



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

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

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

North Auckland

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

East Auckland

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

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
The Doctors New Lynn 19 Delta Avenue, New Lynn	Ph: 827-7810
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

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 of October 2024. Click on clinic hyperlink for clinic details. This list is continually updated. Visit www.yourlocaldoctor.co.nz for an up-to-date list.