

MULTICULTURAL HEALTH CONNECT

What is Multicultural Health Connect?

The Multicultural Health Connect is Australia's first national helpline to help people in multicultural communities get health information and advice.

The helpline is free and confidential, and is run by workers from multicultural backgrounds.

When you call Multicultural Health Connect, you will speak with a trained worker who understands and respects your culture, needs, and concerns. They can help you in the Serbian language or with the help of an interpreter.

Who can use Multicultural Health Connect?

Anyone from a multicultural background, whether an Australian citizen or on a visa, can use the service.

You DO NOT need to speak English to call the helpline. When you call, ask for an interpreter in the Serbian language.

What support does the helpline provide?

You can call the Multicultural Health Connect to:

- Get free health advice from a nurse
- Find doctors, hospitals, support, and community health centres
- Find nearby services that can help you
- Learn about COVID-19, including how to manage vaccination, protect yourself and your family, and manage your symptoms if you get COVID-19

What happens when I call the helpline?

A trained worker will answer your call. They will ask you some questions, including which language you want to speak. The helpline has interpreters for 160 languages.

If you are calling about a health concern for you or someone else, a nurse will join the call. The nurse will ask you questions and give you advice.

Example of health concern question: "I have a bad cough and a sore throat. I also think I might have a fever. What should I do?"

If you need a health service, the helpline worker can help you find the one you need.

Example of a health service question: "I need help getting a new Medicare card. Are you able to support me in doing this?"

CALL 1800 186 815 between the hours of 11:00AM and 7:00PM for health information and advice in your language - the helpline is closed on public holidays.

If your call is an emergency, dial triple zero (000) immediately.



Milan Pualic – Manager

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