

BASS COAST & SOUTH GIPPSLAND SHIRES COVID-19

SUPPORTS AVAILABLE



**Latrobe Health
Assembly**

.....

Shaping
The Valley

An initiative of the Latrobe Health Innovation Zone

About

A message from the CEOs of Bass Coast Shire Council, South Gippsland Shire Council and South Coast Primary & Community Partnership.

Bass Coast Shire Council and South Gippsland Shire Council have worked with the Latrobe Health Assembly, the South Coast Primary & Community Partnership and local service providers to develop this resource for the community.

Both Councils appreciate the amount of information being provided to the community during the response to COVID19. This booklet provides information on local services and supports available during this time and how best to contact them.

Both Councils will be uploading this booklet onto our websites and will update it regularly to ensure that it continues to be current and up to date.

We would like to thank the community for the support they are providing to each other and to also extend our thanks to service providers who have continued to support the community through these difficult times.



Ali Wastie

Chief Executive Officer

Bass Coast Shire Council

📍 76 McBride Ave, Wonthaggi, VIC 3995 📞 1300 226 278 🌐 basscoast.vic.gov.au



South Gippsland
Shire Council

Kerryn Ellis

Chief Executive Officer

South Gippsland Shire Council

📍 9 Smith St, Leongatha, VIC 3953 📞 (03) 5662 9200 🌐 southgippsland.vic.gov.au



Kristen Yates-Matthews

Executive Officer

South Coast Primary & Community Partnership

📍 33 Murray St, Wonthaggi, VIC 3995 📞 (03) 5671 4272 🌐 southcoastpcp.org.au

National Relay Service

For people who are deaf, have a hearing impairment or complex communication needs:

📞 13 36 77 - 📞 1300 555 727 (Speech-to speech relay service)

DHHS Hotline

If you suspect that you may have the
coronavirus disease (COVID-19)

1800 675 398

www.dhhs.vic.gov.au/coronavirus

Financial Support

Services Australia

Services Australia (previously Centrelink) can assist with income support options. For further information and details around eligibility:

🌐 www.servicesaustralia.gov.au

☎️ 13 28 50

🌐 www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19

Register 'Intent to Claim' via: 🌐 www.mygov.com.au

Rural Financial Counselling Services

Available to provide financial advice and support to community:

☎️ 1300 045 747

Financial Counselling, Anglicare Victoria

Provide free confidential assistance to Victorians in financial difficulty.

☎️ 1800 286 260

Gamblers Help Financial Counselling

Financial counsellors understand the financial issues you are facing, and are ready to help

☎️ 1800 858 858

Gamblers Help Youthline

Provide free confidential assistance to young people.

☎️ 1800 262 376



Health Referrals and Support

GP, Specialists and other health related services

If you need medical support, it's important to know that this is still available. 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:

🌐 <https://www.healthdirect.gov.au>



Youth Clinics

Foster Youth Assist Clinic: ☎️ (03) 5683 9780

Korumburra Youth Access Clinic: ☎️ (03) 5655 1355

Leongatha Youth Assist Clinic: ☎️ (03) 5662 2201

Bass Coast Youth Assist Clinic, Wonthaggi: ☎️ (03) 5672 1333

Ask Izzy - Service finder

A free way to help people find support services near you including support for housing, meals and food, healthcare, counselling, legal advice and addiction treatment:

🔗 www.askizzy.org.au

NDIS

NDIA have made a number of changes to NDIS participant services:

☎️ 1800 800 110

🔗 www.ndis.gov.au/coronavirus

South Coast Primary & Community Partnership

South Coast PCP is a voluntary partnership of health and community organisations working together towards achieving better health outcomes for the Bass Coast and South Gippsland Local Government Areas. A resources hub is available at

🔗 www.southcoastpcp.org.au

Psychosocial Support

GPs are the best starting point for someone seeking professional help. A GP can refer you to a mental health specialist such as a psychologist or psychiatrist. Ideally, you should consult your regular GP and try to book a longer or double appointment, so there's plenty of time to discuss the situation without feeling rushed. Contact your usual GP or health professional to find out how they are continuing to provide their services.

Local Counselling services are available through:

Bass Coast Health

Generalist, family violence, youth, sexual assault, mental health

☎️ (03) 5671 3175

South Gippsland Hospital

Generalist counselling service
(03) 5683 9780

Gippsland Southern Health Service

Drug and alcohol, social work

☎️ (03) 5667 5555



Beyond Blue

For anyone feeling anxious or depressed:

☎ 1300 22 4636

🌐 www.beyondblue.org.au

Kids Helpline

Counselling for young people aged 5-25 years:

☎ 1800 55 1800

🌐 www.kidshelpline.com.au

MensLine Australia

Men with emotional or relationship concerns:

☎ 1300 78 99 78

🌐 www.mensline.org.au

Lifeline

Anyone having a personal crisis:

☎ 13 11 14

🌐 www.lifeline.org.au

Headspace

Counselling for young people aged 12-25:

☎ (03) 5671 5900

✉ info@headspacewonthaggi.org.au

🌐 www.headspace.org.au

Orange Door

Family Violence Support:

☎ 1800 015 188

🌐 www.orangedoor.vic.gov.au

1800RESPECT

Domestic and family violence hotline:

☎ 1800 737 732

🌐 www.1800respect.org.au

ACSO Australia

Alcohol and other drugs support:

☎ (03) 5172 2900

Red Cross COVID Connect

A Red Cross volunteer would be happy to call you – once or regularly – for a friendly chat to help maintain or improve social connection. Register here:

🌐 www.redcross.org.au/get-help/community-services/covid-connect

Food and Essential Supplies



The following organisations offer emergency food relief in Bass Coast and South Gippsland:

Salvation Army

Leongatha - Doorways Program: ☎ (03) 5662 6400

Wonthaggi - Doorways Program: ☎ (03) 5672 3077

Bass Coast Health

☎ (03) 5671 3175

St Vinnies

St Vinnies have established a designated call centre to respond to people who need assistance with food:

☎ 1800 305 330 (Monday to Friday 10.00am – 3.00pm)

Neighbourhood / Community Houses

Neighbourhood/Community Houses are operating differently – some Houses are offering support for people who are socially disconnected and/or require support to access essential supplies – contact your local House to learn more:

South Gippsland

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

Local food suppliers

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

Bass Coast: 🌐 www.basscoastlocal.com

South Gippsland: 🌐 www.openinyourarea.com.au/south-gippsland

Supermarket retailers

Supermarkets are offering different services at the moment. Some are offering delivery services and some providing additional supports to vulnerable people.

Woolworths: 1800 000 610 - www.woolworths.com.au/shop/discover/priorityassistance

Coles: 1800 061 562 - www.coles.com.au/customernotice#coles-online

Aldi: 13 25 34 - www.aldi.com.au/en/covid-19-update

IGA: www.iga.com.au/update

Foodworks: www.foodworks.com.au

Homelessness Support

Additional support for people who are experiencing issues with housing and homelessness.



Salvation Army Housing: ☎ 13 SALVOS (13 72 58)

Quantum Support Services: ☎ (03) 5120 2000

Community Housing Limited: ☎ (03) 5120 4800

Other support may be available through:

Consumer Affairs

🔗 www.consumer.vic.gov.au/resources-and-tools/advice-in-a-disaster/coronavirus-covid19-and-your-rights

Real estate / Tenant advice:

☎ (03) 9205 6666

🔗 www.reiv.com.au/policy-resources/resources/covid-19-updates

Community Supports

Police Victoria non-emergency

24-hour police assistance phone line and online reporting service for the community to connect with about non-urgent crimes and events:

☎ 131 444



Nurse on Call

A phone service that provides immediate expert health advice (non-emergency) from a registered nurse 24/7:

☎ 1300 60 60 24

🔗 www.ambulance.vic.gov.au/campaigns/nurse-on-call/

Aboriginal Community Supports



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

www.dhhs.vic.gov.au/coronavirus-information-aboriginal-communities

The Victorian Aboriginal Child Care Agency (VACCA)

www.vacca.org

(03) 5135 6055

VACCHO Coronavirus Information

www.vaccho.org.au/about-us/coronavirus

VACCHO Nutrition Tips

www.vaccho.org.au/wd/nutrition/covid-19-nutrition-tips

Australian Indigenous HealthInfoNet

www.healthinonet.ecu.edu.au/learn/health-topics/infectious-conditions/covid-19-updates-and-information

NACCHO resources

www.naccho.org.au/home/aboriginal-health-alerts-coronavirus-covid-19/stop-the-spread-of-coronavirus-covid-19/covid-19-resources/

Multicultural Resources



Gippsland Multicultural Services

(03) 5133 7072

www.gms.org.au

Centre for Multi-cultural Youth

(03) 5116 6180

www.cmy.net.au

Translating and Interpreting Service

13 14 50

www.tisnational.gov.au

Red Cross

Red Cross is receiving funding from the Australian Government for the next six months to deliver emergency relief and casework support for people who are on temporary visas.

www.redcross.org.au/news-and-media/news/help-for-migrants-in-transition

Australian Government - Department of Home Affairs

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

www.homeaffairs.gov.au

Translated and Easy-English resources

www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19

www.enliven.org.au/wp-content/uploads/2020/03/COVID-19-easy-English-resource_V2.pdf

Support for people with a 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](tel:1800800110)

enquiries@ndis.gov.au

www.ndis.gov.au

Disability Information Line

[1800 783 783](tel:1800783783) or TTY [1800 008 149](tel:1800008149)

www.dhhs.vic.gov.au/disability

GDAI (Gippsland Disability Advocacy Inc)

[0428 041 066](tel:0428041066) or [0428 971 390](tel:0428971390)

administration@gdai.org.au

www.gdai.com.au

New Wave Gippsland Self Advocacy

[0456 000 083](tel:0456000083)

newwaveteam@gmail.com

www.newwavegippsland.com

Latrobe Community Health Service

Aged, disability and carer support services.

[1800 242 696](tel:1800242696)

www.lchs.com.au/aged-disability-carers/national-disability-insurance-scheme-ndis

Support for older Australians

A dedicated free helpline aimed at supporting the mental health of people affected by the spread of COVID-19 is available for older Australians. The phone line is staffed by people who can offer practical help and advice and is a partnership between the Older Person's Advocacy Network (OPAN) and National Seniors Australia.

☎ 1800 171 866 - Monday to Friday 8.30am to 6.00pm (except public holidays)

My Aged Care

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

☎ 1800 200 422

Easy-English resource

🔗 www.enliven.org.au/wp-content/uploads/2020/03/COVID-19-easy-English-resource_V2.pdf

About the Latrobe Health Assembly



Latrobe Health
Assembly

Shaping
The Valley



In response to the Hazelwood Mine Fire Inquiries, the Victorian Government designated the Latrobe Valley as a Health Innovation Zone, the first of its kind in Australia.

of food swaps, delivery of groceries, checking on your elderly neighbours, and social catch ups on virtual platforms. We also understand that the amount and volume of information coming from many different sources can be confusing, and difficult to understand. That is why we have produced this resource to assist you with accessing the services or assistance that you need.

The formation of the Latrobe Health Assembly is a key component of the Health Innovation Zone, paving the way for a new era of community engagement, health improvement and integration of health and community services for people with complex conditions.

We recognise that there is a lot of change at the moment, and that these changes are moving at a fast pace. That is why we will also be uploading this document onto our website at www.healthassembly.org.au and it will be updated regularly to ensure that it is current and up to date.

The Latrobe Health Assembly welcomes the opportunity to partner with South Gippsland Shire Council and Bass Coast Shire Council, in adapting this resource for residents of their Shires.






While we are having to be physically distant from each other in order to be safe, now more than ever we need to stay socially connected. We are committed to providing you with a range of activities and ideas to help you stay connected, engaged, and mentally and physically well during this time. We welcome you to contact us with any ideas, information or questions that you may have.

As a community we are experiencing a time of uncertainty as we face the challenges of the COVID-19 (coronavirus) outbreak. These challenges are diverse, and are changing the way we live, work and act. At the Latrobe Health Assembly, we acknowledge that this can be a time of fear, anxiety and worry. However, it is important to know that you are not alone. The Latrobe Health Assembly is working alongside local and state government, as well as health services to provide support and care for our communities during this time.

Stay safe, stay connected and let's look after each other,

Tanya Rong - Chair Latrobe Health Assembly

A key focus within the Latrobe Health Innovation Zone is to promote caring, resilient communities. We have seen wonderful examples of community kindness in the form

 256 Commercial Rd, Morwell, VIC 3840
 (03) 5173 8400
 www.healthassembly.org.au
 info@healthassembly.org.au
 /latrobehealthassembly



Created for



By



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📘 [/latrobehealthassembly](https://www.facebook.com/latrobehealthassembly)



🌐 www2.health.vic.gov.au/about/health-strategies/latrobe-health-innovation-zone



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