



## Improving access to general practice services for former refugees and current asylum seekers in Auckland metro region

### What

If you are an eligible former refugee or current asylum seeker, you and your immediate family can go to see a Family Doctor/GP (General Practitioner) and/or practice nurse at one of the participating general practices on the list [here](#) for free consultation visits, or with a possible small co-payment (fee) for an extended consultation.

### Who

You can access this service if you are enrolled with one participating General Practice from the list and have re-settled or are currently in New Zealand through one of the following:

- Refugee Quota Programme (including quota refugee emergency cases referred by the United Nations refugee agency (UNHCR)).
- Family Reunion Refugees (Refugee Quota Family Reunification Category and Refugee Family Support Category)
- Convention Refugee or Protected Person
- Asylum Seeker.

The services are accessible for up to 10 years from your date of entry into New Zealand.

Asylum seekers are eligible to access this service if they have an undecided refugee and protection status claim with the Refugee Status Branch, Immigration New Zealand, or appeal with the Immigration and Protection Tribunal, Ministry of Justice.

### Proof of eligibility

You will need to show the receptionist:

- a copy of your most recently dated letter from Immigration NZ confirming your refugee status, or your claim or appeal letter
- your passport (or Certificate of Identity).

### Why

The service aims to help you and your immediate family, visit a Family Doctor (GP) or practice nurse when you need to. You can access three services:

- 90 Minutes Consultation - one visit per patient per year (75mins funded by Te Whatu Ora – Health New Zealand, Auckland, Waitematā and Counties Manukau District's, remaining 15 mins may either be a co-payment or not).

- Extended Consultations - 30mins (15mins funded by Te Whatu Ora – Health New Zealand, Auckland, Waitematā and Counties Manukau District’s, remaining 15 mins may either be a co-payment or not).
- Flexible Consults - episodic care funded by Te Whatu Ora – Health New Zealand, Auckland, Waitematā and Counties Manukau District’s (no co-payment). This can cover: Vaccinations/  
Screening/Assessments/Diagnoses/Treatment/Rehabilitation/Onward Referral/Family support etc.

### **Where can I find a general practice?**

Click on the link [here](#) to find a list of participating general practices (GP) across the Auckland metro region near you. This list is regularly updated.

### **Language support**

If you need language support, you can receive free access to trained interpreters when you visit your Family Doctor/GP and/or nurse. Please ask your family doctor, nurse or receptionist and they will help you arrange an interpreter.

### **Additional resources**

For information on enrolling with a family doctor (GP), New Zealand Health & Disability System and health services, visit:

<http://www.yourlocaldoctor.co.nz>

<http://www.yourlocaldoctor.co.nz/useful/the-nz-health-system/>