

Community Guide to local health services and supports



Contents

Introduction	3
COVID-19	4
Aboriginal and Torres Strait Islander	6
Alcohol and Other Drugs	7
Community Houses and Learning	8
Family and Children's Services	11
Family Violence	13
Financial Counselling	15
Food and Essential Supplies	16
Housing and Homelessness	18
In Home Supports	18
Legal Assistance	20
LGBTIQ+	21
Mental Health Support	22
Multicultural	26
People with Disability	27
Support for Older People	28
Youth Services	30
Health Referrals and Service Directories	33
Self Care Tips	36
My Notes	39



Introduction

Welcome to the Community Guide to health services and supports in Bass Coast and South Gippsland. We hope that this guide is able to provide you with a quick reference to localised support services for yourself, family, friends, colleagues or neighbours. The document is readily accessible online at www.basscoast.vic.gov.au, 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 service providers who are working hard to support the community during these challenging times and encourage the community to be kind, support each other and reach out for help where you need.

National Relay Service (NRS)

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

Translating and Interpreting Service (TIS) National

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

Acknowledgements

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

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



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


COVID-19

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

Where to get tested

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

Wonthaggi Hospital

 (03) 5671 3333


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

Phillip Island Health Hub

 (03) 5951 2101

50 Church Street, Cowes.
No appointment needed.

Wonthaggi Respiratory Clinic

 0492 036 568

42 Murray Street, Wonthaggi.
By appointment only.

Foster Respiratory Clinic

 (03) 5682 2088

97 Station Road, Foster.
By appointment only.

Leongatha, Gippsland

 (03) 5654 2777

Southern Health Service

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

Find the latest news, key facts and figures, contacts and phone numbers, and answers to your questions at www.health.gov.au or www.who.int

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

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

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



Fever



Runny nose



Sore throat



Cough



Chills
or sweats



Shortness
of breath



Loss of sense
of smell or taste

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

It's not over yet.



**Find out where to get tested visit
vic.gov.au/CORONAVIRUS**

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




Aboriginal and Torres Strait Islander

GEGAC, Gippsland and East Gippsland Aboriginal Cooperative


Bairnsdale

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


 (03) 5150 0700

Koorie Preschool Field Officer

Leongatha


 (03) 5662 5150

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

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

VACCA, Victorian Aboriginal Childcare Agency

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

 (03) 5135 6055
(Morwell Office)

 www.vacca.org

Australian Indigenous HealthInfoNet  www.healthinfonet.ecu.edu.au


NACCHO, National Aboriginal Community Controlled Health Organisation

Health Resources

 www.naccho.org.au

Ramahyuck District Aboriginal Corporation

Medical, dental and family services.

 (03) 5143 1644

 www.ramahyuck.org

VACCHO, Victorian Aboriginal Community Controlled Health Organisation Inc.

Advocate for the health of Aboriginal peoples in Victoria.


 www.vaccho.org.au



Alcohol and Other Drugs

headspace Wonthaggi


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

 (03) 5671 5900

 www.headspace.org.au/wonthaggi

ACSO, Australian Community Support Organisation


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

 1300 022 760

 www.acso.org.au

Bass Coast Health


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

 1300 022 760

 www.basscoasthealth.org.au

YSAS, Youth Substance Abuse Service


Alcohol, drugs and social disconnection support.

 1300 022 760

 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

 (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) 59972001
 www.kooweeruphospital.net.au



U3A Universities of the Third Age

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

U3A - Wonthaggi

 0491 093 300
 www.u3awonthaggi.org.au



U3A - Phillip Island

 0422 576 139
 www.pical.org.au/u3a

U3A - Prom Coast

 (03) 5684 1094
 www.u3apromcoast.com.au

U3A - Bass Valley

 0404 252 470
 www.u3abassvalley.com

BCAL, Bass Coast Adult Learning

 (03) 5672 3115

www.bcal.vic.edu.au

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


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

 0418 358 016


Waterline (Grantville)

 (03) 5622 2849

Welshpool

 (03) 5688 1051

Wonthaggi

 (03) 5672 1875



Family and Children's Services

Uniting Gippsland


(formerly UnitingCare Gippsland)


Leongatha

 (03) 5662 5150


headspace Wonthaggi


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

 (03) 5671 5900

 www.headspace.org.au/wonthaggi


Relationships Australia

 (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

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

 1300 78 99 78

The Orange Door

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

 1800 319 354


 www.orangedoor.vic.gov.au


Bass Coast Health


Integrated family services

Maternal & Child Health

Supported Playgroups

 1800 319 354

 (03) 5671 4275

 0427 729 695

South Gippsland Shire Council

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

☎ (03) 5662 9200

🌐 www.southgippsland.vic.gov.au

Bass Coast Shire Council

Immunisation

☎ 1300 226 278

🌐 www.basscoast.vic.gov.au/immunisation

Parentzone Gippsland Anglicare

Parent education

☎ (03) 5135 9555

✉ parentzone.gippsland@anglicarevic.org.au

YMCA Bass Coast and South Gippsland

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

☎ (03) 5672 4194 (Wonthaggi)

🌐 www.wonthaggi.ymca.org.au

☎ (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

VACCA, Victorian Aboriginal Childcare Agency


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


 (03) 5135 6055
(Morwell Office)

 www.vacca.org

Berry Street


Protecting and caring for children.

 (03) 5134 5971
(Morwell Office)

 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.

 0436 653 632


Family Violence

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

 000

The Orange Door in Inner Gippsland


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

 1800 319 354

 www.orangedoor.vic.gov.au

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

 www.services.dhhs.vic.gov.au/child-protection


Men's Referral Service

For people at risk of using family violence.

 1300 766 491


WithRespect

Specialist LGBTIQ+ family violence service.

 1800 542 847


Victims of Crime Helpline

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

 1800 819 817

1800 Respect


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

 1800 737 732

 www.1800respect.org.au

GCASA, Gippsland Centre Against Sexual Assault


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

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

 www.gcasa.org.au


Salvation Army, Leongatha


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

 (03) 5662 6400

Gippsland Southern Health Service


Social work service

 (03) 5654 2737

 www.gshs.com.au/social-work

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/

Services Australia

(previously Centrelink)


Can assist with income support options.

 13 28 50

 www.servicesaustralia.gov.au


Business Victoria

Business/workplace questions

 13 22 15

RFCS


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

 1300 045 747

 www.ruralfinancialcounselling.org.au


Latrobe Community Health Service

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

 1800 242 696


 www.lchs.com.au

Gamblers Help

 1800 242 696


Anglicare Financial Counselling Program

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

 1800 286 260

 www.anglicarevic.org.au

St Vincent de Paul Wonthaggi Welfare

 (03) 5672 5584 (Helpline)

Food and Essential Supplies


Local food suppliers

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

Bass Coast:


 www.basscoastlocal.com

South Gippsland:


 www.openinyourarea.com.au/south-gippsland

Bass Coast Health

Food relief provided through Social Work services.

 (03) 5671 3175

Australian Red Cross


 1800 675 398

Community Houses

Leongatha Community House

 (03) 5662 3962


Venus Bay Community Centre

 (03) 5663 7499

Manna Gum Community House, Foster

 (03) 5682 1101

Milpara Community House, Korumburra

 (03) 5655 2524

Bass Coast

Phillip Island Community and Learning Centre

☎ (03) 5952 1131

Corinella and District Community Centre

☎ (03) 5678 0777

Bass Valley Community Centre

☎ (03) 5678 2277

Wonthaggi Neighbourhood Centre at Mitchell House

☎ (03) 5672 3731

Inverloch Community House

☎ (03) 5674 2444

St Johns Uniting Church, Cowes

☎ (03) 5952 2083

St Vincent de Paul Society

☎ 1800 305 330

Latrobe Community Health Service

☎ 1800 242 696

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

🌐 www.lchs.com.au/services/community/emergency-relief/

The Salvation Army

Food relief provided through the Doorways program.

The Salvation Army, Wonthaggi

☎ (03) 5672 1228

The Salvation Army, Leongatha


☎ (03) 5662 6400

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




Housing and Homelessness

The Salvation Army Leongatha
Homelessness Support Services –
adult & youth


 (03) 5662 6400

Quantum Support Services

 (03) 5120 2000

 www.quantum.org.au

Community Housing Limited

 (03) 5120 4800

1300 245 468


 www.chl.org.au

Other support may be available through:

Consumer Affairs

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

**CHSP, Commonwealth Home
Support Program**


 1800 200 422

 www.myagedcare.gov.au

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

Gippsland Southern Health Service

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

 (03) 5654 2722

 www.gshs.com.au


HACC PYP, Home and Community Care Program for Younger People

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

 (03) 5662 9370

Bass Coast Health

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

 (03) 5671 3333

 www.basscoasthealth.org.au

South Gippsland Hospital

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


 (03) 5683 9780


 www.southgippslandhospital.com.au

RAS, Regional Assessment Service

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

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

 (03) 5662 9370

 1800 163 292
(mecwacare RAS)

 www.southgippsland.vic.gov.au/homepage/186/regional_assessment_service

Home Support Services

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

Allied Health

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

District Nursing

Social Support Groups


Multicultural Services

Aged Care Assessment Team

(Residential Care and Aged Care Packages)

Disability Services

ACAS, Aged Care Assessment Service

 1800 242 696

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




Legal Assistance

Better Place Australia & Family Law  1800 639 523

Pathways Network

Family Law Pathways

GCLS, Gippsland Community Legal Service

 1800 004 402

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

LGBTIQ+

headspace Wonthaggi

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

☎ (03) 5671 5900

🌐 www.headspace.org.au/wonthaggi

Qlife

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

☎ 1800 184 527

Switchboard Victoria

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

☎ (03) 9663 6733

1800 184 527

🌐 www.switchboard.org.au

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/

SCIN, South Coast Inclusion Network

🌐 www.scin.org.au

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



Mental Health Support

For 24/7 mental health support, go to:

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



Bass Coast Health

Counselling and social work

☎ (03) 5671 3175

🌐 www.basscoasthealth.org.au

Gippsland Southern Health Service

Social work service

☎ (03) 5654 2737

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

South Gippsland Hospital Community Health

Primary Mental Health and
Stepped Care Program

☎ (03) 5683 9780

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

Wellways New Access

Free mental health coaching program

☎ (03) 5622 4140

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

Wonthaggi Community Mental Health Service

Latrobe Regional Hospital

☎ 1300 363 322

Within Australia

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

☎ 1300 737 412

🌐 www.withinaustralia.org.au

Uniting Gippsland


Counselling

 (03) 5662 5150

 www.unitingvictas.org.au

Butterfly Foundation


Support for eating disorders and body image issues.

 1800 334 673

 www.butterfly.org.au

Red Cross COVID Connect


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

 1800 733 276

 www.redcross.org.au

ACSO, Australian Community Support Organisation


Mental Health intake service

 1300 022 760

 www.acso.org.au


ACSO - Partners in Wellbeing

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

 1300 375 330

Jesuit Social Services


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

 (03) 9421 7640

 www.jss.org.au


Red Cross Telecross/Teleyarn

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

 1300 885 698

Friends for Good


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


 1800 424 287

 www.friendline.org.au

headspace Wonthaggi


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

 (03) 5671 5900

 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

On the line Australia (Suicide Line Victoria)


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

 1300 651 251

 www.suicideline.org.au

Tandem


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

 1800 314 325

 www.tandemcarers.org.au


VMIAC, Victorian Mental Illness Awareness Council


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

 (03) 9380 3915

Beyond Blue

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

 1300 22 4636

 www.beyondblue.org.au/get-support/get-immediate-support

Kids Helpline

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

☎ 1800 55 1800

🌐 www.kidshelpline.com.au

Smiling Mind

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

🌐 www.smilingmind.com.au/kids-care-packs



EDV, Eating Disorders Victoria

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

☎ 1300 550 236

🌐 www.eatingdisorders.org.au

Anxiety Recovery Centre Victoria

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

☎ 1300 269 438

(03) 9830 0533

🌐 www.arcvic.org.au

HeadtoHelp

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

☎ 1800 595 212

🌐 www.headtohelp.org.au

Multicultural

Gippsland Multicultural Services

☎ (03) 5133 7072

🌐 www.gms.org.au

Centre for Multicultural Youth

☎ (03) 5116 6180

🌐 www.cmy.net.au

Translating and Interpreting Service

☎ 13 14 50

🌐 www.tisnational.gov.au

Red Cross

🌐 www.redcross.org.au

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

Australian Government - Department of Home Affairs

🌐 www.homeaffairs.gov.au

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

COVID19 translated materials

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

🌐 www.enliven.org.au

Latrobe Community Health Service SETS Settlement Engagement and Transition Support program

☎ 1800 242 696

🌐 www.lchs.com.au/services/community/migrant-and-refugee-support/



Helping new arrivals feel at home.





People with Disability

NDIS, National Disability Insurance Scheme



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

 1800 800 110
 www.ndis.gov.au



Disability Information Line

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

GDAI, Gippsland Disability Advocacy Inc.



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

New Wave Gippsland Self Advocacy

 0456 000 083
 www.newwavegippsland.com


Scope Australia

Disability Supports

 1300 472 673
 www.scopeaust.org.au

Interchange Gippsland

Disability Services

 1300 736 765
 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)


Vision Australia

Vision Impairment Support

 (03) 5623 0100

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

Red Cross COVID Connect


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

 1800 733 276

 www.redcross.org.au

C2A, Connecting2 Australia


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

Support for Older People

South Gippsland Hospital

Community Health

Community services including nursing, allied health and social support.


 (03) 5683 9780

0447 253 792

 www.southgippslandhospital.com.au

South Gippsland Hospital


Seniors Day Stay centre based respite.

 (03) 5683 9780

 www.southgippslandhospital.com.au


OPAN, Older Persons

Advocacy Network

 1800 700 600

 www.opan.com.au


National Seniors Australia

 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

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


Community services

 (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 or illness and have limited support networks.

 1300 885 698

Red Cross COVID Connect

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

☎ 1800 733 276

🌐 www.redcross.org.au

Latrobe Community Health Service

A range of aged care services.

☎ 1800 242 696



Youth Services

YAC, Youth Assist Clinics

Bass Coast YAC, Wonthaggi

Foster YAC

Korumburra YAC

Leongatha YAC

🌐 www.southcoastyouthclinics.com.au

☎ (03) 5672 1333

☎ (03) 5683 9780
0492 844 000

☎ (03) 5655 1355

☎ (03) 5662 2201


Kooweerup Youth clinic

☎ (03) 5997 9687

🌐 www.kooweeruphospital.net.au

headspace Wonthaggi


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

 (03) 5671 5900

 www.headspace.org.au/wonthaggi

Kids Helpline


Counselling for young people

 1800 55 1800

 www.kidshelpline.com.au

Cybersmart


Online Bullying Issues

 1800 880 176

 www.esafety.gov.au

Gamblers Help Youth Line

Confidential assistance

 1800 262 376


YES Youth Hub, Wonthaggi


Youth programs, events, workshops, access to services.

 www.yesyouthhub.com.au

The Salvation Army


Youth Services

 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

CMY, Centre for Multicultural Youth


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

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

YSAS, Youth Substance Abuse Service

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

☎ 1800 458 685

🌐 www.ysas.org.au

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 Support Services

Provide a range of services to support Gippslanders.

☎ (03) 5120 2000

🌐 www.quantum.org.au



Health Referrals and Service Directories

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



GPs and other Specialists

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

 To find a service near you, please visit: www.healthdirect.gov.au

Community Directories


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

 www.basscoast.vic.gov.au

 www.southgippsland.vic.gov.au


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


Youth Clinics

Foster Youth Assist Clinic


 www.southcoastyouthclinics.com.au


 (03) 5683 9780
0492 844 000

Korumburra Youth Access Clinic


 (03) 5655 1355

Leongatha Youth Assist Clinic
Bass Coast Youth Assist Clinic,
Wonthaggi

 (03) 5662 2201


 (03) 5672 1333

Kooweerup Youth Hub

 (03) 5997 9687

 www.kooweeruphospital.net.au


NDIS, National Disability Insurance Scheme

 1800 800 110

 www.ndis.gov.au

Dementia Australia


Early Intervention services,
psycho-education and counselling.

 1800 100 500

(National Dementia Helpline)

Gippsland Southern Health Service

Leongatha Hospital
Community Services & Allied Health


 (03) 5654 2737

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

South Gippsland Hospital


Community Health
Community Services

 (03) 5683 9780

 www.southgippslandhospital.com.au


Bass Coast Health

Community services, allied health
and nursing.

 (03) 5671 3333

 www.basscoasthealth.org.au


Kooweerup Regional Health Service

 (03) 5997 9679


 www.kooweeruphospital.net.au

Latrobe Community Health Service

Settlement Engagement and Transition
Support Program

 1800 242 696


South Gippsland

 (03) 5662 2111

Citizens Advice Bureau

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


CASI, Community Activation and Social Isolation Initiative

 1800 675 398

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

HeadtoHelp

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

 1800 595 212

 www.headtohelp.org.au



Self Care Tips

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



1. Stay Active

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

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

2. Eat Well

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



3. Stay Connected

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





4. Practice Mindfulness

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

allow yourself time to cope with these emotions.

5. Prioritise sleep

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

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

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



6. Meditate

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

For more health and wellbeing tips and resources, please visit www.southcoastpcp.org.au/Resources/scpcp_resources

Closing comments

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

Disclaimer

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

Inclusion criteria for services to be listed in this booklet

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

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

Further information

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

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



My Notes

