

Community Guide to local health services and supports



Bass Coast and South Gippsland
Second edition

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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

Translating and Interpreting Service (TIS) National

For translating and interpreting services please call TIS on 13 14 50 or visit www.tisnational.gov.au

Second edition Community Guide to local health services and supports, July 2021

Welcome

Welcome to the second edition of the Community Guide to local 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, www.southgippsland.vic.gov.au and www.southcoastpcp.org.au and can either be read online or printed. It will be updated periodically. We thank all the service providers who continue to work hard to support the community and provide the best quality service.

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 (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 (13 14 50) 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.

Find the latest news, key facts and figures, translated materials, contacts and phone numbers, and answers to your questions at www.health.gov.au or www.dhhs.vic.gov.au

Gippsland health professionals can access a range of localised information at www.gphn.org.au/covid-19/


Where to get tested

Testing clinics are changing regularly, to find out more information about local testing clinics visit www.coronavirus.vic.gov.au/where-get-tested-covid-19

Where to get vaccinated

To find your nearest COVID-19 vaccination site visit www.coronavirus.vic.gov.au/vaccine

Older Persons COVID-19 Support Line

 1800 171 866

Established to offer help and resources. Available from 8:30am to 6:00pm (AEST) Monday to Friday.

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

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



Aboriginal and Torres Strait Islander

Gippsland and East Gippsland Aboriginal Cooperative (GEGAC)

Bairnsdale

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

 (03) 5150 0700
 www.gegac.org.au/



Koorie Preschool Field Officer

Leongatha

 (03) 5662 5150



Aboriginal Health Liaison Officer

Support for Aboriginal patients,
families and community members.

 (03) 5671 3333
 0490 665 673



Victorian Aboriginal Childcare Agency (VACCA)

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

 (03) 5135 6055
 www.vacca.org



National Aboriginal Community Controlled Health Organisation (NACCHO)

Health Resources.

 (02) 6246 9300
 www.naccho.org.au



Ramahyuck District Aboriginal Corporation

Medical, dental and family services.

 (03) 5143 1644
 www.ramahyuck.org

Victorian Aboriginal Community Controlled Health Organisation Inc. (VACCHO)

Advocate for the health of Aboriginal
peoples in Victoria.


 (03) 9411 9411
 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/headspace-centres/wonthaggi/

Australian Community Support Organisation (ACSO)

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


 1300 022 760

 www.acso.org.au

Bass Coast Health

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

 (03) 5671 3333

 www.basscoasthealth.org.au

Youth Substance Abuse Service (YSAS)


Alcohol and other drug outreach to vulnerable young people aged 12 to 25 years who require treatment and support to stabilise, reduce or cease harmful substance use.


 1800 458 685

 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

Gippsland Southern Health Service


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

 (03) 5667 5506

 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

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/


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


Venus Bay Community Centre

 (03) 5663 7499

 www.vbcc.org.au


Manna Gum Community House, Foster

 (03) 5682 1101

 www.mannagumcommunityhouse.org.au



Milpara Community House, Korumburra

 (03) 5655 2524



 www.milparacommunityhouse.org.au

Bass Coast



Phillip Island Community and Learning Centre (PICAL)

 (03) 5952 1131
 www.pical.org.au

Corinella and District Community Centre

 (03) 5678 0777
 www.corinellacommunitycentre.org.au



Bass Valley Community Centre

 (03) 5678 2277
 www.bvcg.org.au



Wonthaggi Neighbourhood Centre at Mitchell House

 (03) 5672 3731
 www.wonthaggineighbourhoodcentre.com

Inverloch Community House

 (03) 5674 2444
 www.inverlochcommunityhouse.org.au



Koo Wee Rup Community Centre

 (03) 5997 2001
 www.kooweeruphospital.net.au



U3A Universities of the Third Age

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



U3A - Wonthaggi

 0491 093 300
 www.u3awonthaggi.org.au

U3A - Prom Coast

 0427 862 342
 www.u3apromcoast.com.au

U3A - Bass Valley

 0404 252 470
 www.u3abassvalley.com

Bass Coast Adult Learning (BCAL)

☎ (03) 5672 3115

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

🌐 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

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

☎ (03) 5952 2842

Waterline (Grantville)

☎ (03) 5622 2849

Welshpool

☎ (03) 5688 1051

Wonthaggi

☎ (03) 5672 1875



Family and Children's Services

Uniting Gippsland


Community based services including foster care, family counselling, family day care, family support, and financial counselling.


 (03) 5662 5150

 www.unitingvictas.org.au/locations/

headspace Wonthaggi


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


 (03) 5671 5900


 www.headspace.org.au/wonthaggi

Relationships Australia

Provider of relationship support services for individuals, families and communities.


 (03) 5175 9500 or

 1300 364 277

 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

MensLine Australia


Telephone and online counselling service for men with family and relationship concerns.

 1300 78 99 78

 www.mensline.org.au/

The Orange Door 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



Bass Coast Health

Integrated family services, Maternal & Child Health Supported Playgroups

 1800 319 354
 (03) 5671 4275
 0427 729 695
 www.basscoasthealth.com.au



South Gippsland Shire Council

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

 (03) 5662 9200
 www.southgippsland.vic.gov.au



Bass Coast Shire Council

Immunisation

 1300 226 278
 www.basscoast.vic.gov.au/immunisation







Parentzone Gippsland Anglicare

Parent education

 (03) 5135 9555
 www.anglicarevic.org.au



YMCA Bass Coast and South Gippsland

Range of physical activity services and facilities.

 (03) 5672 4194 (Wonthaggi)
 www.wonthaggi.ymca.org.au
 (03) 5662 5911 (Leongatha)
 www.sgsplash.ymca.org.au
 (03) 5952 2811 (Phillip Island)
 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



Victorian Aboriginal Childcare Agency (VACCA)

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

 (03) 5135 6055
 www.vacca.org



Berry Street

Services for children, young people and families including family violence support, trauma support, out-of-home care, education services and parenting and family services.

 (03) 5134 5971
 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

Yooralla

Inclusion support for Early Learning Services.

 (03) 9766 4500
 www.yooralla.com.au




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 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

safe steps


For women and children who are victims of family violence.

 1800 015 188

 www.safesteps.org.au

Child Protection


For children and young people whose safety is at risk.

 13 12 78

 services.dffh.vic.gov.au/child-protection

Men's Referral Service


For people at risk of using family violence.

 1300 766 491

 www.ntv.org.au

WithRespect

Specialist LGBTIQ+ family violence service.


 1800 542 847

 www.withrespect.org.au

Victims of Crime Helpline


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

 1800 819 817

 www.victimsofcrime.vic.gov.au

1800 Respect




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

 1800 737 732

 www.1800respect.org.au



Gippsland Centre Against Sexual Assault (GCASA)

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



Salvation Army, Leongatha

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

 (03) 5662 6400
 www.salvationarmy.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)

Bass Coast Health



Family violence and sexual assault counselling and support.

 (03) 5671 3175
 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


Business Victoria

Get the guidance, services and skills you need to successfully start, run and transfer your business.

 13 22 15
 www.business.vic.gov.au

Rural Financial Counselling Service (RFCS)


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

 1300 045 747

 www.ruralfinancialcounselling.org.au

Latrobe Community Health Service


Providing free confidential counselling services for people, individuals or affected others who are experiencing gambling harm.


 1800 242 696

 www.lchs.com.au

Gamblers Help


Free, confidential Gambler's Help services, including in other languages.

 1800 858 858

 www.gamblershelp.com.au

Anglicare Financial Counselling Program


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


 1800 809 722


 www.anglicarevic.org.au


St Vincent de Paul Society

Assists people experiencing poverty and inequality.


 (03) 5672 5584 (Wonthaggi)

 (03) 5952 6857 (Cowes)

 (03) 5662 5924 (Leongatha)

 (03) 5682 1920 (Foster)

 0436 470 898 (Korumburra)

 0407 204 506 (Bass)

Food and Essential Supplies

Local Food Businesses


A website has been developed to provide information to the community on local restaurants and cafes.


South Gippsland:

 www.openinyourarea.com.au/south-gippsland

Bass Coast Health


Food relief provided through Social Work services.

 (03) 5671 3175

 www.basscoasthealth.com.au

Australian Red Cross

Red Cross helps get emergency supplies to Victorians most in need.


 1800 675 398

 www.redcross.org.au


Community Houses

Leongatha Community House

 (03) 5662 3962


 www.leongathacommunityhouse.org.au


Venus Bay Community Centre

 (03) 5663 7499


 www.vbcc.org.au


Manna Gum Community House, Foster

 (03) 5682 1101

 www.mannagumcommunityhouse.org.au/

Milpara Community House,
Korumburra

 (03) 5655 2524

 www.milparacommunityhouse.org.au


Bass Coast

Phillip Island Community and Learning Centre (PICAL)

 (03) 5952 1131

 www.pical.org.au

Corinella and District
Community Centre

 (03) 5678 0777

 www.corinellacommunitycentre.org.au

Bass Valley Community Centre

☎ (03) 5678 2277
🌐 www.bvcg.org.au

Wonthaggi Neighbourhood Centre
at Mitchell House

☎ (03) 5672 3731
🌐 www.wonthaggineighbourhoodcentre.com

St Johns Uniting Church, Cowes

Providing welfare assistance.

☎ (03) 5952 2083
🌐 www.cowes.unitingchurch.org.au/

St Vincent de Paul Society

Assists people experiencing poverty and inequality.

☎ 1800 305 330
🌐 www.vinnies.org.au

St George's Anglican Church Wonthaggi

Food Rescue available on
Wednesdays and Fridays at 11:00-
11:30am (at the back of the church).

☎ (03) 5672 5002
🌐 www.basscoastanglican.org.au/welfare

The Salvation Army

Food relief provided through the
Doorways program by appointment.

Wonthaggi community meal
available Wednesday 5:30pm.

Leongatha community meal
available Tuesdays 5:30pm.

☎ (03) 5672 1228 (Wonthaggi)
☎ (03) 5662 6400 (Leongatha)

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

 www.salvationarmy.org.au

Quantum Support Services


Provides services to assist addressing and resolving homelessness.


 1800 243 455


 www.quantum.org.au

Community Housing Limited

Provides rental housing at subsidised market rent to the most vulnerable in the community.

 (03) 5120 4800

 1300 245 468

 www.chl.org.au


Other support may be available through:

Consumer Affairs

 1300 558 181

 www.consumer.vic.gov.au

Real estate / Tenant advice


 (03) 9205 6666

 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/

Commonwealth Home Support Programme (CHSP)

Support services for people aged 65+ (or 50+ for Indigenous Australians) to help them to keep living independently in their home.


 1800 200 422

 www.myagedcare.gov.au

Gippsland Southern Health Service

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

 (03) 5654 2722


 www.gshs.com.au

Home and Community Care Program for Younger People (HACC PYP)

Support services for people aged under 65 (or under 50 for Indigenous Australians) to help them to keep living independently in their home.


 (03) 5662 9370

 (03) 5671 6888

 www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people

Bass Coast Health

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

 (03) 5671 3333

 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


Regional Assessment Service (RAS)

Assessment service to enable access to CHSP and HACC PYP.


Home Support Services, Allied health, District Nursing, Social Support Groups, Multicultural Services, Aged Care Assessment Team, Disability Services.


South Gippsland Residents – South Gippsland Regional Assessment Service

 (03) 5662 9370

 www.southgippsland.vic.gov.au/homepage/183/regional_assessment_service

Bass Coast Residents – mecawacare

 1800 163 292

 www.mecwacare.org.au/services/1/45/gippsland-region.html

Aged Care Assessment Service (ACAS)

Assessment service to identify eligibility for government-subsidised aged care services or care services to help you stay at home, including home care packages and residential respite. Assessment via Latrobe Community Health Service.

☎ 1800 242 696

🌐 www.lchs.com.au/services/aged-disability-carers/aged-care/aged-care-assessment-service-acas/



Legal Assistance

Better Place Australia & Family Law Pathways Network

Enhancing connection between the legal side of Family Law and the family resource organisations.

☎ 1800 639 523

🌐 www.betterplaceaustralia.com.au/resource/gippsland-family-law-pathways/

Gippsland Community Legal Service (GCLS)

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


☎ 1800 004 402


🌐 www.gcls.org.au

LGBTIQ+

headspace Wonthaggi


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

 (03) 5671 5900

 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


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

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

The Victorian Pride Centre

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

 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/

South Coast Inclusion Network (SCIN) 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



The infographic is a grid of colored boxes providing contact information for various mental health services. At the top is a dark blue box with a clock icon and the text '24/7 Mental Health Services'. Below this is a red box with a warning triangle icon and the text 'Is it an emergency?' followed by a note: 'If you or someone you know is at immediate risk of harm, call triple zero (000)'. The main body consists of six colored boxes (orange, yellow, teal, and light blue) arranged in a 3x2 grid, each containing the name of a service, a brief description, and contact details (website and phone number). At the bottom is a dark blue box with the 'healthdirect' logo.

24/7 Mental Health Services

Is it an emergency? If you or someone you know is at immediate risk of harm, call triple zero (000)

Suicide Call Back Service <i>Anyone thinking about suicide</i> suicidecallbackservice.org.au 1300 659 467	Lifeline <i>Anyone having a personal crisis</i> lifeline.org.au 13 11 14
Beyond Blue <i>Anyone feeling anxious or depressed</i> beyondblue.org.au 1300 22 4636	Kids Helpline <i>Counselling for young people aged 5 to 25</i> kidshelpline.com.au 1800 55 1800
MensLine Australia <i>Men with emotional or relationship concerns</i> mensline.org.au 1300 78 99 78	Open Arms <i>Veterans and families counselling</i> openarms.gov.au 1800 011 046

healthdirect

Bass Coast Health

Counselling and social work.

(03) 5671 3175

www.basscoasthealth.org.au

Gippsland Southern Health Service

Social work service.

(03) 5654 2737

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

Wellways

Individually tailored services designed to support people affected by mental health issues or disability, as well as their families, friends, and carers.

 (03) 5622 4140

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

Korumburra & Wonthaggi Community Mental Health Service


Mental health crisis and assessment service.


 1300 363 322

 [www.lrh.com.au/services/
mental-health-services/mental
-health-community](http://www.lrh.com.au/services/mental-health-services/mental-health-community)

Within Australia

Service for people aged 16-64 with mental illness, their families and carers.

 1300 737 412

 www.withinaustralia.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

SuicideLine 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



Tandem

Support for carers of people with a mental illness.

 1800 314 325



 www.tandemcarers.org.au

Victorian Mental Illness Awareness Council (VMIAC)

 (03) 9380 3900
 www.vmiac.org.au/

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

Beyond Blue

 1300 22 4636
 www.beyondblue.org.au

Free 24/7 phone, webchat and email service to help people manage their mental health.

Uniting Gippsland

 (03) 5662 5150
 www.unitingvictas.org.au



Counselling for children, adolescents, adults, and couples.

Butterfly Foundation

 1800 334 673
 www.butterfly.org.au

Support for eating disorders and body image issues.

Australian Community Support Organisation (ACSO)

 1300 022 760
 www.acso.org.au



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

Partners in Wellbeing (ACSO)

 1300 375 330
 www.partnersinwellbeing.org.au

Support for mental health and wellbeing.


Red Cross Telecross/Teleyarn

 1300 885 698
 [www.redcross.org.au/
get-help/community-
services/telecross](http://www.redcross.org.au/get-help/community-services/telecross)

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

FriendLine


Friends for Good is a non-for-profit organisation freeing people from loneliness. Friendline was set up to address the gaps in services for those experiencing loneliness.

 1800 424 287

 www.friendline.org.au

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/

Kids Helpline

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

 1800 551 800

 www.kidshelpline.com.au

Smiling Mind

Provides tools to support healthy minds.

 www.smilingmind.com.au/

Eating Disorders Victoria (EDV) Hub


Free and confidential service providing information and peer support for people experiencing eating disorders or those who are supporting them.

1300 550 236

 www.eatingdisorders.org.au

Anxiety Recovery Centre Victoria

OCD and Anxiety Helpline provides support, information and referral to people with anxiety disorders, their families and carers.


 1300 269 438

 (03) 9830 0533

 www.arcvic.org.au

HeadtoHelp

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

 1800 595 212

 www.headtohelp.org.au



Multicultural

Gippsland Multicultural Services


A community-based organisation, assisting migrants and refugees in Gippsland.

 (03) 5133 7072

 www.gms.org.au

Centre for Multicultural Youth (CMY)

Provides specialist knowledge and support to young people from migrant and refugees backgrounds.

 (03) 5116 6180

 www.cmy.net.au

Translating and Interpreting Service

Interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.


 131 450

 www.tisnational.gov.au

Red Cross

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

 www.redcross.org.au

 1800 733 276


**Australian Government -
Department of Home Affairs**

Information on visa requirements.

 www.homeaffairs.gov.au

**Latrobe Community Health Service -
Settlement Engagement and
Transition Support program (SETS)**

Helping new arrivals feel at home.

 1800 242 696


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



People with Disability

**National Disability Insurance
Scheme (NDIS)**


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

Disability Information Line

Government initiative connecting you to disability services across Australia.


 1800 783 783 or

 TTY 1800 008 149

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



Gippsland Disability Advocacy Inc. (GDAI)

Provides advocacy support, information and referral to specialist services.

 (03) 5175 0444
 www.gdai.com.au



New Wave Gippsland Self Advocacy

A self-advocacy group for people with intellectual disability or acquired brain injury living in Gippsland.

 0456 000 083
 www.newwavegippsland.com

Scope Australia

Disability supports.

 1300 472 673
 www.scopeaust.org.au

Interchange Gippsland

Disability services.

 1300 736 765
 (03) 5133 0700
 www.icg.asn.au



Noah's Ark

Disability support.

 1800 819 140
 www.noahsarkinc.org.au



Yooralla

Leongatha Community Hub

 (03) 5662 3344
 (03) 9666 4500
(Yooralla Head Office)
 TTY: (03) 9916 5899
 www.yooralla.com.au



Vision Australia

Vision impairment support.

 (03) 5623 0100
 www.visionaustralia.org

Latrobe Community Health Service

NDIS Local Area
Coordination Service.

 1800 242 696
 www.lchs.com.au

enliven


Easy English health resources


 www.enliven.org.au

 (03) 9791 1768

Connecting2 Australia (C2A)

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

 1300 111 212

 www.connecting2australia.org.au

Gippsland Southern Health Service


In-home disability support program.

 (03) 5654 2737

 www.gshs.com.au

Maxima Joblink – Specialised Employment Service

Maxima supports people with a disability, injury, health condition including mental illness, to find a meaningful career of their choice.

 1300 629 462

 www.maxima.com.au




Support for Older People


South Gippsland Hospital Community Health

Community services including nursing, allied health and social support.

 (03) 5683 9780

 (03) 5683 9777


 0447 253 792

 www.southgippslandhospital.com.au

South Gippsland Hospital

Seniors Day Stay centre based respite.

 (03) 5683 9780

 www.southgippslandhospital.com.au

Older Persons Advocacy Network (OPAN)


Offering free, independent and confidential services that focus on supporting older people stay connected and supported in their community.

 1800 700 600

 www.opan.com.au

National Seniors Australia


Advocacy services for older adults.

 1300 765 050

 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

Community Visitor Scheme (CVS)

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

Bass Coast Adult Learning

Providing quality education and training, accessible to all.

☎ (03) 5672 3115

🌐 www.bcal.vic.edu.au

Gippsland Southern Health Service

Providing Home Care Packages to allow people to remain living in their own home for longer.

☎ (03) 5654 2757

🌐 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

☎ (03) 5662 5911 (Leongatha)

🌐 www.sgsplash.ymca.org.au

☎ (03) 5952 2811 (Phillip Island)

🌐 www.phillipisland.ymca.org.au

Red Cross Telecross/Teleyarn

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

☎ 1300 885 698

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

Latrobe Community Health Service

A range of aged care services.

☎ 1800 242 696


🌐 www.lchs.com.au




Youth Services

South Coast Youth Clinics

Providing a free, drop in, no referral health clinic for young people aged 12-25.

 www.southcoastyouthclinics.com.au


Bass Coast Youth Assist Clinic,
Wonthaggi

 (03) 5672 1333

Foster Youth Assist Clinic

 (03) 5683 9780

Korumburra Youth Access Clinic

 (03) 5655 1355

Leongatha Youth Access Clinic

 (03) 5662 2201


Kooweerup Youth clinic

 (03) 5997 9687

 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

Kids Helpline


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

 1800 55 1800

 www.kidshelpline.com.au

Cybersmart


Information and resources to help young people stay safe online.

 1800 880 176

 www.esafety.gov.au

Gamblers Help Youth Line


Free 24/7 phone and online advice and support for young people experiencing harmful gambling.

 1800 262 376

 www.gamblershelp.com.au/get-help/under-25s/

YES Youth Hub, Wonthaggi


Youth programs, events, workshops, access to services.

 www.yesyouthhub.com.au

The Salvation Army Leongatha


Youth programs and services; including housing support, alcohol & other drugs, youth justice and more.


 1800 221 200

 www.salvationarmy.org.au/need-help/youth-services/

Bass Coast Health


Youth and family counselling.

 (03) 5671 3175

 www.basscoasthealth.org.au

Centre for Multicultural Youth (CMY)


Multicultural Youth Services.

 (03) 5116 6180

 www.cmy.net.au

Anglicare, Wonthaggi

Financial counselling and no interest loans.

 (03) 5671 0000

 www.anglicarevic.org.au

The Orange Door 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

Youth Substance Abuse Service (YSAS)

Alcohol and other drug outreach to vulnerable young people aged 12 to 25 years who require treatment and support to stabilise, reduce or cease harmful substance use.

 1800 458 685

 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
- ☎ (03) 5662 5911 (Leongatha)
- 🌐 www.sgsplash.ymca.org.au
- ☎ (03) 5952 2811 (Phillip Island)
- 🌐 www.phillipisland.ymca.org.au

Quantum

Programs for young people and their families who are experiences difficultly in the home.

- ☎ (03) 5120 2000
- 🌐 www.quantum.org.au

Jesuit Social Services

Programs to engage young people suffering from mental illness.

- ☎ (03) 9421 7640
- 🌐 www.jss.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

Community Directories

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

🌐 [www.basscoast.vic.gov.au/
community-support-
services/community-directory](http://www.basscoast.vic.gov.au/community-support-services/community-directory)

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

Ask Izzy

Services search engine.

🌐 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

🌐 [www2.health.vic.gov.au/
primary-and-community-health/
primary-care/nurse-on-call](http://www2.health.vic.gov.au/primary-and-community-health/primary-care/nurse-on-call)

South Coast Youth Clinics

Providing a free, drop in, no referral health clinic for young people aged 12-25.

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

Foster Youth Assist Clinic

☎ (03) 5683 9780

☎ 0492 844 000


Korumburra Youth Access Clinic

☎ (03) 5655 1355

Leongatha Youth Assist Clinic

 (03) 5662 2201

Bass Coast Youth Assist Clinic,
Wonthaggi

 (03) 5672 1333

Kooweerup Youth Hub


The Hub is a free and confidential service available to all young people.

 (03) 5997 9687

 www.kooweeruphospital.net.au

National Disability Insurance Scheme (NDIS)


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

Dementia Australia

Early Intervention services, psycho-education and counselling.


 1800 100 500

(National Dementia Helpline)

 www.dementia.org.au/

Gippsland Southern Health Service

Community services & allied health.


 (03) 5654 2737

 www.gshs.com.au/

South Gippsland Hospital - Community Health Centre


Provides a broad range of services and activities to help local residents develop healthy lifestyles and prevent and manage illness.


 (03) 5683 9780

 www.southgippslandhospital.com.au

Bass Coast Health

Community services, allied health and nursing.


 (03) 5671 3333

 www.basscoasthealth.org.au

Kooweerup Regional Health Service

Provides care, health, medical and community services.

 (03) 5997 9679

 www.kooweeruphospital.net.au

Latrobe Community Health Service

☎ 1800 242 696

Settlement Engagement and
Transition Support Program

🌐 www.lchs.com.au

South Gippsland Citizens Advice Bureau

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

☎ (03) 5662 2111

🌐 www.sgcab.org.au/



Image courtesy of David Hannah |2014

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_tip_sheets
www.southcoastpcp.org.au/Resources/community-guides-to-services-in-the-south-coast

Thank you

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.

Further information

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

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

Bass Coast Shire Council
basscoast@basscoast.vic.gov.au

South Gippsland Shire Council
council@southgippsland.vic.gov.au

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.

My Notes



A partnership between

