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COMMUNITY RESOURCES

Lifeline

This is a confidential telephone crisis support service available 24/7 from a landline, payphone or mobile.

☎ 131 114
www.lifeline.org.au

Beyond Blue

Beyond Blue aims to reduce depression and anxiety in the community,

☎ 1300 224 636
Chat online from 3pm - 12am (AEST) every day
www.beyondblue.org.au

eheadspace

An online and telephone counselling for 12-25yr olds.

☎ 1800 650 890
www.eheadspace.org.au

Women's Health

www.qld.gov.au/health/staying-healthy/men-women/women

Family Planning Clinics

(Relationships & Reproductive Health)

www.true.org.au

Sexual Health Clinics

www.health.qld.gov.au/clinical-practice/guidelines-procedures/sex-health/services

Addiction and Mental Health Services

This is a statewide service which provides provide inpatient, hospital-based and community mental health services, as well as community alcohol and drug services, to the largest culturally and linguistically diverse population in the state.

☎ 24 hours per day Ph: 1300 64 22 55
www.health.qld.gov.au/metrosouthmentalhealth/qtmhc

Domestic Violence / Sexual Assault

DVConnect provides professional non-judgemental telephone support for anyone (women, men and young people) affected by domestic and family violence either recently or at any time in their lives

☎ 1800 811 811 (24hrs a day, 7 days a week)
www.dvconnect.org

Ethnic Communities Council QLD

promotes healthy lifestyle choices and chronic disease management that are appropriate for culturally and linguistically diverse communities in Queensland.

www.eccq.com.au/what-we-do/health/
☎ 3844 9166

Health + Medical



If it's an emergency: dial 000

(ask for an Ambulance, Fire Brigade or the Police)



For a non-urgent crime or incident

☎ the Police Link on 131 444

Counselling

QUT International Student Counsellors offer confidential free service to all international students. Bookings are essential.

Gardens Point – X Block, level 3, ☎ 3138 2019

Kelvin Grove – C Block, level 4, ☎ 3138 3963

QUT HEALTH SERVICES

QUT Medical Centre

Gardens Point Campus

Level 4 in X Block, Gardens Point
☎ 3138 2321

Kelvin Grove Campus

Level 2 on 44 Musk Avenue, Kelvin Grove
☎ 3138 3161

Normal opening hours: Monday - Friday: 8.30am - 5pm
Extended hours: Please refer to their website for details.
www.medical-centre.qut.edu.au/enquiries-and-appointments/hours-and-locations/

QUT Medical Centre proudly offers many confidential services including: general medicine, women's health, men's health, immunisation, sexual health check, family planning, mental health, skin checks, travel medicine, eating and nutritional advice.

For more information, please go to:
www.medical-centre.qut.edu.au

QUT Psychology and Counselling Clinic

Provides services and assessments, helps with a variety of emotional, learning, personal & relationship issues.

For more information, please go to:
www.qut.edu.au/about/services-and-facilities/all-services/qut-psychology-and-counselling-clinic

QUT Podiatry/Optometry Clinics

These professional clinics are operated by optometry and podiatry students, which allows their services to be either free or heavily discounted.

Level 1, 44 Musk Avenue, Kelvin Grove
☎ 3138 9777

MAKING APPOINTMENTS

Appointments with doctors (male and female) are necessary; however nurses can be seen without an appointment. Emergency patients are seen immediately.

QUT doctors charge the minimum fee and is usually 100% covered by your insurance company.

MEDICINE & PRESCRIPTIONS

Pharmaceuticals / medicine prescribed by a doctor are not free and they are not available from doctors. They must be purchased at a Chemist / Pharmacy.

There are pharmacies nearby or on campus.
Gardens Point: Y Block
Kelvin Grove: At the Urban Village

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PUBLIC HOSPITALS

Nearly every public Brisbane hospital has a 24-hour Emergency Department to provide urgent medical care, including emergencies and accidents.

If you have a health concern, but it is not an emergency, you can call **13HEALTH** (13 432584). This service operates 24 hours a day, 7 days a week.

Major public hospitals in Brisbane:

Mater Adult Hospital

Raymond Terrace, South Brisbane - ☎ 3163 8111

Mater Children's Private Hospital - ☎ 3163 8111

Mater Mothers' Hospital - ☎ 3163 1918

Princess Alexandra Hospital

199 Ipswich Road, Woolloongabba - ☎ 3176 2111

Queen Elizabeth II Jubilee Hospital

Kessels Road & Troughton Road, Coopers Plains
☎ 3182 6111

Royal Brisbane and Women's Hospital

Bowen Bridge Street & Butterfield St, Herston
☎ 3646 8111

The Prince Charles Hospital

Rode Road, Chermside - ☎ 3139 4000

Lady Cilento Children's Hospital

501 Stanley Street, South Brisbane, 4101
☎ 3068 1111

Major public hospitals outside of Brisbane:

Ipswich Hospital

Chelmsford Avenue, Ipswich QLD - ☎ 3810 1111

Logan Hospital

Cnr Loganlea and Armstrong Roads, Meadowbrook
☎ 3299 8899

Redcliffe Hospital

Anzac Avenue, Redcliffe QLD - ☎ 3883 7777

AFTER HOURS SERVICE

National Home Doctor Service is available for home visits if you need a doctor on weeknights, weekends or public holidays.

☎ 13 74 25 or visit www.homedoctor.com.au for more information.

7 DAY MEDICAL CENTRES

7 Day Medical Centre and The Travel Clinic

Level 1, 245 Albert Street, Brisbane CBD

☎ 3211 3611

Taringa 7 Day Medical Practice

15 Morrow Street, Taringa, 4068

☎ 3870 7239

Holland Park General Practice

1173 Logan Road, Holland Park, 4121

☎ 3849 6868

HEALTH SERVICES OUTSIDE QUT

Keep in mind that many doctors may charge more than the scheduled fee. Home visits can also be quite costly as the insurance companies refund only the basic fee. You will need to cover the difference.

DOCTORS WHO SPEAK A SECOND LANGUAGE

To find information on doctors who speak a second language, visit www.healthengine.com.au/find/GP/Brisbane/, click "More", and select the language you need.

CLAIMING A REFUND

To get a refund for doctors' fees and prescription medication you need to submit a claim form and original receipts to your OSHC provider. If you were charged the scheduled fee, you should receive the full amount.

Claiming with Medibank Private

Medibank has developed an electronic claiming system for medical practitioners. eClaims Medical enables medical practices to bill Medibank directly for Overseas Student Health Cover (OSHC) patients' consultations.

For more information, please go to www.medibank.com.au/health-insurance/claim

OVERSEAS STUDENT HEALTH COVER

All international students (and their families if in Australia) are required to have medical insurance. Belgian, Norwegian and some Swedish students are not required to purchase OSHC due to their governments' agreements.

- **Allianz Global Assistance**
www.oshcallianzassistance.com.au
- **BUPA Australia**
www.oshc.bupa.com.au
- **Medibank Private (QUT's preferred provider)**
www.medibank.com.au/oshc
- **NIB**
www.nib.com.au/overseas-students

What is covered by my OSHC?

Each company provides basic health insurance, which covers

- the cost of consultations with General Practitioners
- blood tests
- X-rays
- public hospital treatment and stay
- some pharmaceuticals
- emergency ambulance

Please read your policy for inclusions & exclusions, especially pre-existing conditions.

Your health cover begins on the day you land in Australia or the day the payment is received. As your OSHC card will be sent to your address – please advise your provider that you have arrived in Australia as soon as possible.

Students insured by Medibank can request your card online or visit QUT's Student Centre to see the Medibank representative.

Extra health insurance cover

You may wish to take additional insurance for services such as dental, optical, chiropractic, physiotherapy, etc. as they are not covered by the basic OSHC.

Research insurance companies for extra cover and make sure that you fully understand their policies.