



Improving access to general practice services for former refugees and current asylum seekers in the Auckland Region (to 30 June 2025)

This service allows eligible former refugees and current asylum seekers* and their immediate family members access to a range of either **free** Doctor/Nurse consultations or with a **possible co-payment** (fee) for an extended consultation.

What you need to know

*Refugees include those who have re-settled in New Zealand under **one** of the following programmes: Refugee Quota Programme (incl. quota refugee emergency cases); Convention Refugee or Protected Person; Family Reunion Refugees; Asylum Seeker (letter from Immigration NZ confirming their claim) **and** have resided in New Zealand for **10 years or less**. Please check with participating practice for your eligibility. Please note a 'Certificate of Identity' or a 'Refugee Travel Document' is a valid form of ID.

The Role of Navigator/Support Person:

- Highlight the **importance** of using their local GP/Family Doctor/Medical Doctor when needed.
- Highlight the **choice** of participating Practices on the flyer but note they can enrol with any Practice they choose.
- Highlight that this service will enable them to have **free** appointments (or with a possible **small payment** for longer appointments).
- Please **ensure** that 'Refugee status' is recorded on the Practice enrolment form when enrolling.
- At the time of enrolling at the GP Practice please **ensure** that the receptionist is aware of this service and that no payments should be passed onto the former refugee or current asylum seeker (unless it is the **possible** small co-payment from a longer appointments).

The Role of the GP Practice Receptionist:

- Please **ensure** that 'Refugee status' is recorded on the enrolment form **and** within your Practice PMS, this is necessary in order for them to access this service and for your PHO to invoice their Health NZ District. **This information will not be used for any purposes other than to ensure access to this service.**
 - Please **ensure** that the Refugee/family members do not incur any/or minimal costs.
 - **If language support is needed please make a note that an interpreter needs to be booked for appointments.**

Services funded:

- **90 Minutes Consultation** - one visit per patient per year (75mins funded by Health NZ (HNZ), remaining 15mins *may* either be a co-payment or not).
- **Extended Consultations** – 30 mins (15 mins funded by HNZ, remaining 15mins *may* either be a co-payment or not).
- **Flexible Consults** – 15 mins funded by HNZ (no co-payment). This covers: *Vaccinations/ Screening/ Assessments/Diagnoses/Treatment/ Rehabilitation/ Onward Referral/Family support.*

For any information, please contact your PHO Lead.

Metro Auckland Districts Interpreter and Translation Services

- Patients who are eligible for publicly funded health care can access **free interpreting services** through the Primary Health Interpreting Services provided by the Metro Auckland Districts.
- The Health Service provider **must provide access to interpreting services**, be it face to face, virtual or telephone interpreting services, including sign language, to those patients who require language support when accessing all general practice (primary care) services (this includes doctor, nurse or other health professional appointments).
- The Health Service **provider is responsible to book** an interpreter for the patient.
- Family member(s), friend(s) or colleague can be used as a support person but **NOT** as an interpreter. Use of a staff member as an interpreter is also not recommended.

Metro Auckland District's Primary Health Interpreting Service (PHIS) details are:

Auckland District

Book an interpreter 0800 559 555 (available 24/7)
 General enquiries: 09 - 307 4949 or 09- 630 9943
 Email: PHIP@adhb.govt.nz
 Web link: <https://interpreterservices.custhelp.com>
 Online booking available

Waitematā District

Book an interpreter: 09 - 442 3211 or 0800 887765
 Web link: www.watis.org.nz Online booking available
 Email: watis@waitematadhb.govt.nz

Counties Manukau District

Book an interpreter: 09 - 276 0014
 Email its@cmdhb.org.nz
 Web link: <https://www.countiesmanukau.health.nz/for-patients-and-visitors/on-site-services/interpreting-and-translation-service/>

Auckland Central

Avondale Family Doctor 63 Rosebank Rd, Avondale	Ph: 828-8410
Avondale Health Centre 39 Layard St (Cnr St Jude St), Avondale	Ph: 828-2066
Calder Centre- Auckland City Mission 140 Hobson St, Central Auckland	Ph: 303-9266
Elstree Avenue Family Doctors 17 Elstree Avenue, Glen Innes	Ph: 528-3323
Fono - Blockhouse Bay 297 Blockhouse Bay Rd, Avondale	Ph: 828-8421
Fono - Central 33 Wyhdham St, Auckland City	Ph: 302-2496
Glenavon Doctors Surgery 271 Blockhouse Bay Rd, Blockhouse Bay	Ph: 828-6438
Lifeline Medical Centre- Otahuhu 463 Great South Rd, Otahuhu	Ph: 276-2822
Local Doctors Avondale 256 Rosebank Rd, Avondale	Ph: 828-8453
Local Doctors Glen Innes Glen Innes, 5 Mayfair Place, Glen Innes	Ph: 528-9054
Local Doctors Mt Roskill 445 Richardson Rd, Mt Roskill	Ph: 627-8552
Local Doctors Otahuhu 15-23 Station Rd, Otahuhu	Ph: 274-7823
Local Doctors Stoddard Road 20 Stoddard Rd, Mt Roskill	Ph: 557-1550
Local Doctors Sandringham 546 Sandringham Rd, Sandringham	Ph: 849-2111
Local Doctors Sylvia Park Level 1, Shop N215, Sylvia Park Mall	Ph: 573-1265
Mt Albert Medical Centre 986 New North Rd, Mt Albert	Ph: 846-7493
Mt Wellington Family Health Centre 283 Penrose Rd, Mt Wellington	Ph: 570-2999
New Al Dawa Medical Centre 1230 Dominion Rd, Mt Roskill	Ph: 620-4027
Orakei Health Service 25/215 Kepa Rd, Mission Bay	Ph: 578-0956
Prana Family Health 1492 Dominion Rd Extension, Mt Roskill	Ph: 869 5550

Stoddard Road Medical Centre 223 Stoddard Rd, Mt Roskill	Ph: 621-0387
Tamaki Family Health Centre 2-4 Clifton Court, Panmure	Ph: 527-3344
Three Kings Family Medical Centre 535 Mount Albert Rd, Three Kings	Ph: 625-8998
Tongan Health Society 1 Fleming St, Onehunga	Ph: 0800-030-902
Turuki Health Centre 161 Queens Rd, Panmure	Ph: 570-8643
Wecare Family Health Centre 115 Church St, Otahuhu	Ph: 869-6896
White Cross Lunn Ave 110 Lunn Ave, Remuera	Ph: 570-8899

North Auckland

Te Puna Hauora Birkdale 166 Birkdale Rd, Birkdale	Ph: 483-5724
Te Puna Hauora Northcote 58A Akoranga Drive, Northcote	Ph: 489-3049
White Cross Glenfield 440 Glenfield Rd, Glenfield	Ph: 444-4244
White Cross Northmed 3 Akoranga drive, Northcote	Ph: 486-3248

East Auckland

Bishop Medical Centre 8R Bishop Lenihan Place, East Tamaki	Ph: 282-4167
Botany Junction Medical Limited 110 Michael Jones Drive, Flat Bush	Ph: 265-0321
Crawford Medical Centre 4 Picton St, Howick	Ph: 538-0083
DW Family Doctors 177 Pakuranga Rd, Pakuranga	Ph: 576-5177
Highland Park Medical 14 Highland Park Drive, Highland Park	Ph: 535 8095
Howick Medical Practice 128 Picton St, Howick	Ph: 535-1610
Local Doctors Dawson Road 124 Dawson Rd, Chapel Downs	Ph: 274-3468
Local Doctors Chapel Road 160 Chapel Rd, Chapel Park	Ph: 271-2670
Local Doctors Dannemora 1 Redcastle Drive, Dannemora	Ph: 272-4163
Local Doctors Botany South 455 East Tamaki Rd, East Tamaki	Ph: 951-5380
Tend Pakuranga Medical Centre 11-13 Cortina Placerts Rd, Pakuranga	Ph: 300-5076
Vincent Street Family Doctors 80A Vincent St, Howick	Ph: 537-0789

West Auckland

Fono - Henderson 411 Great North Rd, Henderson	Ph: 837-1780
Health New Lynn Totara Health, 1 McCrae Way	Ph: 827-8888
Hobsonville Point Medical Centre 3A/160 Hobsonville Point Rd	Ph: 222 0381
Kelston Medical Centre 8 Archibald Road, Kelston	Ph: 818-5208
Local Doctors Glendene 4343 Great North Rd, Glendene	Ph: 822-5148
Local Doctors Wai Health 6/8 Pioneer St, Henderson	Ph: 839-0280
Local Doctors Lincoln Road 131 Lincoln Rd, Henderson	Ph: 837-2056
Local Doctors Ranui 421 Swanson Rd, Ranui	Ph: 833-6033
Peninsula Medical Centre 382 Te Atatu Rd, Te Atatu Peninsula	Ph: 834-6300
Ratanui Medical Centre 77 Lincoln Rd, Henderson	Ph: 837-0740
The Doctors Massey Medical 394 Don Buck Rd, Massey	Ph: 831-0170
Tongan Health Society 16 West Coast Rd, Glen Eden	Ph: 813-0230
West Auckland Medical and Surgical Centre 149 Henderson Valley Rd, Henderson	Ph: 242-3358
Westview Medical Centre 5 Glendale Rd, Glen Eden	Ph: 818-7111
White Cross New Lynn 2140 Great North Rd, New Lynn	Ph: 818-7111
White Cross New Lynn 2140 Great North Rd, New Lynn	Ph: 818-7111

South Auckland

Albahadly Medical Centre 652 Great South Rd, Manukau	Ph: 262-2036
Bakerfield Accident and Medical 16A Bakerfield Pl, Manukau	Ph: 263-7770
Fellbrook Medical Centre 33 Fellbrook St, Manurewa	Ph: 269-0088
Fono - Manurewa 7 Halver Rd, Manurewa	Ph: 266-8770
Greenstone Family Clinic 157 Great South Rd, Manurewa	Ph: 267-8702
Local Doctors Airport Oaks 149A Kirkbride Rd, Airport Oaks	Ph: 275-1202
Local Doctors Browns Road 235 Browns Rd, Manurewa	Ph: 264-1640
Local Doctors Clendon 459 Roscommon Rd, Clendon Mall	Ph: 266-6646
Local Doctors East Tamaki 275 East Tamaki Rd, Otara	Ph: 274-7823
Local Doctors Kolmar Road 133 Kolmar Rd, Papatoetoe	Ph: 265-4945
Local Doctors Otara Mall 120 East Tamaki Rd, Otara	Ph: 274-9354
Local Doctors Takanini 30 Walters Rd, Takanini	Ph: 265-4941
Local Doctors Mangere Bridge 41 Coronation Rd, Mangere Bridge	Ph: 254-4290
Local Doctors Massey Road 7b/359 Massey Rd, Mangere East	Ph: 265-4955
Local Doctors Otara 3 Watford St, Otara	Ph: 274-3414
Local Doctors Mangere Town Centre 10 Waddon Place, Mangere Town Centre	Ph: 275-7954
Leabank Health Centre 100 Weymouth Rd, Manurewa	Ph: 267-1580
Manukau City Medical 18 Manukau Station Rd, Manukau	Ph: 262-2011
Mekala Medical 18 Manukau Station Rd, Manukau	Ph: 262-2011
Otara Family & Christian Medical Centre 5/120 East Tamaki Rd, Otara	Ph: 274-6654

Otara Family & Christian Medical Centre 5/120 East Tamaki Rd, Otara	Ph: 274-6654
Otara Whanau Medical Centre 100 Alexander Crescent, Otara	Ph: 274-9135
Papakura Marae Health Clinic 29 Hunua Rd, Papakura	Ph: 297-2160
Pukekohe Family Doctors 57 Seddon St, Pukekohe	Ph: 238-6696
Seddon Medical 13A Hall St, Pukekohe	Ph: 237-0055
The Doctors Middlemore 215 Massey Rd, Mangere East	Ph: 275-9977
Turuki Health Centre 2/32 Canning Crescent, Mangere	Ph: 275-5788
Wiri Family Doctors 10/792 Great South Rd, Wiri	Ph: 263-6622

General Practices participating in this Service as at Sept 2024. Click on clinic hyperlink for clinic details. This list is continually updated. Visit www.yourlocaldoctor.co.nz for an up-to-date list.