

# Community Guide to local health services and supports



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# Introduction

Welcome to the Community Guide to health services and supports in Bass Coast and South Gippsland. We hope that this guide is able to provide you with a quick reference to localised support services for yourself, family, friends, colleagues or neighbours. The document is readily accessible online at [www.basscoast.vic.gov.au](http://www.basscoast.vic.gov.au), [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au) and [www.southcoastpcp.org.au](http://www.southcoastpcp.org.au) and can either be read online or printed. It will be updated periodically. We thank all service providers who are working hard to support the community during these challenging times and encourage the community to be kind, support each other and reach out for help where you need.

## National Relay Service (NRS)

People who are deaf, have a hearing impairment or complex communication needs, can access any of the phone numbers listed in this booklet via the NRS. For all of the numbers and access points for making a relay call please call 13 37 77 or visit [www.communications.gov.au/accesshub](http://www.communications.gov.au/accesshub)

## Translating and Interpreting Service (TIS) National

For translating and interpreting services please call TIS on 13 14 50 or visit [www.tisnational.gov.au](http://www.tisnational.gov.au)

## Acknowledgements

We acknowledge Aboriginal and Torres Strait Islanders as the first Australians and recognise that they have a unique relationship with the land and water.

We acknowledge the work of the South Coast Service Providers Network and thank them for their contribution to this guide.



This guide is intended to provide contact information on a range of support services. For all emergencies please call 000. The VicEmergency Hotline (ph: 1800 226 226) provides information during and after major incidences in Victoria. The VicEmergency app aligns with the website to provide access to timely emergency information and warnings. The TIS hotline (ph: 131 450) and National Relay Service (13 37 77) will provide information from the VicEmergency Hotline.


# COVID-19

It's important to get tested for Coronavirus (COVID-19) at the first sign of any symptom and stay home until you get your result. Getting tested means you keep yourself, your friends, family, workplace and your community safe. If you are experiencing severe symptoms, such as difficulty breathing, call 000 and ask for an ambulance. If you suspect you may have COVID-19, call the dedicated coronavirus hotline, **1800 675 398**. It is open 24 hours a day, seven days a week. To find out more information about local testing clinics visit [www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus)

## Where to get tested


Testing clinics are changing regularly, please contact the local clinics directly for information.

### Wonthaggi Hospital

 (03) 5671 3333


235 Graham Street, Wonthaggi.  
Drive through testing in car.

### Phillip Island Health Hub

 (03) 5951 2101

50 Church Street, Cowes.  
No appointment needed.

### Wonthaggi Respiratory Clinic

 0492 036 568

42 Murray Street, Wonthaggi.  
By appointment only.

### Foster Respiratory Clinic

 (03) 5682 2088

97 Station Road, Foster.  
By appointment only.

### Leongatha, Gippsland

 (03) 5654 2777

### Southern Health Service

66 Koonwarra Road, Leongatha.  
Drive through. Appointment needed.

Find the latest news, key facts and figures, contacts and phone numbers, and answers to your questions at [www.health.gov.au](http://www.health.gov.au) or [www.who.int](http://www.who.int)

Gippsland health professionals can access a range of localised information at [www.gphn.org.au/covid-19/](http://www.gphn.org.au/covid-19/)

**GET TESTED  
IF YOU'VE GOT  
THESE SYMPTOMS**

If you have any of these symptoms get tested and stay home.



Fever



Runny nose



Sore throat



Cough



Chills  
or sweats



Shortness  
of breath



Loss of sense  
of smell or taste

Getting tested means you keep yourself, your friends, family,  
workplace and your community safe.

It's not over yet.



**Find out where to get tested visit  
[vic.gov.au/CORONAVIRUS](http://vic.gov.au/CORONAVIRUS)**

Authorised and published by the Victorian Government,  
1 Treasury Place, Melbourne




# Aboriginal and Torres Strait Islander

## **GEGAC, Gippsland and East Gippsland Aboriginal Cooperative**


Bairnsdale

Childcare, cultural, education,  
employment, health, housing &  
welfare services.


 (03) 5150 0700

## **Koorie Preschool Field Officer**

Leongatha


 (03) 5662 5150

## **DHHS - Coronavirus (COVID-19) information for Aboriginal communities**

 [www.dhhs.vic.gov.au/  
coronavirus-information-  
aboriginal-and-torres-strait  
-islander-communities](http://www.dhhs.vic.gov.au/coronavirus-information-aboriginal-and-torres-strait-islander-communities)

## **VACCA, Victorian Aboriginal Childcare Agency**

Servicing children, young people,  
families, and community members.

 (03) 5135 6055  
(Morwell Office)

 [www.vacca.org](http://www.vacca.org)

**Australian Indigenous HealthInfoNet**  [www.healthinfonet.ecu.edu.au](http://www.healthinfonet.ecu.edu.au)


## **NACCHO, National Aboriginal Community Controlled Health Organisation**

Health Resources

 [www.naccho.org.au](http://www.naccho.org.au)

## **Ramahyuck District Aboriginal Corporation**

Medical, dental and family services.

 (03) 5143 1644

 [www.ramahyuck.org](http://www.ramahyuck.org)

**VACCHO, Victorian Aboriginal  
Community Controlled Health  
Organisation Inc.**

Advocate for the health of Aboriginal  
peoples in Victoria.


 [www.vaccho.org.au](http://www.vaccho.org.au)



## Alcohol and Other Drugs

**headspace Wonthaggi**


Provides free, confidential services  
for young people aged 12 to 25 years.

 (03) 5671 5900

 [www.headspace.org.au/  
wonthaggi](http://www.headspace.org.au/wonthaggi)

**ACSO, Australian Community  
Support Organisation**


Conducts an intake to work out the  
most appropriate services for people  
experiencing alcohol and drug issues  
in regional Victoria.

 1300 022 760

 [www.acso.org.au](http://www.acso.org.au)

**Bass Coast Health**


Alcohol and other drug counselling  
service and non-residential  
withdrawal support.

 1300 022 760

 [www.basscoasthealth.org.au](http://www.basscoasthealth.org.au)

**YSAS, Youth Substance  
Abuse Service**


Alcohol, drugs and social  
disconnection support.

 1300 022 760

 [www.ysas.org.au](http://www.ysas.org.au)

**Narcotics Anonymous**

Support group for people who are or  
have been addicted to alcohol or drugs.

 1300 652 820

 [www.na.org.au](http://www.na.org.au)

## Gippsland Southern Health Service


Alcohol and other drug counselling service and rural & home based withdrawal service.

 (03) 5667 5506

 [www.gshs.com.au/aod](http://www.gshs.com.au/aod)

## Harm Reduction Victoria


Educates, informs, supports and advocates on behalf of Victorian people who use drugs.


 1800 443 844

 [www.hrvic.org.au](http://www.hrvic.org.au)

## SHARC Family Drug Help

Self Help Addiction Recovery Centre promotes self help approaches to recovery from severe alcohol and drug related issues.

 1300 660 068

 [www.sharc.org.au/family-drug-help/](http://www.sharc.org.au/family-drug-help/)

# Community Houses and Learning

Community Houses and Learning Centres offer a range of health and support services in local communities.

## South Gippsland


Leongatha Community House

 (03) 5662 3962


 [www.leongathacommunityhouse.org.au](http://www.leongathacommunityhouse.org.au)


Venus Bay Community Centre

 (03) 5663 7499


 [www.vbcc.org.au](http://www.vbcc.org.au)


Manna Gum Community House, Foster

 (03) 5682 1101

 [www.mannagumcommunityhouse.org.au](http://www.mannagumcommunityhouse.org.au)

Milpara Community House, Korumburra



 (03) 5655 2524

 [www.milparacommunityhouse.org.au](http://www.milparacommunityhouse.org.au)





## Bass Coast



Phillip Island Community and Learning Centre

 (03) 5952 1131  
 [www.pical.org.au](http://www.pical.org.au)

Corinella and District Community Centre

 (03) 5678 0777  
 [www.corinellacomunitycentre.org.au](http://www.corinellacomunitycentre.org.au)



Bass Valley Community Centre

 (03) 5678 2277  
 [www.bvcg.org.au](http://www.bvcg.org.au)



Wonthaggi Neighbourhood Centre at Mitchell House

 (03) 5672 3731  
 [www.wonthaggi neighbourhoodcentre.com](http://www.wonthaggi neighbourhoodcentre.com)

Inverloch Community House

 (03) 5674 2444  
 [www.inverlochcommunityhouse.org.au](http://www.inverlochcommunityhouse.org.au)



## Koo Wee Rup Community Centre

 (03) 59972001  
 [www.kooweeruphospital.net.au](http://www.kooweeruphospital.net.au)



## U3A Universities of the Third Age

Provide lifelong learning to people who are retired or semi-retired.


### U3A - Wonthaggi

 0491 093 300  
 [www.u3awonthaggi.org.au](http://www.u3awonthaggi.org.au)



### U3A - Phillip Island

 0422 576 139  
 [www.pical.org.au/u3a](http://www.pical.org.au/u3a)

### U3A - Prom Coast


 (03) 5684 1094  
 [www.u3apromcoast.com.au](http://www.u3apromcoast.com.au)

### U3A - Bass Valley

 0404 252 470  
 [www.u3abassvalley.com](http://www.u3abassvalley.com)

## **BCAL, Bass Coast Adult Learning**

Provides a range of training services including digital literacy to help improve social connectedness.












 (03) 5672 3115  
[www.bcal.vic.edu.au](http://www.bcal.vic.edu.au)

## **Libraries**

Libraries promote social connectedness via a range of resources, events and programs including access to free Wi-Fi and public computer use.

 [www.wgrlc.vic.gov.au](http://www.wgrlc.vic.gov.au)

## **West Gippsland Libraries**

Foster	 (03) 5682 1735
Inverloch	 (03) 5674 1169
Korumburra	 (03) 5655 1105
Leongatha	 (03) 5662 4829
Mirboo North	 (03) 5668 1528
Phillip Island (Cowes)	 (03) 5952 2842
Poowong	 (03) 5659 2349
San Remo	 0418 358 016
Waterline (Grantville)	 (03) 5622 2849
Welshpool	 (03) 5688 1051
Wonthaggi	 (03) 5672 1875





# Family and Children's Services



**Uniting Gippsland**  
**(formerly UnitingCare Gippsland)**  
Leongatha

 (03) 5662 5150


**headspace Wonthaggi**  
Provides free, confidential services  
for young people aged 12 to 25 years.

 (03) 5671 5900  
 [www.headspace.org.au/  
wonthaggi](http://www.headspace.org.au/wonthaggi)

**Relationships Australia**


 (03) 5175 9500 or  
1300 364 277  
 [www.relationshipsvictoria.  
com.au](http://www.relationshipsvictoria.com.au)

**Latrobe Regional Hospital**  
Agnes Unit - for parents experiencing  
sleep and settling issues with  
their newborns.

 (03) 5173 8000  
 [www.lrh.com.au](http://www.lrh.com.au)



**MensLine Australia**

Is a telephone and online counselling  
service for men with family and  
relationship concerns.

 1300 78 99 78




**The Orange Door**

For adults, children and young people  
who are experiencing or have experienced  
family violence and families who need  
extra support with the care of children.

 1800 319 354  
 [www.orangedoor.vic.gov.au](http://www.orangedoor.vic.gov.au)

**Bass Coast Health**

Integrated family services  
Maternal & Child Health  
Supported Playgroups

 1800 319 354  
 (03) 5671 4275  
 0427 729 695

## South Gippsland Shire Council

Maternal & Child Health  
New Parent Group  
Supported playgroups  
Kindergarten enrolment  
Immunisations

☎ (03) 5662 9200

🌐 [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au)

## Bass Coast Shire Council

Immunisation

☎ 1300 226 278

🌐 [www.basscoast.vic.gov.au/immunisation](http://www.basscoast.vic.gov.au/immunisation)

## Parentzone Gippsland Anglicare

Parent education

☎ (03) 5135 9555

✉ [parentzone.gippsland@anglicarevic.org.au](mailto:parentzone.gippsland@anglicarevic.org.au)

## YMCA Bass Coast and South Gippsland

YMCA helps local people become healthier, happier and more connected to their community.

☎ (03) 5672 4194 (Wonthaggi)

🌐 [www.wonthaggi.ymca.org.au](http://www.wonthaggi.ymca.org.au)

☎ (03) 5662 5911 (Leongatha)

🌐 [www.sgsplash.ymca.org.au](http://www.sgsplash.ymca.org.au)

☎ (03) 5952 2811 (Phillip Island)

🌐 [www.phillipisland.ymca.org.au](http://www.phillipisland.ymca.org.au)



## Anglicare Victoria Family Services


Work with families to improve the safety, wellbeing and development of children.

☎ (03) 5135 9555

🌐 [www.anglicarevic.org.au](http://www.anglicarevic.org.au)

## VACCA, Victorian Aboriginal Childcare Agency


Servicing children, young people,  
families, and community members.


 (03) 5135 6055  
(Morwell Office)

 [www.vacca.org](http://www.vacca.org)

## Berry Street


Protecting and caring for children.

 (03) 5134 5971  
(Morwell Office)

 [www.berrystreet.org.au](http://www.berrystreet.org.au)

## Queen Elizabeth Centre


Early Parenting Services offer  
programs for families with children  
from birth to the age of four.

 (03) 9549 2777

 [www.qec.org.au](http://www.qec.org.au)

## Yooralla

Inclusion Support for  
Early Learning Services.

 0436 653 632


## Family Violence

If you are concerned for the immediate  
safety of yourself or someone else,  
please call 000 for emergency assistance.

 000

## The Orange Door in Inner Gippsland


For adults, children and young people  
who are experiencing or have experienced  
family violence and families who need  
extra support with the care of children.

 1800 319 354

 [www.orangedoor.vic.gov.au](http://www.orangedoor.vic.gov.au)

## safe steps


For women and children who are  
victims of family violence.

 1800 015 188

 [www.safesteps.org.au](http://www.safesteps.org.au)

## Child Protection


For children and young people whose safety is at risk.

 13 12 78

 [www.services.dhhs.vic.gov.au/child-protection](http://www.services.dhhs.vic.gov.au/child-protection)


## Men's Referral Service

For people at risk of using family violence.

 1300 766 491


## WithRespect

Specialist LGBTIQ+ family violence service.

 1800 542 847


## Victims of Crime Helpline

For adult male victims of family violence and victims of violent crime.

 1800 819 817

## 1800 Respect


Information, counselling and support services for people impacted by sexual assault or family violence.

 1800 737 732

 [www.1800respect.org.au](http://www.1800respect.org.au)

## GCASA, Gippsland Centre Against Sexual Assault


Counselling and support to children and adults who have experienced, or been impacted by, sexual assault.

 (03) 5134 3922 or  
1800 806 292 (after hours)

 [www.gcasa.org.au](http://www.gcasa.org.au)


## Salvation Army, Leongatha

Services include; family violence support, housing support, emergency food relief, financial counselling and men's behaviour change program.

 (03) 5662 6400

## Gippsland Southern Health Service


Social work service

 (03) 5654 2737

 [www.gshs.com.au/social-work](http://www.gshs.com.au/social-work)

## **Bass Coast Health**

Family violence and sexual assault counselling and support.

 (03) 5671 3175

 [www.basscoasthealth.org.au](http://www.basscoasthealth.org.au)


## **Financial Counselling**

### **The Salvation Army**

#### **Leongatha - Moneycare**

Free, confidential financial counselling service for individuals, couples & families.


 (03) 5662 6400

 [www.salvationarmy.org.au/about-us/our-services/moneycare/](http://www.salvationarmy.org.au/about-us/our-services/moneycare/)

### **Services Australia**

(previously Centrelink)


Can assist with income support options.

 13 28 50

 [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)


### **Business Victoria**


Business/workplace questions

 13 22 15

### **RFCS**


Providing financial counselling, planning and support services for farmers and small rural businesses across Gippsland.

 1300 045 747

 [www.ruralfinancialcounselling.org.au](http://www.ruralfinancialcounselling.org.au)


### **Latrobe Community Health Service**

Providing free confidential counselling services across the Bass Coast & South Gippsland Shire for people, individuals or affected others who are experiencing gambling harm.

 1800 242 696


 [www.lchs.com.au](http://www.lchs.com.au)

### **Gamblers Help**

 1800 242 696


## Anglicare Financial Counselling Program

Provide information, support and advocacy to help clients overcome financial difficulty.

 1800 286 260

 [www.anglicarevic.org.au](http://www.anglicarevic.org.au)

## St Vincent de Paul Wonthaggi Welfare

 (03) 5672 5584 (Helpline)

## Food and Essential Supplies


### Local food suppliers

Two websites have been developed locally to provide information to the community on restaurants and cafes.

Bass Coast:


 [www.basscoastlocal.com](http://www.basscoastlocal.com)

South Gippsland:


 [www.openinyourarea.com.au/south-gippsland](http://www.openinyourarea.com.au/south-gippsland)

### Bass Coast Health

Food relief provided through Social Work services.


 (03) 5671 3175

### Australian Red Cross

 1800 675 398

## Community Houses

Leongatha Community House

 (03) 5662 3962

Venus Bay Community Centre

 (03) 5663 7499

Manna Gum Community House, Foster

 (03) 5682 1101

Milpara Community House, Korumburra

 (03) 5655 2524



## Bass Coast

Phillip Island Community and Learning Centre

☎ (03) 5952 1131

Corinella and District Community Centre

☎ (03) 5678 0777

Bass Valley Community Centre

☎ (03) 5678 2277

Wonthaggi Neighbourhood Centre at Mitchell House

☎ (03) 5672 3731

Inverloch Community House

☎ (03) 5674 2444

## St Johns Uniting Church, Cowes

☎ (03) 5952 2083

## St Vincent de Paul Society

☎ 1800 305 330

## Latrobe Community Health Service

☎ 1800 242 696

Offers emergency relief for people, where they are unable to provide basic needs for themselves or their family.

🌐 [www.lchs.com.au/services/community/emergency-relief/](http://www.lchs.com.au/services/community/emergency-relief/)

## The Salvation Army

Food relief provided through the Doorways program.

The Salvation Army, Wonthaggi

☎ (03) 5672 1228

The Salvation Army, Leongatha


☎ (03) 5662 6400

Many local food businesses including supermarkets offer priority services including delivery to vulnerable people in the community. Contact your local businesses directly for more information.




# Housing and Homelessness

**The Salvation Army Leongatha**  
Homelessness Support Services –  
adult & youth


 (03) 5662 6400

**Quantum Support Services**

 (03) 5120 2000

 [www.quantum.org.au](http://www.quantum.org.au)

**Community Housing Limited**

 (03) 5120 4800

1300 245 468


 [www.chl.org.au](http://www.chl.org.au)

Other support may be available through:

**Consumer Affairs**

 [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)


**Real estate / Tenant advice**


 (03) 9205 6666

 [www.reiv.com.au](http://www.reiv.com.au)


## In Home Supports

**Latrobe Community Health  
Services Carer Programs**  
Short-term respite for carers

 1800 242 696

 [www.lchs.com.au/services/  
aged-disability-carers/  
carer-support/](http://www.lchs.com.au/services/aged-disability-carers/carer-support/)

**CHSP, Commonwealth Home  
Support Program**


 1800 200 422

 [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Assistance for people aged over 65  
(or over 50 for Indigenous Australians)  
to support people to keep living  
independently at home or in  
their community.

## Gippsland Southern Health Service

A range of in home supports and community programs including district nursing.

 (03) 5654 2722

 [www.gshs.com.au](http://www.gshs.com.au)


## HACC PYP, Home and Community Care Program for Younger People

Assistance for people aged under 65 (or under 50 for Indigenous Australians) to keep living independently at home or in their community.

 (03) 5662 9370

## Bass Coast Health

A range of in home supports and community programs including district nursing.

 (03) 5671 3333

 [www.basscoasthealth.org.au](http://www.basscoasthealth.org.au)

## South Gippsland Hospital

A range of in home supports and community programs including, district nursing.

 (03) 5683 9780


 [www.southgippslandhospital.com.au](http://www.southgippslandhospital.com.au)

## RAS, Regional Assessment Service

Access to both CHSP and HACCPYP programs is via an assessment.

In South Gippsland this is through the South Gippsland Regional Assessment Service. For Bass Coast this is through mecwacare Regional Assessment Service.

 (03) 5662 9370

 1800 163 292  
(mecwacare RAS)

 [www.southgippsland.vic.gov.au/homepage/186/regional\\_assessment\\_service](http://www.southgippsland.vic.gov.au/homepage/186/regional_assessment_service)

## Home Support Services

(Domestic Assistance, Personal Care, Respite and Social Support)

## Allied Health

(Occupational Therapy, Dietitian, Social Work, Physiotherapy and Podiatry)

## **District Nursing**

## **Social Support Groups**


## **Multicultural Services**

## **Aged Care Assessment Team**

(Residential Care and Aged Care Packages)

## **Disability Services**

### **ACAS, Aged Care Assessment Service**

 1800 242 696

If your needs are complex you may require a home care package, residential respite or permanent accommodation in an aged care facility. Assessment is via Latrobe Community Health Service.




## **Legal Assistance**

**Better Place Australia & Family Law**  1800 639 523

### **Pathways Network**

Family Law Pathways

### **GCLS, Gippsland Community Legal Service**

 1800 004 402

Free legal advice, referral and representation to disadvantaged and vulnerable individuals, families and groups.

# LGBTIQ+

## headspace Wonthaggi

Provides free, confidential services for young people aged 12 to 25 years.

☎ (03) 5671 5900

🌐 [www.headspace.org.au/wonthaggi](http://www.headspace.org.au/wonthaggi)

## Qlife

LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.

☎ 1800 184 527

## Switchboard Victoria

A peer based, volunteer-run support service for LGBTIQ+ people and their friends, families and allies.

☎ (03) 9663 6733

1800 184 527

🌐 [www.switchboard.org.au](http://www.switchboard.org.au)

## The Victorian Pride Centre

Home to a range of LGBTIQ+ focused organisations, services and businesses who support the LGBTIQ+ community.

🌐 [www.pridecentre.org.au](http://www.pridecentre.org.au)

## Rainbow Families Victoria

Supports and promotes equality for 'rainbow' families (parents, carers and prospective parents who identify as lesbian, gay, bi, transgender, gender diverse or intersex) in Victoria.

🌐 [www.facebook.com/RainbowFamiliesVictoria/](https://www.facebook.com/RainbowFamiliesVictoria/)

## SCIN, South Coast Inclusion Network

🌐 [www.scin.org.au](http://www.scin.org.au)

Advocates for Lesbian, Gay, Bisexual, Trans, Intersex and Queer (LGBTIQ+) people and culture to be acknowledged, affirmed, supported and celebrated. The website includes information and links to services and resources.



# Mental Health Support

For 24/7 mental health support, go to:

- Lifeline ☎ 13 11 14
- Beyond Blue ☎ 1300 224 636
- Kids Helpline ☎ 1800 55 1800
- MensLine ☎ 1300 78 99 78
- Suicide Call Back Service ☎ 1300 659 467



## Bass Coast Health

Counselling and social work

☎ (03) 5671 3175

🌐 [www.basscoasthealth.org.au](http://www.basscoasthealth.org.au)

## Gippsland Southern Health Service

Social work service

☎ (03) 5654 2737

🌐 [www.gshs.com.au/  
social-work](http://www.gshs.com.au/social-work)

## South Gippsland Hospital Community Health

Primary Mental Health and  
Stepped Care Program

☎ (03) 5683 9780

🌐 [www.southgippslandhospital.  
com.au](http://www.southgippslandhospital.com.au)

## Wellways New Access

Free mental health coaching program

☎ (03) 5622 4140

🌐 [www.wellways.org/  
our-services/newaccess](http://www.wellways.org/our-services/newaccess)

## Wonthaggi Community Mental Health Service

Latrobe Regional Hospital

☎ 1300 363 322

## Within Australia

Works with adults age 16 to 64 who have a mental illness, and their families and carers, to overcome barriers, regain hope, reconnect with their communities and realise their goals.

☎ 1300 737 412

🌐 [www.withinaustralia.org.au](http://www.withinaustralia.org.au)

## Uniting Gippsland


Counselling

 (03) 5662 5150

 [www.unitingvictas.org.au](http://www.unitingvictas.org.au)

## Butterfly Foundation


Support for eating disorders and body image issues.

 1800 334 673

 [www.butterfly.org.au](http://www.butterfly.org.au)

## Red Cross COVID Connect


A free service from Australian Red Cross to provide a friendly chat, a listening ear to help maintain or improve social connection to anyone who needs it during the COVID-19 pandemic.

 1800 733 276

 [www.redcross.org.au](http://www.redcross.org.au)

## ACSO, Australian Community Support Organisation


Mental Health intake service

 1300 022 760

 [www.acso.org.au](http://www.acso.org.au)


## ACSO - Partners in Wellbeing

Support for mental health and wellbeing during COVID-19 and beyond.

 1300 375 330

## Jesuit Social Services


Helps people with mental illness navigate complex and traumatic periods including after suicide with counselling, outreach and therapeutic activities.

 (03) 9421 7640

 [www.jss.org.au](http://www.jss.org.au)


## Red Cross Telecross/Teleyarn


Provides welfare checks for people at risk of accident or illness and have limited support networks.

 1300 885 698

## Friends for Good


FriendLine is for anyone who needs to reconnect or just wants a chat.

 1800 424 287

 [www.friendline.org.au](http://www.friendline.org.au)

## headspace Wonthaggi


Provides free, confidential services for young people aged 12 to 25 years.

 (03) 5671 5900

 [www.headspace.org.au/wonthaggi](http://www.headspace.org.au/wonthaggi)

## Lifeline Australia


Free 24/7 phone and webchat services across Victoria for people experiencing a crisis, including people at risk of suicide.

 13 11 14

 [www.lifeline.org.au](http://www.lifeline.org.au)

## On the line Australia (Suicide Line Victoria)


Free professional counselling 24 hours a day, 7 days a week across Victoria to people at risk of suicide, anyone concerned about someone else's risk of suicide and anyone bereaved by suicide.

 1300 651 251

 [www.suicideline.org.au](http://www.suicideline.org.au)

## Tandem


Tandem operates a helpline and provides practical support and advocacy to carers.

 1800 314 325

 [www.tandemcarers.org.au](http://www.tandemcarers.org.au)


## VMIAC, Victorian Mental Illness Awareness Council


VMIAC is operating a helpline and providing practical support and group based activities for people experiencing distress, poor psychosocial health or mental ill health.

 (03) 9380 3915

## Beyond Blue

Free 24/7 phone line, webchat and email service across Victoria to help people to manage their own mental health and those they are supporting.

 1300 22 4636

 [www.beyondblue.org.au/get-support/get-immediate-support](http://www.beyondblue.org.au/get-support/get-immediate-support)



## Kids Helpline

Free 24/7 phone and online counselling services across Victoria for children and young people aged 5 to 25 years.

☎ 1800 55 1800

🌐 [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

## Smiling Mind

Smiling Mind Care Packs for Kids - practical, online resources for parents, carers and teachers to use with children to alleviate anxiety, promote calm, build emotional wellbeing and promote positive mental health.

🌐 [www.smilingmind.com.au/kids-care-packs](http://www.smilingmind.com.au/kids-care-packs)



## EDV, Eating Disorders Victoria

Access to EDV'S existing HUB (phone, webchat and email) services for people with eating disorders and their carers across Victoria who are experiencing escalated anxiety, distress and vulnerability.

☎ 1300 550 236

🌐 [www.eatingdisorders.org.au](http://www.eatingdisorders.org.au)

## Anxiety Recovery Centre Victoria

CARES 4me program will provide tailored support to people across Victoria experiencing mild to severe anxiety, including Obsessive Compulsive Disorder.

☎ 1300 269 438

(03) 9830 0533

🌐 [www.arcvic.org.au](http://www.arcvic.org.au)

## HeadtoHelp

Help you find the mental health support that suits your needs.

☎ 1800 595 212

🌐 [www.headtohelp.org.au](http://www.headtohelp.org.au)

# Multicultural

## Gippsland Multicultural Services

☎ (03) 5133 7072

🌐 [www.gms.org.au](http://www.gms.org.au)

## Centre for Multicultural Youth

☎ (03) 5116 6180

🌐 [www.cmy.net.au](http://www.cmy.net.au)

## Translating and Interpreting Service

☎ 13 14 50

🌐 [www.tisnational.gov.au](http://www.tisnational.gov.au)

## Red Cross

🌐 [www.redcross.org.au](http://www.redcross.org.au)

Emergency relief and casework support for people who are on temporary visas.

## Australian Government - Department of Home Affairs

🌐 [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

Information on visa requirements and possible changes to visas due to COVID-19.

## COVID19 translated materials

🌐 [www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19](http://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19)

🌐 [www.enliven.org.au](http://www.enliven.org.au)

## Latrobe Community Health Service SETS Settlement Engagement and Transition Support program

☎ 1800 242 696

🌐 [www.lchs.com.au/services/community/migrant-and-refugee-support/](http://www.lchs.com.au/services/community/migrant-and-refugee-support/)



Helping new arrivals feel at home.





# People with Disability

## NDIS, National Disability Insurance Scheme



National support and services scheme for eligible people aged under 65 who have a permanent and significant disability.

 1800 800 110  
 [www.ndis.gov.au](http://www.ndis.gov.au)



## Disability Information Line

 1800 783 783 or  
TTY 1800 008 149  
 [www.dhhs.vic.gov.au/  
disability](http://www.dhhs.vic.gov.au/disability)

## GDAI, Gippsland Disability Advocacy Inc.



 (03) 5175 0444  
 [www.gdai.com.au](http://www.gdai.com.au)

## New Wave Gippsland Self Advocacy

 0456 000 083  
 [www.newwavegippsland.com](http://www.newwavegippsland.com)


## Scope Australia

Disability Supports

 1300 472 673  
 [www.scopeaust.org.au](http://www.scopeaust.org.au)

## Interchange Gippsland

Disability Services

 1300 736 765  
 [www.icg.asn.au](http://www.icg.asn.au)

## Noah's Ark

Disability support

 1800 819 140  
 [www.noahsarkinc.org.au](http://www.noahsarkinc.org.au)


## Yooralla

Leongatha Community Hub

 (03) 5662 3344  
 (03) 9666 4500  
(Yooralla Head Office)


## Vision Australia

Vision Impairment Support

 (03) 5623 0100

## Latrobe Community Health Service

NDIS Local Area Coordination Service

 1800 242 696

 [www.lchs.com.au](http://www.lchs.com.au)


## enliven

Easy English health resources

 [www.enliven.org.au](http://www.enliven.org.au)

## Red Cross COVID Connect


A free service from Australian Red Cross to provide a friendly chat, a listening ear to help maintain or improve social connection to anyone who needs it during the COVID-19 pandemic.

 1800 733 276

 [www.redcross.org.au](http://www.redcross.org.au)

## C2A, Connecting2 Australia


NDIS provider and we have been supporting and empowering people living with a disability.

 1300 111 212

 [www.connecting2australia.org.au](http://www.connecting2australia.org.au)

## Gippsland Southern Health Service

In home disability support program

 (03) 5654 2737

# Support for Older People

## South Gippsland Hospital

### Community Health

Community services including nursing, allied health and social support.


 (03) 5683 9780

0447 253 792

 [www.southgippslandhospital.com.au](http://www.southgippslandhospital.com.au)

## South Gippsland Hospital


Seniors Day Stay centre based respite.

 (03) 5683 9780

 [www.southgippslandhospital.com.au](http://www.southgippslandhospital.com.au)


## OPAN, Older Persons

### Advocacy Network

 1800 700 600

 [www.opan.com.au](http://www.opan.com.au)


## National Seniors Australia

 1300 765 050

 [www.nationalseniors.com.au](http://www.nationalseniors.com.au)

## My Aged Care


National support and services scheme for people aged over 65 years on their aged care journey.

 1800 200 422

 [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## Community Visitor Scheme

The Australian Government's CVS arranges volunteer visits to older people to provide friendship and companionship. Visits are available to anyone receiving government-subsidised residential aged care or Home Care Packages.

 (03) 9767 1900

 [www.communityvisitorscheme.com.au](http://www.communityvisitorscheme.com.au)

## Bass Coast Adult Learning


Providing quality education and training, accessible to all.

 (03) 5672 3115

 [www.bcal.vic.edu.au](http://www.bcal.vic.edu.au)

## Gippsland Southern Health Service


Community services

 (03) 5654 2757


 [www.gshs.com.au/hcp](http://www.gshs.com.au/hcp)

## YMCA Bass Coast and South Gippsland


YMCA helps local people become healthier, happier and more connected to their community.

 (03) 5672 4194 (Wonthaggi)

 [www.wonthaggi.ymca.org.au](http://www.wonthaggi.ymca.org.au)

 (03) 5662 5911 (Leongatha)


 [www.sgsplash.ymca.org.au](http://www.sgsplash.ymca.org.au)

 (03) 5952 2811 (Phillip Island)

 [www.phillipisland.ymca.org.au](http://www.phillipisland.ymca.org.au)

## Red Cross Telecross/Teleyarn

Provides welfare checks for people at risk of accident or illness and have limited support networks.

 1300 885 698

## Red Cross COVID Connect

A free service from Australian Red Cross to provide a friendly chat, a listening ear to help maintain or improve social connection to anyone who needs it during the COVID-19 pandemic.

☎ 1800 733 276

🌐 [www.redcross.org.au](http://www.redcross.org.au)

## Latrobe Community Health Service

A range of aged care services.

☎ 1800 242 696



## Youth Services

### YAC, Youth Assist Clinics

Bass Coast YAC, Wonthaggi

Foster YAC

Korumburra YAC

Leongatha YAC

🌐 [www.southcoastyouthclinics.com.au](http://www.southcoastyouthclinics.com.au)

☎ (03) 5672 1333

☎ (03) 5683 9780  
0492 844 000

☎ (03) 5655 1355

☎ (03) 5662 2201


### Kooweerup Youth clinic

☎ (03) 5997 9687

🌐 [www.kooweeruphospital.net.au](http://www.kooweeruphospital.net.au)

### **headspace Wonthaggi**


Provides free, confidential services for young people aged 12 to 25 years.

 (03) 5671 5900

 [www.headspace.org.au/wonthaggi](http://www.headspace.org.au/wonthaggi)

### **Kids Helpline**


Counselling for young people

 1800 55 1800

 [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

### **Cybersmart**


Online Bullying Issues

 1800 880 176

 [www.esafety.gov.au](http://www.esafety.gov.au)

### **Gamblers Help Youth Line**

Confidential assistance

 1800 262 376


### **YES Youth Hub, Wonthaggi**


Youth programs, events, workshops, access to services.

 [www.yesyouthhub.com.au](http://www.yesyouthhub.com.au)

### **The Salvation Army**


Youth Services

 1800 221 200

 [www.salvationarmy.org.au/need-help/youth-services/](http://www.salvationarmy.org.au/need-help/youth-services/)

### **Bass Coast Health**


Youth and family counselling

 (03) 5671 3175

 [www.basscoasthealth.org.au](http://www.basscoasthealth.org.au)

### **CMY, Centre for Multicultural Youth**


Multicultural Youth Services

 (03) 5116 6180

 [www.cmy.net.au](http://www.cmy.net.au)

### **Anglicare, Wonthaggi**

Financial counselling and no interest loans.

 (03) 5671 0000

 [www.anglicarevic.org.au](http://www.anglicarevic.org.au)

## The Orange Door

For adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children.

☎ 1800 319 354

🌐 [www.orangedoor.vic.gov.au](http://www.orangedoor.vic.gov.au)

## YSAS, Youth Substance Abuse Service

Youth AOD Outreach for young people (12 to 25 years) who require alcohol and drug treatment and support to stabilise, reduce or cease harmful substance use. Delivery of alcohol and drug treatment services to vulnerable young people.

☎ 1800 458 685

🌐 [www.ysas.org.au](http://www.ysas.org.au)

## YMCA Bass Coast and South Gippsland

YMCA helps local people become healthier, happier and more connected to their community.

☎ (03) 5672 4194 (Wonthaggi)

🌐 [www.wonthaggi.ymca.org.au](http://www.wonthaggi.ymca.org.au)

☎ (03) 5662 5911 (Leongatha)

🌐 [www.sgsplash.ymca.org.au](http://www.sgsplash.ymca.org.au)

☎ (03) 5952 2811 (Phillip Island)

🌐 [www.phillipisland.ymca.org.au](http://www.phillipisland.ymca.org.au)

## Quantum Support Services

Provide a range of services to support Gippslanders.

☎ (03) 5120 2000

🌐 [www.quantum.org.au](http://www.quantum.org.au)





# Health Referrals and Service Directories

We recognise these are not the only services available in the South Coast, here are some other service seeker guides you might find useful.



## GPs and other Specialists

GPs, allied health and mental health services are available for in-person, over the phone or video-conferencing appointments (sometimes referred to as ‘telehealth’). Contact your usual GP or health professional to find out how they are continuing to provide their services.

🌐 To find a service near you, please visit: [www.healthdirect.gov.au](http://www.healthdirect.gov.au)

## Community Directories

Search these directories for information on community groups, sports clubs, volunteer associations and service clubs.

🌐 [www.basscoast.vic.gov.au](http://www.basscoast.vic.gov.au)

🌐 [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au)

## Ask Izzy

Services search engine

🌐 [www.askizzy.org.au](http://www.askizzy.org.au)

## Nurse on Call

A free, confidential telephone helpline that provides immediate health advice from a registered nurse, 24 hours a day.

☎ 1300 606 024

## Youth Clinics

Foster Youth Assist Clinic


Korumburra Youth Access Clinic


🌐 [www.southcoastyouthclinics.com.au](http://www.southcoastyouthclinics.com.au)

☎ (03) 5683 9780  
0492 844 000


☎ (03) 5655 1355

Leongatha Youth Assist Clinic  
Bass Coast Youth Assist Clinic,  
Wonthaggi

 (03) 5662 2201


 (03) 5672 1333

### **Kooweerup Youth Hub**

 (03) 5997 9687

 [www.kooweeruphospital.net.au](http://www.kooweeruphospital.net.au)


### **NDIS, National Disability Insurance Scheme**

 1800 800 110

 [www.ndis.gov.au](http://www.ndis.gov.au)

### **Dementia Australia**


Early Intervention services,  
psycho-education and counselling.

 1800 100 500

(National Dementia Helpline)

### **Gippsland Southern Health Service**


Leongatha Hospital  
Community Services & Allied Health

 (03) 5654 2737

[www.gshs.com.au/  
primary-health](http://www.gshs.com.au/primary-health)

### **South Gippsland Hospital**


**Community Health**  
Community Services

 (03) 5683 9780

 [www.southgippslandhospital.com.au](http://www.southgippslandhospital.com.au)


### **Bass Coast Health**

Community services, allied health  
and nursing.

 (03) 5671 3333

 [www.basscoasthealth.org.au](http://www.basscoasthealth.org.au)


### **Kooweerup Regional Health Service**

 (03) 5997 9679

 [www.kooweeruphospital.net.au](http://www.kooweeruphospital.net.au)

### **Latrobe Community Health Service**

Settlement Engagement and Transition  
Support Program

 1800 242 696


## South Gippsland

 (03) 5662 2111

### Citizens Advice Bureau

Free advice, assistance, tourist information and other services to the South Gippsland area.


### CASI, Community Activation and Social Isolation Initiative

 1800 675 398

The Victorian Government's Community Activation and Social Isolation (CASI) initiative helps people who might be feeling lonely or have lost their regular networks, during the coronavirus (COVID-19) pandemic, build social connections and networks of support in their local communities. Access to these supports is through the Victorian COVID-19 Hotline. Please note post December 2020 please check with your local Council on the CASI referral process.

### HeadtoHelp

Help you find the mental health support that suits your needs.

 1800 595 212

 [www.headtohelp.org.au](http://www.headtohelp.org.au)



# Self Care Tips

Self-care is about actively looking after your own health and wellbeing so that you can be more effective in your everyday life and reduce your risk of chronic health issues.



## 1. Stay Active

Staying active can promote healthy growth and development and encourage greater family and social connectedness. Being active has many benefits including; boosting your mood, reducing stress and improving sleep, whilst also reducing the risk of chronic health issues. There are

lots of ways to stay active. Whatever you choose, try and move your body every day.

## 2. Eat Well

Good nutrition is an important part of leading a healthy lifestyle. It helps to keep your body healthy and strong, as well as preventing illness. Enjoy a wide variety of nutritious foods from each of the five food groups every day. Drink plenty of water.



## 3. Stay Connected

Connections with family, friends and the community provide us with happiness, security, support and a sense of purpose, which are important for good mental and physical wellbeing. Make it a priority to call, email, or meet up with friends or family members on a regular basis.





#### 4. Practice Mindfulness

Mindfulness simply means paying attention to the present moment. It can help you cope with everyday life and deal with difficult times. It can also help you to concentrate, relax and be more productive. Be aware and acknowledge your reactions to stressful situations;

allow yourself time to cope with these emotions.

#### 5. Prioritise sleep

Good quality sleep can help reduce stress, improve memory, lower blood pressure, maintain healthy weight and put you in an overall better mood.

It can often be difficult to switch off, try these tips to help your mind slow down in the evening:

- Develop a relaxed bedtime ritual
- Turn off technology
- Limit your caffeine and alcohol consumption
- Get out into the sun in the morning



#### 6. Meditate

Meditation can help to reduce stress, improve focus and feel calm during times of change. There are many relaxation and guided meditations you can access online.

For more health and wellbeing tips and resources, please visit [www.southcoastpcp.org.au/Resources/scpcp\\_resources](http://www.southcoastpcp.org.au/Resources/scpcp_resources)

## Closing comments

South Coast Primary & Community Partnership, Bass Coast Shire Council and South Gippsland Shire Council would like to thank all of the services who have provided information to include in this resource. We would also like to thank them for their dedication and support to the community during this challenging time.

## Disclaimer

Every effort has been made to provide accurate and up-to-date information. However, this material is for reference only – it is not designed to be, nor should it be regarded as professional advice. Website links are provided to external websites in good faith, but it's your responsibility to decide on their accuracy, currency, reliability and correctness. All information in this booklet is intended as a guide, and is not an endorsement that the service as listed is appropriate for your personal circumstances.

## Inclusion criteria for services to be listed in this booklet

Health and support services offer support to the public and are often funded through partnerships with state and/or federal governments or are not for profit or registered charities.

In a small number of cases we have also included services from commercial providers where they provide supports for vulnerable people, at a reduced rate or provided free of charge.

## Further information

For any errors or to be included in the next version of this booklet please contact:

South Coast Primary & Community Partnership  
admin@southcoastpcp.org.au



# My Notes

