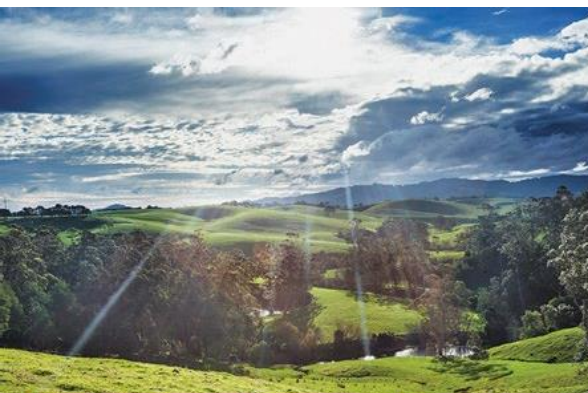


# Community Guide to **local health services and supports**

**Bass Coast and South Gippsland**  
Fourth 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.accesshub.gov.au](http://www.accesshub.gov.au)

## **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)

# Welcome

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Welcome to the third 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](http://www.basscoast.vic.gov.au) and [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au) and can either be read online or printed. We thank all the service providers who continue to work hard to support the community and provide the best quality service.

## Acknowledgement

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.



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This guide is intended to provide contact information on a range of support services. For all emergencies please call triple zero. 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

# Alcohol and Other Drugs

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

## Gippsland Southern Health Service

Alcohol and drug counselling, residential and 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)

## headspace Wonthaggi

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

☎ (03) 5671 5900

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

## Narcotics Anonymous

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

☎ 1300 652 820    🌐 [www.na.org.au/multi/](http://www.na.org.au/multi/)

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

## **Community Houses and Learning**

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

### **Bass Coast**

#### **Bass Coast Adult Learning (BCAL)**

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)

#### **Bass Valley Community Centre**

☎ (03) 5678 2277    🌐 [bvccg.org.au](http://bvccg.org.au)

#### **Corinella and District Community Centre**

☎ (03) 5678 0777    🌐 [www.corinellacommunitycentre.org.au](http://www.corinellacommunitycentre.org.au)

#### **Inverloch Community House**

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

#### **Koo Wee Rup Community Centre**

☎ (03) 5997 2001    🌐 [kooweeruphospital.net.au](http://kooweeruphospital.net.au)

#### **Phillip Island Community and Learning Centre (PICAL)**

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

#### **Wonthaggi Neighbourhood Centre at Mitchell House**

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

## South Gippsland

### Leongatha Community House

☎ (03) 5662 3962    🌐 [www.leongathacommunityhouse.org.au](http://www.leongathacommunityhouse.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    🌐 [milparacommunityhouse.org.au](http://milparacommunityhouse.org.au)

### Venus Bay Community Centre

☎ (03) 5663 7499    🌐 [www.vbcc.org.au](http://www.vbcc.org.au)

## Find a Justice of the Peace

🌐 [www.rvahj.org.au/find-a-justice-of-the-peace](http://www.rvahj.org.au/find-a-justice-of-the-peace)

## U3A Universities of the Third Age

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

### U3A - Bass Valley

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

### U3A - Prom Coast

☎ 0427 862 342    🌐 [u3apromcoast.com.au](http://u3apromcoast.com.au)

### U3A - Wonthaggi

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

### Myli – My Community Library

Cowes  (03) 5952 2842

Foster  (03) 5682 1735

Inverloch  (03) 5674 1169

Korumburra  (03) 5655 1105

Leongatha  (03) 5662 4829

Mirboo North  (03) 5668 1528

Poowong  (03) 5659 2349

San Remo  (03) 5644 3320

Waterline (Grantville)  (03) 5622 2849

Welshpool  (03) 5688 1051

Wonthaggi  (03) 5672 1875



# Disability Services

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## Connecting2Australia (C2A)

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

☎ 1300 111 212    🌐 [connecting2australia.org](https://connecting2australia.org)

## 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](https://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](https://www.gdai.com.au)

## Gippsland Southern Health Service

In-home disability support program.

☎ (03) 5654 2737    🌐 [www.gshs.com.au](https://www.gshs.com.au)

## Interchange Gippsland

Disability services.

☎ 1300 736 765    ☎ (03) 5133 0700

🌐 [icg.asn.au](https://icg.asn.au)

## Latrobe Community Health Service

NDIS local area coordination service.

☎ 1800 242 696    🌐 [www.lchs.com.au](https://www.lchs.com.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](http://www.ndis.gov.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      🌐 [newwavegippsland.com](http://newwavegippsland.com)

## **WISE Employment**

Delivers government-funded employment programs like Disability Employment Services (DES) and Workforce Australia

☎ 1800 685 105      🌐 [www.wiseemployment.com.au](http://www.wiseemployment.com.au)



## Noah's Ark

Disability support.

☎ 1800 819 140

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

## Scope Australia

Disability support.

☎ 1300 472 673

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

## Vision Australia

Vision impairment support.

☎ (03) 5623 0100

🌐 [www.visionaustralia.org](http://www.visionaustralia.org)

## Yooralla

Leongatha Community Hub

☎ (03) 5662 3344

☎ (03) 9666 4500 (Yooralla Head Office)

☎ TTY: (03) 9916 5899

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



# Family and Children's Services

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## 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)

## Bass Coast Health

Integrated family services, maternal and child health, supported playgroups and family day care.

☎ 1800 319 354    🌐 [www.basscoasthealth.org.au](http://www.basscoasthealth.org.au)

## Bass Coast Shire Council

Immunisation and kindergarten registrations.

☎ 1300 226 278    🌐 [www.basscoast.vic.gov.au](http://www.basscoast.vic.gov.au)

## Berry Street

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

☎ (03) 5134 5971    🌐 [www.berrystreet.org.au](http://www.berrystreet.org.au)

## headspace Wonthaggi

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

☎ (03) 5671 5900

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

## Latrobe Regional Hospital

Agnes Unit - for parents experiencing sleep and settling issues with their newborns.

☎ (03) 5173 8000

🌐 [lrh.com.au/mental-health-services/mums-bubs/](http://lrh.com.au/mental-health-services/mums-bubs/)

## **MensLine Australia**

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

☎ 1300 78 99 78    🌐 [mensline.org.au](https://mensline.org.au)

## **Parentzone Gippsland Anglicare**

Parent education.

☎ (03) 5135 9555

🌐 [www.anglicarevic.org.au/our-services/family-and-parenting-support/parentzone/](https://www.anglicarevic.org.au/our-services/family-and-parenting-support/parentzone/)

## **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](https://www.qec.org.au)

## **Relationships Australia**

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

☎ (03) 5175 9500 or 1300 364 277

🌐 [www.relationshipsvictoria.com.au](https://www.relationshipsvictoria.com.au)

## **South Gippsland Hospital Counselling**

Children and adolescent mental health service.

☎ (03) 5683 9780

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

## **South Gippsland Shire Council**

Immunisations, kindergarten registrations, maternal and child health, supported playgroups.

☎ (03) 5662 9200    🌐 [www.southgippsland.vic.gov.au](https://www.southgippsland.vic.gov.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](https://www.orangedoor.vic.gov.au)

## Uniting Gippsland

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

☎ (03) 5662 5150    🌐 [www.unitingvictas.org.au/locations/](http://www.unitingvictas.org.au/locations/)

## Victorian Aboriginal Childcare Agency (VACCA)

Servicing children, young people, families and community members.

☎ (03) 5135 6055    🌐 [www.vacca.org](http://www.vacca.org)

## Bass Coast and South Gippsland Aquatic and Leisure

Range of physical activity services and facilities.

☎ (03) 5662 5911 (Leongatha)    🌐 [sgsplash.ymca.org.au](http://sgsplash.ymca.org.au)

☎ (03) 5952 2811 (Phillip Island)    🌐 [www.basscoastleisure.com.au](http://www.basscoastleisure.com.au)

☎ (03) 5672 4194 (Wonthaggi)    🌐 [www.basscoastleisure.com.au](http://www.basscoastleisure.com.au)

## Yooralla

Inclusion support for early learning services.

☎ (03) 9666 4500    🌐 [www.yooralla.com.au](http://www.yooralla.com.au)



# Family Violence

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If you are concerned for your immediate safety or the safety of someone else, please call triple zero for emergency assistance.

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## 1800 Respect

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

 1800 737 732     [1800respect.org.au](https://1800respect.org.au)

## Bass Coast Health

Family violence and sexual assault counselling and support.

 (03) 5671 3175     [www.basscoasthealth.org.au](https://www.basscoasthealth.org.au)

## Child Protection

For children and young people whose safety is at risk.

 13 12 78     [services.dffh.vic.gov.au/child-protection](https://services.dffh.vic.gov.au/child-protection)

## 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](https://www.gcasa.org.au)

## Gippsland Southern Health Service

Social work service.

 (03) 5654 2737     [www.gshs.com.au/social-work](https://www.gshs.com.au/social-work)

## Men's Referral Service

A free, confidential telephone helpline that offers counselling, advice and support to men who have anger, relationship or parenting issues.

 1300 766 491     [ntv.org.au](https://ntv.org.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)

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

## Victims of Crime Helpline

☎ 1800 819 817    🌐 [www.victimsofcrime.vic.gov.au](http://www.victimsofcrime.vic.gov.au)

## WithRespect

Specialised LGBTQI+ family violence service.

☎ 1800 542 847    🌐 [www.withrespect.org.au](http://www.withrespect.org.au)



# **Financial Counselling**

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## **Anglicare Financial Counselling Program**

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

☎ 1800 809 722      🌐 [www.anglicarevic.org.au](http://www.anglicarevic.org.au)

## **Gamblers Help**

Free, confidential Gambler's Help services, available in multiple languages.

☎ 1800 858 858      🌐 [gamblershelp.com.au](http://gamblershelp.com.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](http://www.lchs.com.au)

## **Rural Financial Counselling Service (RFCS)**

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

☎ 1300 045 747      🌐 [ruralfinancialcounselling.org.au](http://ruralfinancialcounselling.org.au)

## **Services Australia (previously Centrelink)**

Can assist with income support options.

☎ 13 28 50      🌐 [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

## **SVDP (St Vincent de Paul Society) Bass Conference**

Assists people experiencing poverty and inequality.

☎ 13 18 12



## **The Salvation Army Leongatha - Moneycare**

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

📞 (03) 5662 6400

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

# First Nations Services

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## Aboriginal Health Liaison Officer

Support for Aboriginal patients, families and community members.

☎ (03) 5671 3333 ☎ 0490 665 673

## Gippsland and East Gippsland Aboriginal Cooperative (GEGAC)

Bairnsdale

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

☎ (03) 5150 0700 🌐 [www.gegac.org.au](http://www.gegac.org.au)

## Koorie Education Support Officer

Department of Education

☎ 1800 338 663

## National Aboriginal Community Controlled Health Organisation (NACCHO)

Health resources.

☎ (02) 6246 9300 🌐 [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)

## Victorian Aboriginal Childcare Agency (VACCA)

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

☎ (03) 5135 6055 🌐 [www.vacca.org](http://www.vacca.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](http://www.vaccho.org.au)



# Food and Essential Supplies

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## Australian Red Cross

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

☎ 1800 675 398 🌐 [www.redcross.org.au](http://www.redcross.org.au)

## Bass Coast

### Bass Valley Community Centre

☎ (03) 5678 2277 🌐 [bvccg.org.au](http://bvccg.org.au)

### Corinella and District Community Centre

☎ (03) 5678 0777 🌐 [www.corinellacommunitycentre.org.au](http://www.corinellacommunitycentre.org.au)

### Phillip Island Community and Learning Centre (PICAL)

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

### Wonthaggi Neighbourhood Centre at Mitchell House

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

## Bass Coast Health

Food relief provided through social work services.

☎ (03) 5671 3175 🌐 [www.basscoasthealth.org.au](http://www.basscoasthealth.org.au)

## Bass Coast Shire Council

Bass Coast Food Relief Guide

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

## Foodbank Victoria

Australia's largest food relief organisation.

☎ (03) 9362 8300 🌐 [www.foodbank.org.au/?state=vic](http://www.foodbank.org.au/?state=vic)

## South Gippsland

### Leongatha Community House

☎ (03) 5662 3962 🌐 [www.leongathacommunityhouse.org.au](http://www.leongathacommunityhouse.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 🌐 [milparacommunityhouse.org.au](http://milparacommunityhouse.org.au)

### **Venus Bay Community Centre**

☎ (03) 5663 7499    🌐 [www.vbcc.org.au](http://www.vbcc.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](http://www.basscoastanglican.org.au/welfare)

### **St Johns Uniting Church, Cowes**

Providing welfare assistance.

☎ (03) 5952 2083    🌐 [www.cowes.unitingchurch.org.au](http://www.cowes.unitingchurch.org.au)

### **SVDP (St Vincent de Paul Society) Bass Conference**

Calls must be received before 11am on Tuesday and Friday for same day assistance.

☎ 0407 204 506    🌐 [www.vinnies.org.au](http://www.vinnies.org.au)

### **The Salvation Army**

Food relief.

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



## Health and Services

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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 GP or health professional to find out how you can access this service.

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

### Ask Izzy

Services search engine.

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

### Bass Coast Health

Community services, allied health and nursing.

 (03) 5671 3333  [www.basscoasthealth.org.au](http://www.basscoasthealth.org.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)

### Dementia Australia

Early intervention services, psycho-education and counselling.

 1800 100 500 (National Dementia Helpline)

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

## **Gippsland Region Public Health Unit**

Working in health protection and population health promotion, targeting healthy eating, physical activity and tobacco related harm. The GRPHU is responsible for managing and responding to public health issues in Gippsland including responses to communicable diseases.

 (03) 5173 5451     [lrh.com.au](http://lrh.com.au)

## **Gippsland Southern Health Service**

Community services and allied health.

 (03) 5654 2737     [www.gshs.com.au](http://www.gshs.com.au)

## **Kooweerup Regional Health Service**

Provides a broad range of services including aged care, health, medical and community services.

 (03) 5997 9679     [kooweeruphospital.net.au](http://kooweeruphospital.net.au)

## **Kooweerup Youth Hub**

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

 (03) 5997 9687     [kooweeruphospital.net.au](http://kooweeruphospital.net.au)

## **Latrobe Community Health Service**

Settlement Engagement and Transition Support Program.

 1800 242 696     [www.lchs.com.au](http://www.lchs.com.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](http://www.ndis.gov.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     [www.healthdirect.gov.au/nurse-on-call](http://www.healthdirect.gov.au/nurse-on-call)

## **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](http://www.sgcab.org.au)

## **South Coast Youth Clinics**

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

|                                           |                                    |
|-------------------------------------------|------------------------------------|
| Bass Coast Youth Assist Clinic, Wonthaggi | ☎ (03) 5672 1333                   |
| Foster Youth Assist Clinic                | ☎ (03) 5683 9780    ☎ 0492 844 000 |
| Korumburra Youth Access Clinic            | ☎ (03) 5655 1355                   |
| Leongatha Youth Access Clinic             | ☎ (03) 5662 2201                   |

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

## **South Gippsland Hospital Positive Ageing Service**

Advocacy and early intervention for older people.

☎ (03) 5683 9780    🌐 [southgippslandhospital.com.au](http://southgippslandhospital.com.au)

## **South Gippsland Hospital Youth Assist Clinic**

Community services.

☎ (03) 5683 9780    🌐 [southgippslandhospital.com.au](http://southgippslandhospital.com.au)

## **The Victorian Pride Centre**

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

🌐 [pridecentre.org.au/resource-directory/](http://pridecentre.org.au/resource-directory/)

# **Housing and Homelessness**

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## **Community Housing Limited**

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

☎ (03) 5120 4800 ☎ 1300 245 468 🌐 [chl.org.au](http://chl.org.au)

## **Quantum Support Services**

Provides services to assist addressing and resolving homelessness.

☎ 1800 243 455 🌐 [quantum.org.au](http://quantum.org.au)

## **The Salvation Army Leongatha**

Homelessness support services – adult and youth.

☎ (03) 5662 6400 🌐 [www.salvationarmy.org.au](http://www.salvationarmy.org.au)

Other support may be available through:

## **Consumer Affairs**

☎ 1300 558 181 🌐 [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

## **Real estate / Tenant advice**

☎ (03) 9205 6666 🌐 [reiv.com.au](http://reiv.com.au)

## **Salvation Army Wonthaggi**

☎ (03) 5667 5202 🌐 [www.salvationarmy.org.au](http://www.salvationarmy.org.au)



# **In-home Supports**

## **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.health.vic.gov.au/ageing-and-aged-care/my-aged-care-assessment-services](http://www.health.vic.gov.au/ageing-and-aged-care/my-aged-care-assessment-services)

## **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)

## **Commonwealth Home Support Program (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](http://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](http://www.gshs.com.au)



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

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

**mecwacare:**

☎ 1800 163 292      ☎ (03) 8573 4980

🌐 [www.mecwacare.org.au/services/home-care/home-and-community-care-program-for-younger-people-hacc-pyp/](http://www.mecwacare.org.au/services/home-care/home-and-community-care-program-for-younger-people-hacc-pyp/)

## **Latrobe Community Health Services Carer Programs**

Short-term respite for carers.

☎ 1800 242 696

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

## **Bass Coast Residents**

**mecwacare**

☎ 1800 163 292

🌐 [www.mecwacare.org.au/our-services/home-care-services](http://www.mecwacare.org.au/our-services/home-care-services)

## **South Gippsland Residents**

### **My Aged Care**

☎ 1800 200 422

🌐 <https://www.myagedcare.gov.au/>

## **South Gippsland Hospital**

A range of in-home supports including Commonwealth Home Support Program, Home Care Packages and Transition Care Programs.

Provides nursing, allied health and home care services.

☎ (03) 5683 9780      🌐 [southgippslandhospital.com.au](http://southgippslandhospital.com.au)

## **Legal Assistance**

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### **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/](http://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](http://www.gcls.org.au)



## **Gippsland Pride Initiative Inc**

 [gippslandprideinitiative.com](http://gippslandprideinitiative.com)

## **headspace Wonthaggi**

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

 (03) 5671 5900

 [headspace.org.au/headspace-centres/wonthaggi/](http://headspace.org.au/headspace-centres/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](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.

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

# Mental Health Support

 **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)

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



## 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](https://www.arcvic.org.au)

## Australian Community Support Organisation (ACSO)

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](https://www.acso.org.au)

## **Partners in Wellbeing (ACSO)**

Support for mental health and wellbeing.

☎ 1300 375 330    🌐 [www.partnersinwellbeing.org.au](http://www.partnersinwellbeing.org.au)

## **Bass Coast Health**

Counselling and social work.

☎ (03) 5671 3175    🌐 [www.basscoasthealth.org.au](http://www.basscoasthealth.org.au)

## **Beyond Blue**

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

☎ 1300 22 4636    🌐 [www.beyondblue.org.au](http://www.beyondblue.org.au)

## **Butterfly Foundation**

Support for eating disorders and body image issues.

☎ 1800 334 673    🌐 [butterfly.org.au](http://butterfly.org.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](http://www.eatingdisorders.org.au)

## **FriendLine**

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](http://www.friendline.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)

## **headspace Wonthaggi**

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

☎ (03) 5671 5900

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

## **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    🌐 [jss.org.au](https://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    🌐 [kidshelpline.com.au](https://kidshelpline.com.au)

## **Korumburra & Wonthaggi Community Mental Health Service**

Mental health crisis and assessment service.

☎ 1300 363 322    🌐 [lrh.com.au](https://lrh.com.au)

## **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](https://www.lifeline.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    🌐 [www.redcross.org.au/services/telecross/](https://www.redcross.org.au/services/telecross/)

## **Smiling Mind**

Provides tools to support healthy minds.

🌐 [www.smilingmind.com.au](https://www.smilingmind.com.au)



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### **South Gippsland Hospital Counselling and Social Work**

Mental health counselling and social work (Stepped Care) services for adults and children.

☎ (03) 5683 9780    🌐 [southgippslandhospital.com.au](https://southgippslandhospital.com.au)

### **SuicideLine Victoria**

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

☎ 1300 651 251    🌐 [suicideline.org.au](https://suicideline.org.au)

### **Tandem**

Support for carers of people with a mental illness.

☎ 1800 314 325    🌐 [www.tandemcarers.org.au](https://www.tandemcarers.org.au)

### **Uniting Gippsland**

Counselling for children, adolescents, adults, and couples.

☎ (03) 5662 5150    🌐 [www.unitingvictas.org.au](https://www.unitingvictas.org.au)

## **Victorian Mental Illness Awareness Council (VMIAC)**

Offers a helpline and provides practical support and group based activities for people experiencing distress or those who need help with their mental health.

☎ (03) 9380 3900    🌐 [www.vmiac.org.au](http://www.vmiac.org.au)

## **Wellways Australia**

Connecting people, strengthening families and transforming communities for individuals of all ages experiencing disabilities or challenges to their social and emotional wellbeing.

☎ (03) 5622 4110    🌐 [www.wellways.org](http://www.wellways.org)

☎ (03) 5671 3900



# Multicultural

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## **Australian Government - Department of Home Affairs**

Information on visa requirements.

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

## **Gippsland Multicultural Services**

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

 (03) 5133 7072     [www.gms.org.au](http://www.gms.org.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/)

## **Red Cross**

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

 1800 733 276     [www.redcross.org.au](http://www.redcross.org.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](http://www.tisnational.gov.au)

# Older People Services

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## Community Visitor Scheme (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    🌐 [communityvisitorsscheme.com.au](http://communityvisitorsscheme.com.au)

## Council of the Ageing

COTA is a not-for-profit organisation representing the interests and rights of people aged 50+ in Victoria.

☎ (03) 9655 2100    🌐 [www.cota.org.au](http://www.cota.org.au)

## Elders Rights Advocacy

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

☎ (03) 9602 3066    🌐 [elderrights.org.au](http://elderrights.org.au)

## Flying Doctors Community Transport

Free transport to and from health appointments for eligible people.

☎ (03) 7046 4664

🌐 [www.flyingdoctor.org.au/vic/what-we-do/community-transport](http://www.flyingdoctor.org.au/vic/what-we-do/community-transport)

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

## Kooweerup Regional Health Service

Support for older persons - nursing, allied health, carer support, centre and home care respite, social support.

☎ (03) 5997 9679    🌐 [kooweeruphospital.net.au](http://kooweeruphospital.net.au)



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## **Latrobe Community Health Service**

A range of aged care services.

☎ 1800 242 696      🌐 [www.lchs.com.au](http://www.lchs.com.au)

## **My Aged Care**

National support and services scheme for people aged over 65 years.

☎ 1800 200 422      🌐 [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## **National Seniors Australia**

Advocacy services for older adults.

☎ 1300 765 050      🌐 [nationalseniors.com.au](http://nationalseniors.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      🌐 [opan.org.au](http://opan.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/services/telecross/](http://www.redcross.org.au/services/telecross/)

## **South Gippsland Hospital**

Seniors day stay centre based respite.

☎ (03) 5683 9780      🌐 [southgippslandhospital.com.au](http://southgippslandhospital.com.au)

## **South Gippsland Hospital Community Care**

Community services including nursing, allied health, respite and social support.

☎ (03) 5683 9780    🌐 [southgippslandhospital.com.au](https://southgippslandhospital.com.au)

## **South Gippsland Hospital Positive Ageing Service**

Advocacy and early intervention for chronic disease management or those at risk of developing a chronic condition. Includes advocacy, dietetics, exercise physiology and social work.

☎ (03) 5683 9780    🌐 [southgippslandhospital.com.au](https://southgippslandhospital.com.au)

## **Veterans and Ex-Service Support**

### **Legacy**

Legacy support partners and children of veterans who gave their lives or health serving our country.

☎ 1800 LEGACY (1800 534 229)    🌐 [www.legacy.com.au](https://www.legacy.com.au)

### **Open Arms**

Veterans and families counselling.

☎ 1800 011 046    🌐 [www.openarms.gov.au](https://www.openarms.gov.au)

### **Victorian Returned & Services League (RSL)**

The RSL supports and assists serving and ex-serving members of the Australian Defence Force (ADF), veterans and their families. RSL support services include compensation advocacy support, health and wellbeing programs and social activities.

There are 10 RSL Sub-Branches that provide support to the region.

☎ RSL's Veteran Services Team 1300 MILVET (1300 645 838)

🌐 [rslvic.com.au/locations](https://rslvic.com.au/locations)

# Youth Services

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## Bass Coast Health

Youth and family counselling.

☎ (03) 5671 3175    🌐 [www.basscoasthealth.org.au](http://www.basscoasthealth.org.au)

## Centre for Multicultural Youth (CMY)

Multicultural youth services.

☎ (03) 5116 6180    🌐 [www.cmy.net.au](http://www.cmy.net.au)

## Cybersmart

Information and resources to help young people stay safe online.

☎ 1800 880 176    🌐 [www.esafety.gov.au](http://www.esafety.gov.au)

## Gamblers Help Youth Line

Free 24/7 phone and online advice and support for under 25's experiencing the harmful effects of gambling.

☎ 1800 262 376  
🌐 [gamblershelp.com.au/get-help/under-25s/](http://gamblershelp.com.au/get-help/under-25s/)

## headspace Wonthaggi

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

☎ (03) 5671 5900  
🌐 [headspace.org.au/headspace-centres/wonthaggi/](http://headspace.org.au/headspace-centres/wonthaggi/)

## Jesuit Social Services

Programs to engage young people suffering from mental illness.

☎ (03) 9421 7600    🌐 [jss.org.au](http://jss.org.au)

## Kids Helpline

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

☎ 1800 55 1800    🌐 [kidshelpline.com.au](http://kidshelpline.com.au)

## Kooweerup Youth Clinic

☎ (03) 5997 9687    🌐 [kooweeruphospital.net.au](http://kooweeruphospital.net.au)

## Quantum

Programs for young people and their families who are experiencing difficulty in the home.

☎ 1800 243 455    🌐 [quantum.org.au](http://quantum.org.au)

## South Gippsland Hospital Youth Assist Clinic

Providing physical, mental, sexual and emotional health consults with the support of headspace and a GP.

☎ (03) 5683 9780    🌐 [southgippslandhospital.com.au](http://southgippslandhospital.com.au)



## South Coast Youth Clinics

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

|                                           |                  |
|-------------------------------------------|------------------|
| 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 |

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

## The Salvation Army Leongatha

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

☎ 1800 221 200  
🌐 [www.salvationarmy.org.au/need-help/youth-services/](http://www.salvationarmy.org.au/need-help/youth-services/)



## **Whitelion Youth - Gippsland**

For young people in out of home care who are looking for mentoring and community connection.

 1300 669 600       [www.whitelion.asn.au/southern-gippsland](http://www.whitelion.asn.au/southern-gippsland)

## **Workforce Plus**

Local youth service for young people 15 to 24, to help young people overcome barriers to employment and education.

 1800 118 244

## **YES Youth Hub, Wonthaggi**

Youth programs, events, workshops, access to services.

 [www.facebook.com/people/Yes-Youth-Hub-by-AV](https://www.facebook.com/people/Yes-Youth-Hub-by-AV)

## **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       [ysas.org.au](http://ysas.org.au)

## Thank you

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.

## Recycling

This booklet is fully recyclable, please dispose of thoughtfully when you no longer need it.

## Further information

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

Bass Coast Shire Council  
[basscoast@basscoast.vic.gov.au](mailto:basscoast@basscoast.vic.gov.au)

South Gippsland Shire Council  
[council@southgippsland.vic.gov.au](mailto:council@southgippsland.vic.gov.au)



David Hannah

## **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.

A partnership between

