Many people use needles, syringes, and lancets for important medicines for conditions like diabetes. Using a 'sharps bin' is the best way for you to throw away your used needles, syringes and lancets safely. You can find sharps bins at any hospital, some pharmacies and medical centres, community health centres and some public toilets.

More information here: www.health.nsw.gov.au/community-sharps/Pages/default.aspx

COMMUNITY SUPPORT

COUNTRY LIAISON OFFICERS

Country Liaison Officers (CLOs) are people appointed by Pacific and Timor-Leste governments to support workers in Australia.

You can contact the CLO from your home country if you need advice and your employer can't help.

A list can be found here:

www.palmscheme.gov.au/contact

COMMUNITY CONNECTIONS / NSW COUNCIL FOR PACIFIC COMMUNITIES

Community Connections helps PALM scheme workers feel at home in Australia by connecting workers with their local communities. This includes bringing people together for social activities, cultural events, and joining sporting clubs and church groups.

Email: info@nswcpc.org.au

Phone: 0407 281 245

Visit: www.nswcpc.org.au or

www.facebook.com/nswcpc/

WORKERS COMPENSATION

Workers in the PALM scheme have the same rights as Australian workers.

If you get hurt at work, workers' compensation can help you pay for things like:

- your medical bills
- lost wages if you can't work

Workers compensation is your employers responsibility and they must report any injuries or illnesses that happen at work. If you get hurt at work, tell your employer as soon as possible.

If you have questions, call the PALM scheme support line at 1800 51 51 31 (open from 8:30am to 6:30pm) or visit www.sira.nsw.gov.au/workers-compensation.

