Your Guide to

# Aged Care Services and Support in Baw Baw 2026



*Services, support and information for older people, carers and families.*





# Your Guide to Aged Care Services and Support in Baw Baw 2026

This lift out offers a starting point for older people, carers and families to access the support, information and services they need.

This booklet was prepared by Baw Baw Shire Council. For enquiries please email ***bawbaw@bawbawshire.vic.gov.au*** or call ***1300 229 229***.



## GENERAL AGED CARE SUPPORT

### My Aged Care

My Aged Care is your starting point for accessing Australian Government-funded aged care services.

We provide the information and support you need to understand, access and navigate the aged care system. You can access My Aged Care online, on the phone or in person.

*My Aged Care provides*:

- information on the different types of aged care services available
- an assessment of needs to identify eligibility and the right type of care
- referrals and support to find service providers that can meet your needs
- information on what you might need to pay towards the cost of your care.

**Phone:** 1800 200 422

**Hours:** Mon - Fri 8am - 8pm
Saturday 10am - 2pm

### Care finders in Gippsland

Helping vulnerable, older people access aged care services. Care finders specifically help vulnerable, older Australians who:

- have no carer or support person who can help them, or
- do not have a carer or support person they trust or feel comfortable with, and
- are eligible for government-funded aged care.

Care Finders help people understand what aged care services are available, organise an assessment, and find and choose relevant services.

**Phone:** 1800 242 696

**Email:** carefinders@lchs.com.au

## SERVICE DIRECTORIES

### Ask Izzy

A service referral website connecting people in need with housing, a meal, financial help, family violence support, counselling, recreation and much more. It is free and anonymous, with thousands of services listed across Australia. Visit the website to connect with local services today!

**Web:** askizzy.org.au

### Seniors Online Victoria

Providing information to senior Victorians to participate in community life, maximise their health and wellbeing, and age well. This includes overseeing the Victorian Seniors Card program, which encourages older Victorians to keep active and engaged in the community through offers and incentives that make it affordable to get out and about. Visit the website to apply today.

**Phone:** 1300 797 210

**Email:**
seniorsonline@dffh.vic.gov.au

**Web:** seniorsonline.vic.gov.au

## MENTAL HEALTH SUPPORTS

### Beyond Blue

Mental health line counsellors are ready to listen to you any time of day or night and will help you find the extra mental health help you need. Access free, confidential counselling (local call costs apply). You can also chat with an experienced counsellor online via Beyond Blue's webchat support service. Visit the website for more information.

**Phone:** 1300 224 636

**Web:** www.beyondblue.org.au

### Lifeline

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support. This service is a short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe. It is a confidential one-to-one support with a trained Lifeline telephone crisis supporter.

**Phone:** 13 11 14
24/7 crisis support

**Chat Online:**
www.lifeline.org.au/about/

## MENTAL HEALTH SUPPORTS

### Gambler's Help & Latrobe Community Health Service

If you feel that your gambling habit, or that of a loved one, is becoming a problem, ***Latrobe Community Health Service*** can help. It is free of cost and operates in Baw Baw.

**Phone:** 1800 242 696

**Hours:** Monday to Friday from 8.30am – 5pm.

You can also call the ***Gambler's Help line***

**Phone:** 1800 858 858 for free support 24/7.

### Mental Health Triage Gippsland

Public mental health service providing acute inpatient and community based assessment, treatment and recovery services for all age groups. All referrals are screened by Mental Health Triage. Appointments are made according to urgency and clinical requirements.

Single point of entry for referral to Latrobe Regional Health Mental Health Service.

**Phone:** 1300 363 322

***For emergency assistance phone 000.***



## COMPANIONSHIP

### Aged Care Volunteer Visitors Scheme (ACVVS)

The ACVVS arranges volunteer visits to older people to provide friendship and companionship. Visits are available to anyone receiving government-subsidised aged care services. If you are interested in requesting a volunteer visitor, visit the website and fill out a request form.

**Web:** www.health.gov.au/acvvs

### Telecross

The Red Cross Telecross service can provide a daily telephone call to check on your wellbeing. The volunteer will check to see that you are well and provide a friendly voice to wake up to each morning.

**Phone:** 1300 885 698

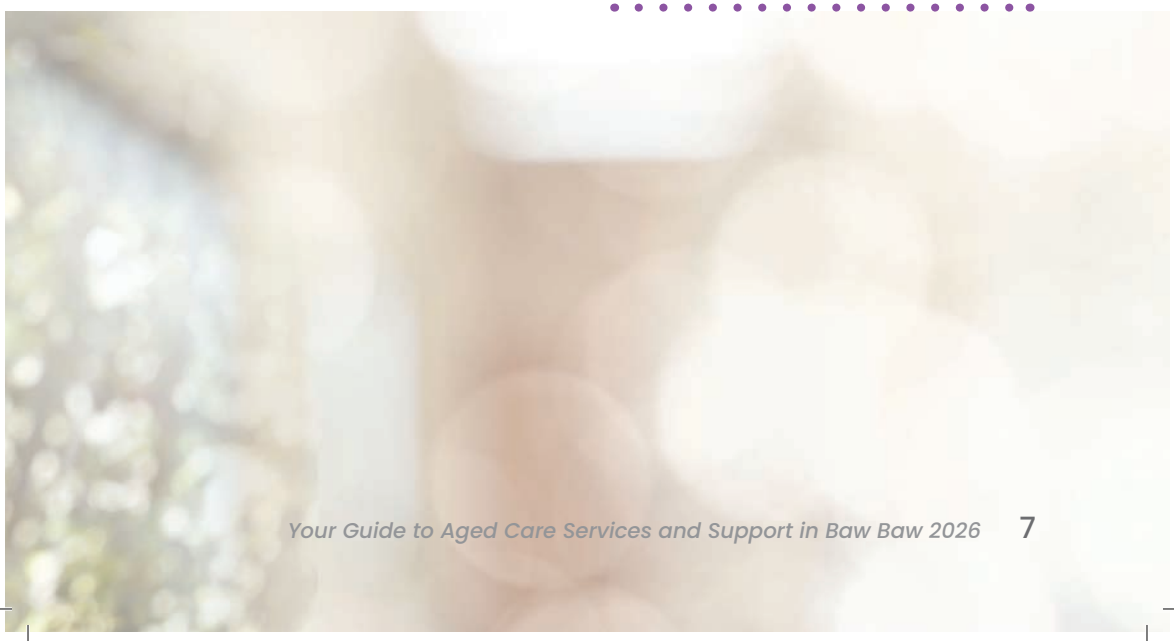
**Web:** www.redcross.org.au/services/telecross

### Friendline

Friendly volunteers are ready for anyone who needs to reconnect or just wants a chat. All conversations with FriendLine are anonymous.

**Phone:** 1800 424 287

**Web:** www.friendline.org.au



## ABORIGINAL AND TORRES STRAIT ISLANDER SERVICES

### Aboriginal Community Elders Services

This service provides support for Aboriginal Elders to access individualised care while living independently in the community and in residential aged-care settings. Services are designed to meet individual, cultural, physical, intellectual, emotional, and social needs. Programs include residential care services, Koori Community Aged Care Program, HACC Planned Activity Group and support for carers.

**Phone:** 9383 4244

**Web:** www.acesinc.org.au

## ADVOCACY AND ELDER ABUSE RESPONSE SERVICES

### Better Place Australia: Respecting Elders service

This service supports older people in addressing conflict relating to family or carers in their lives and preventing elder abuse. It prioritises the safety, rights, and independence of the older person, working with them and, when safe, involving family or carers. If there is a risk of harm, appropriate action is taken, including collaboration with police when needed.

**Phone:** 1800 214 117

**Email:** respectingelders@betterplace.com.au

**Web:** www.betterplaceaustralia.com.au

## Older Persons Advocacy Network: Elder Rights Advocacy (OPAN)

OPAN is a national network of nine state and territory organisations that have been successfully delivering advocacy, information and education services to older people across Australia.

Elder Rights Advocacy is the OPAN organisation in Victoria.

ERA helps older people, their families and representatives with issues related to aged care services. The service is free, confidential and independent.

**Phone:** 1800 700 600

**Email:** admin@era.asn.au

**Web:** www.elderrights.org.au

**Web:** www.opan.org.au

## Seniors Rights Victoria

Seniors Rights Victoria advances the rights of older people and works to prevent elder abuse. Visit the Seniors Rights Victoria website for community education resources and referral information. If you, or someone you know is experiencing elder abuse in Victoria, help is available through the confidential helpline. Call the number listed and select option 1.

***If your matter is an emergency, please call 000.***

**Phone:** 1300 368 821

## ADVOCACY AND ELDER ABUSE RESPONSE SERVICES

### Office of the Public Advocate

The Office of the Public Advocate (OPA) is a human rights organisation which promotes the diversity and inclusion of all people. The Public Advocate has significant powers to investigate allegations of abuse of vulnerable Victorians, reporting directly to Parliament. The OPA offers support, information and official documentation relating to appointing an enduring power of attorney, medical treatment decision maker and advance care planning.

**Phone:** 1300 309 337

**Web:**
www.publicadvocate.vic.gov.au

### Council on the Ageing Victoria (COTA)

COTA Australia's role is to promote, improve and protect the wellbeing of older people in Australia. COTA Australia is the leading peak body representing, and advocating for, older people to government, the general community and media.

**Phone:** 1300 COTA AU
(1300 2682 28)

**Email:** cota@cota.org.au

**Web:** https://cotavic.org.au/

## National Dementia Helpline

Dementia Australia exists to support and advocate for the estimated half a million Australians living with dementia and almost 1.6 million people involved in their care.

If you or someone you know is living with or caring for someone with dementia, support is available. The National Dementia Helpline is available 24 hours a day, seven days a week.

**Phone:** 1800 100 500

**Web:** www.dementia.org.au



## END OF LIFE AND ADVANCE CARE PLANNING

### Advance Care Planning Australia

Advance care planning enables you to make decisions now about the health care you would or would not like to receive if you were to become seriously ill and unable to communicate your preferences or make treatment decisions. Contact Advance Care Planning Australia for more information.

**Phone:** 1300 208 582

**Web:** www.advancecareplanning.org.au

### Grief Australia

An independent, not-for-profit organisation and the largest provider of grief and bereavement education in Australia.

**Phone:** 9265 2100

**Web:** www.grief.org.au

### Griefline

Offers a variety of services that provide help-seekers the opportunity to access free grief support and resources, seven days a week. Trained volunteers are here for you and are ready to listen when you are ready to talk.

**Phone:** 1300 845 745

**Web:** www.griefline.org.au

### Palliative Care Victoria

Palliative care is person and family-centred care provided for a person with a life limiting illness, for whom the primary goal is to optimise the quality of life. To find out more please explore the website or call to discuss your specific information needs.

**Phone:** 9662 9644

**Email:** info@pallcarevic.asn.au

**Web:** www.pallcarevic.asn.au

## FINANCIAL SUPPORT SERVICES

### Moneysmart

Moneysmart offers guidance for all Australians, whatever your situation and wherever you find yourself in life. The website is a self-help portal offering simple tools, tips and calculators to help people of all ages, backgrounds and incomes to be in control of their finances

**Web:** www.moneysmart.gov.au

### National Debt Helpline

A not-for-profit service that helps people tackle their debt problems. Professional financial counsellors offer a free, independent and confidential service.

**Phone:** 1800 007 007

**Web:** www.ndh.org.au

## URGENT CARE OPTIONS

### Warragul Medicare Urgent Care Clinic

The Warragul Medicare Urgent Care Clinic provides free care for people with conditions that require urgent attention but not an emergency response. This includes conditions like fever, mild infections and burns. They also offer pathology and imaging services. The Warragul Medicare Urgent Care Clinic is partnered with West Gippsland Hospital.

This is a walk in service with no appointment required. Patients are seen on a triage basis. The urgent care clinic is open seven days a week and open early to late (8am-10pm).

For information about this service, or to book an appointment, please call.

**Phone:** 03 5642 6655

**Where:** 170 Normanby Street Warragul

**Web:** www.betterhealth.vic.gov.au/urgent-care-clinics

## URGENT CARE OPTIONS

### Nurse-On-Call

The NURSE-ON-CALL helpline provides Victorians health advice from a registered nurse.

24 hours a day, seven days a week.

**Phone:** 1300 60 60 24

**Web:** www.healthdirect.gov.au/nurse-on-call

### Victorian Virtual Emergency Department

Visit the website to access virtual emergency care 24/7 - from your computer or mobile - make sure you have access to a device with a camera (mobile phone, computer, laptop or tablet).

**Web:** www.vved.org.au

## VETERANS

### Baw Baw Veterans & Families Centre – Warragul RSL

The Baw Baw Veterans & Families Centre (BBVFC) is run by a dedicated team of volunteers and provide dedicated support to current serving members of the Australian Defence Force (ADF), Former serving ADF members and Families of serving and ex-serving members.

**Where:** 94 Albert Street, Warragul.

**Phone:** 0451 340 220

**Email:** bbvfc@warragulrsl.com.au

**Hours:** Operates Monday to Friday 9am - 5pm.

## Carer Gateway

Carer Gateway is an Australian Government program providing free services and support for carers.

If you care for a family member or friend with disability, a medical condition, mental illness, or who is frail due to age, then Carer Gateway can help you.

The Australian Government works with a range of health and carer organisations across Australia, known as Carer Gateway service providers, to deliver services to carers no matter where they live in Australia.

**Phone:** 1800 422 737

**Hours:** Monday to Friday, 8am to 5pm

## Carers Victoria

Carers Victoria is the leading organisation supporting carers in the State. Working with Carers Australia and other state- based organisations, it advocates for carers nationwide. Their core focus including being the 'voice' of carers, raising awareness, providing quality services and information and creating innovative programs to support carers diverse needs.

**Phone:** 1800 514 845

**Email:** reception@carersvictoria.org.au

**Web:** www.carersvictoria.org.au

## Housing for the Aged Action Group (HAAG)

HAAG provides a referral and intake service for people who are homeless, or at risk of homelessness, that can connect people with an appropriate care finder organisation in their location and/or situation. The organisation:

- Helps older people experiencing housing insecurity or homelessness
- Gives advice to people in Retirement Housing
- Connects older people with Aged Care
- Advocates for older people's housing rights.

**Phone:** 1300 765 178

**Email:** intake@oldertenants.org.au

## Community Housing Victoria Limited

CHVL provides both long-term housing, transitional housing and a range of homelessness services for people who are homeless or at risk of homelessness in the Gippsland region.

**Phone:** 1300 245 468

**Email:** info@chl.org.au

**Web:** www.chl.org.au/about/what-we-do/homelessness-services/



## TRANSLATION SUPPORT

### Translator and interpreter services

If you are more comfortable having a conversation in a language other than English, you can use the Translating and Interpreting Service (TIS).

TIS is available 24 hours a day, 7 days a week, and is accessible from anywhere in Australia for the cost of a local call. TIS can translate in more than 100 languages.

When you call TIS, an operator will ask you what language you need. Tell the operator in English the language you speak.

The operator will then connect you with an interpreter who speaks your language.

You may need to wait on the line for the interpreter, or the operator may need to call you back when an interpreter is available.

**Phone:** 131 450



## TRANSPORT

### Travellers Aid

Travellers Aid Australia operates from service sites at Southern Cross and Flinders Street Stations in Melbourne. Travellers Aid services are provided with the highest level of care, respect and dignity and are designed to enable travellers with special requirements to fully participate in life activities. Available services include: transit connection assistance, mobility equipment hire, luggage storage, appointment companion services, crisis travel assistance, personal care and station lounge services.

**Phone:** 9654 2600

**Web:** www.travellersaid.org.au

## Aged Care Complaints Commissioner

- 1800 951 822 for general complaints
- 1800 844 044 for food, nutrition and dining related complaints

You can write a letter to us, at:

**Aged Care Quality and Safety Commission**
**GPO Box 9819,**
**In your capital city**

Make sure your letter includes:

- your name, address and telephone number
- the date you are lodging your complaint
- details of your complaint, including specific dates of events and relevant comments
- the name of the aged care home or service and the state/territory in which it is located
- the name of the consumer that your complaint relates to.

