



CENTRAL WEST
GIPPSLAND
Primary Care Partnership

Baw Baw Service Provision

An overview of organisations still
operating during the COVID-19 Pandemic

Edition 13

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Introduction

This report will provide information on the supports available to community members in Baw Baw during the COVID-19 Pandemic.

Please use this report to direct community members to open services and advise community members that where a physical building may be closed, they can likely still seek support over the phone.

The collation of this information will:

- Assist service providers to appropriately refer to other support services
- Identify gaps in service provision
- Assist in collaboration between service providers

This report will be provided to service providers who completed the survey and Central West Gippsland Primary Care Partnership (CWGPCP) members and published on the CWGPC website at <https://www.centralwestgippslandpcp.com/covid-19-coronavirus-resources>.

A detailed overview of the services currently operating can be found on the following pages.

Information currency

It is anticipated that this report will be updated every two weeks while the COVID-19 pandemic continues or as the State Government directions alter. The data presented in this report was collected from the 3rd September- 17th September, 2020. All information was correct at time of publishing but readers should be aware that information is constantly changing as services adapt their responses to the COVID-19 pandemic.

Vulnerable Persons Register

The Vulnerable Persons Register allows DHHS funded support agencies to register identified vulnerable people within the community. The vulnerable person must provide informed consent to be included on the register and the primary agency is responsible for maintaining the client record and removing it if no longer required. The register is accessible by Victoria Police to aid in emergency planning and response, including potential evacuation. For more information see the policy guidelines:

<https://providers.dhhs.vic.gov.au/vulnerable-people-emergencies-policy-guideline-2-vulnerable-persons-register>

Service Provider Responses

	Organisation	Service	Service provision	Physical location/site	Accepting new clients	Outreach	Notes	How to contact the service
Health and Social/Welfare Services	ACSO	Alcohol and other drugs (AOD) & Mental Health	Altered service provision	Closed to clients	Yes	None	All contact via phone or videoconference.	1300 022 760
		Family & Carers Support program	Altered service provision	Closed to clients	Yes	None	All contact via phone or videoconference. For families & carers of people with Substance abuse issues	51722900 or fds@acso.org.au.
		Mental Health Access Project	Altered service provision	Closed to clients	Yes	None	Mental Health team that can support persons aged 16-64 access appropriate supports and services. If eligible we can assist with applying for the NDIS	1300 022 760
		Partners in Wellbeing	Altered service provision	Closed to clients	Yes	None	Offers 1:1 support for anyone aged over 16 experiencing psychological distress due to the Covid pandemic	1300 375 330
	Anglicare Victoria	Family and Children's Service Family violence Services	Altered service provision	By appointment	Yes	Phone and In person	New clients - phone triage. Existing clients - phone/Skype service and where urgent face-to-face.	5135 9555
	Baw Baw Shire Council	Aged and Disability Assessments *Council exits Aged Care Assessment effective 30 June 2020.	Altered service provision	Open to clients	Yes	Phone	Assessments and reviews completed over the phone unless need for face to face identified. mecwacare will provide aged care assessments from 1 July 2020. Still call My Aged Care for aged care assessment or review 1800 200 22	1300 229 229

	Organisation	Service	Service provision	Physical location/site	Accepting new clients	Outreach	Notes	How to contact the service
		Aged and Disability Services	Altered service provision	Open to clients	Yes	Phone and In person	Council continuing to complete assessments for HACC PYP services. Services operating in line with social distancing requirements. Social Support Groups programs suspended. Volunteering program suspended except friendly visiting over the phone.	1300 229 229
		Family & Children's Services	Altered service provision	Open to clients	Yes	Phone	Family Day Care operating as normal. Kindergarten enrolments open for 2021. New parents groups and supported playgroups being provided virtually.	1300 229 229
		Maternal and Child Health	Altered service provision	Open to clients	Yes	Phone	Maternal and Child Health visit/consults completed over phone unless infant aged 0-8 weeks, ASTI or clinical need identified for face-to-face.	1300 229 229
	CatholicCare	Family and relationship and pastoral services, refugee and asylum seeker support, school and education support, emergency relief	Altered service provision	Closed to clients	yes	None	All counselling via Zoom or telephone. Emergency relief vouchers posted express Monday/Tues. Can be picked up on these days if needed. Emergency relief covers food, fuel and bills.	1800 522 076
	Djirra	Aboriginal Community Controlled Organisation	Closed but court	Yes	Phone	Clients with	Contact can be made by phone or email:	Gippsland:

	Organisation	Service	Service provision	Physical location/site	Accepting new clients	Outreach	Notes	How to contact the service
		providing culturally safe and holistic support, specialist family violence legal assistance to Aboriginal and Torres Strait Islander people who are experiencing, or have in the past, family violence.	representation still available.			court dates are strongly encouraged to make phone contact before their court date.		Ph: 5100 1700 Email: afvls_morwell@djirra.org.au All areas: Ph: 1800 105 303 Email: info.afvls@djirra.org.au
	Gippsland & East Gippsland Aboriginal Cooperative (GEGAC)	Alcohol and other drugs (AOD) & Mental Health, Gambling Awareness.	Altered service provision	Closed to clients. Consultations via phone.	Yes	In an urgent situation	Staff contactable via phone. Outreach may be provided in emergency situations on a case by case basis.	5134 3816
	Gippsland Centre Against Sexual Assault (GCASA)	Sexual Assault Support Services, Crisis Care response after-hours for Sexual assault and family violence	Altered service provision	By appointment	Yes	Phone	All client contact via phone (operating an intake team each day for new clients; and maintaining frequent and planned telephone contact with all clients). Crisis Care response after-hours for Sexual assault and family violence.	5134 3922
	Gippsland Multicultural Services	In home Aged care and Disability services	Altered service provision	Closed to clients	Yes	Phone	Services continuing in modified format, groups suspended with activities and welfare checks being completed 1:1. Range of new	5133 7072

	Organisation	Service	Service provision	Physical location/site	Accepting new clients	Outreach	Notes	How to contact the service
							activities developed for respite and social support services. Office closed to public, call on 5133 7072	
	Latrobe Community Health Service	Aged Care Assessment Service (ACAS)	Altered service provision	By appointment	Yes	Yes	Phone based, videoconference and time limited face-to-face assessments.	1800 242 696
		AOD, Family Violence, Counselling	Altered service provision	Open	Yes	Phone	All services provided via telephone / telehealth options.	1800 242 696
		Commonwealth Home Support Program (CHSP) and Carers	Altered service provision	Open	Yes	In person	Adjusted at client request. No group activities.	1800 242 696
		Dental	Altered service provision	Open	Yes	No	Emergency services with altered treatment techniques and some appointments via telehealth. Limited general treatment also available.	1800 242 696
		Gambler's Help	Altered service provision	Open	Yes	Phone	Addresses gambling harm – your own or someone else's. Sites are open as needed, Face to face sessions are suspended, all current contact is via the telephone.	1800 242 696
		Gambler's Help Financial counselling	Altered service provision	Open	Yes	Phone	Addresses financial issues caused by Gambling harm – your own or someone else's. Sites are open as needed, Face to face sessions are suspended, all	1800 242 696

	Organisation	Service	Service provision	Physical location/site	Accepting new clients	Outreach	Notes	How to contact the service
							current contact is via the telephone.	
		Home Care Services	Altered service provision	By appointment	Yes	In person	Where brokerage agencies services are altered, this will affect provision of services. Your Care Choice is currently providing services as normal although workforce is somewhat reduced.	1800 242 696
		Settlement Support	Altered service provision	By appointment	Yes	Phone	Settlement program can receive referrals. Clients supported through case management; health and wellbeing information; translated COVID-19 information; advocacy; and supporting parents with home schooling.	1800 242 696
	Lifeline Gippsland	Mental Health	Normal service provision	Open to clients	Yes	Phone	Crisis telephone counselling as usual.	13 11 14
	MiCare	Assistance with Care and Housing Program	Altered service provision	Closed to clients.	Yes	Phone	All contact is via phone. No office site currently. Specialises in supporting migrants and refugees across a range of services.	0490 856 286 Email: helen.dalton@micare.com.au
	Mind Australia	Early Intervention Psychosocial Support Response Service (EIPRS)	Altered service provision	By appointment	Yes	Phone	Face to face to the most vulnerable and for emergency support – each case assessed individually Virtual support delivered via Phone, Telehealth and Microsoft teams	1300 286 463

	Organisation	Service	Service provision	Physical location/site	Accepting new clients	Outreach	Notes	How to contact the service
							Still receiving referrals from LRH Mental Health	
		Mental Health NDIS Support Services	Altered service provision	Closed to clients	Yes	Phone	All support being offered via phone & online.	Mental Health NDIS Support Services
	Orange Door	Family Violence and Child Well being	Altered service provision	By appointment	Yes	In an urgent situation	Service delivery by telephone.	1800 319 354
	QEC	Family services and early parenting services	Altered service provision	By appointment	Yes	No	Service delivery by telephone and minimal face to face for existing clients.	
	Quantum Support Services	Children & Youth, Family Violence, Homelessness Services	Altered service provision	Closed to clients	Yes	Phone	Providing a phone and/or virtual outreach model for all clients across programs; also face to face Client Response Team service for all clients where contact is essential and urgent and no other means of contact will meet the client need.	5120 2000
	Salvation Army Housing	Homelessness and Housing Intake	Altered service provision	Closed to clients	Yes	Phone	All services by telephone.	5662 6400
	Wellways Australia	Mental Health and Disability services	Altered service provision	By appointment	Yes	Phone	Moving to non-face-to-face: using video conferencing and implementing telehealth options. Face-to-face still in place for personal care (disability work).	5622 4100

	Organisation	Service	Service provision	Physical location/site	Accepting new clients	Outreach	Notes	How to contact the service
	West Gippsland Healthcare Group	Community Health and Community Services Family services, Family violence, women's and children's counselling	Altered service provision	Open to clients	Yes	In person	Service provision is using alternate models and reducing face-to-face and home visit services (but they are still available). Rigorous pre-screening process via central intake service. Increased use of Telehealth, temperature screening all clients on arrival.	5624 3500
Legal Services	Djirra	Aboriginal Community Controlled Organisation with state-wide reach dedicated to providing culturally safe, holistic support, specialist family violence legal assistance to Aboriginal and Torres Strait Islander people who are experiencing, or have in the past, family violence.	Altered service provision.	Closed but court representation still available.	Yes	Phone	Clients with court dates are strongly encouraged to make phone contact before their court date. Face-to-face services are suspended except in some exceptional circumstances in the legal services area and as required by the Court. Phones are attended 9am to 5 pm Monday to Friday.	Contact can be made by phone or email: Gippsland: Ph: 5100 1700 Email: afvls_morwell@djirra.org.au All areas: Ph: 1800 105 303 Email: info.afvls@djirra.org.au
	Gippsland Community Legal Service	Family violence intervention orders, Bushfire recovery legal	Altered service provision	Open reduced hours – duty	Yes	Phone	Clients with court dates are strongly encouraged to make	Ph: 1800 004 402

	Organisation	Service	Service provision	Physical location/site	Accepting new clients	Outreach	Notes	How to contact the service
		referrals tenancy, Mental Health Tribunal (outpatient), debt, uninsured driver, fines, state trustees, Advance Care Directives and Advance Statements, elder abuse, family law.		lawyers still available at Court – call first			phone contact before their court date.	
	Victoria Aboriginal Legal Service	Aboriginal community-controlled legal service covering criminal law, civil and human rights law, and family Law for ATSI clients	Altered service provision	Closed, but still available on call	Yes	Phone	Contact should occur as far as possible before existing court dates to allow intake to occur.	(03) 9418 5999
	Victoria Legal Aid	Family Law, Child Protection, Child support, Family Violence Intervention Orders, Tenancy (repairs, risk of eviction), Fines, NDIS, Centrelink (including DSP), Criminal Charges, Mental Health Tribunal (inpatient matters – for outpatient matters contact GCLS), State Trustees, Victims of crime, debt.	Altered service provision	Closed, but duty lawyers still available at Court	Yes	Phone	Clients with court dates are strongly encouraged to contact us before their court date.	Morwell office 5126 6444

	Organisation	Service	Service provision	Physical location/site	Accepting new clients	Outreach	Notes	How to contact the service
Disability Support	CoAbility Space Gippsland	Disability Service Coordination	Altered service provision	Open	Yes	Phone	Face to face contact is limited to office appointments only, no home visits. All other contact is via phone, email and Zoom video	5133 6341
	Gippsland Disability Advocacy Inc.	Advocacy and general assistance	Altered service provision	Closed to clients	Yes	Phone		5175 0444
	Headway Gippsland	Disability supports NDS	Altered service provision	Open	Yes	In person	Offices open for meetings and to visitors with notice. Providing plan management support remotely. Providing support coordination to all participants remotely. Anyone wanting one on one services can now be serviced. Ceased providing group supports. New office opening in Sale mid-June.	5127 7166
	Interchange Gippsland	Disability Services	Altered service provision	By appointment	Yes	In person	Providing one-to-one services and support coordination for registered participants. Providing online Adult group activities (YAS, Friends For Life & Friendship Group) for registered participants. Physical distancing and government regulations will be adhered to.	1300 736 765
	Latrobe Community Health Service	LAC Inner Gippsland	Altered service provision	Open to clients	Yes	N/A	Phone and video meetings.	1800 242 696

	Organisation	Service	Service provision	Physical location/site	Accepting new clients	Outreach	Notes	How to contact the service
	Noah's Ark	Disability Support	Altered service provision	Closed	Yes	Screen services	NDIS services via telehealth Parent support via text, phone or email	1800 819 140 hello@noahsarkinc.org.au
	Scope	Disability Support	Altered service provision	By appointment	Yes	Phone	No group day supports. 1:1 support if required. Online therapy support. Remote support via phone, video or email.	1300 472 673
Community	Community College Gippsland	Education	Altered service provision	Open to clients	Yes	Phone	All classes running as per usual.	5622 6000
	Eastern Park Community Garden (Warragul)	Community Garden	Altered service provision	Open to clients	Yes	N/A	Garden remains accessible to the public. All working bees/workshops are on hold until further notice.	via Facebook page or email epcgarden@gmail.com
	Warragul Uniting Church	Pastoral Care	Altered service provision	Closed to clients	Yes	Phone	Church is contacting parishioners by email; web page and zoom conferencing.	5644 3384
	Warragul Community House	Adult learning and social groups	Altered service provision	Closed to clients	Yes	Phone	Warragul Community House has suspended operations, has staff working but no clients - working towards online delivery of some courses.	5623 6032
	West Gippsland Healthcare Group	Community Health and Community Services	Altered service provision	Open to clients	Yes	In person	Service provision is using alternate models and reducing face-to-face and home visit services (but they are still available). Rigorous pre-screening process via central intake service.	5624 3500

	Organisation	Service	Service provision	Physical location/site	Accepting new clients	Outreach	Notes	How to contact the service
							Increased use of Telehealth, temperature screening all clients on arrival.	
Emergency Relief Providers	Baw Baw Food Relief	Food assistance	Altered service provision	Open to clients	Yes	In person	Food Relief building open 10am to 2pm weekdays. Only 2 people allowed in at a time.	5622 3891
	CatholicCare Gippsland	Emergency Relief, Counselling	Altered service provision	By appointment	Yes	Phone	Phone and Zoom counselling. Emergency Relief by phone and express posting vouchers. Bills being emailed or left in letter box etc. for payment.	5622 1188
	Food Relief Neerim District inc.	Emergency Relief	Altered service provision	Open	Yes	In person	Food Relief Neerim South Open each Thursday between 10.30am and 1pm. Fresh produce and bread available also grocery items. Restricted access including safe distancing, masks/face coverings and hand sanitation required. New clients welcome. Covid Safe home delivery available if required.	0400 791 325
	Gippsland Farmers Relief	Emergency Relief	Altered service provision	By appointment	Yes	In person	Phone contact preferred. Reduced service due to low stock of food.	5174 0217
	Longwarry & District Lions Club	Emergency Food Relief	Altered service provision	Open	Yes	In person	Open Thursday from 9am to 4pm and Friday from 9am to 5pm, and other days all by appointment.	0408 515 628
	Salvation Army:	Case Management and Emergency Relief	Altered service provision	By appointment	Yes	Phone	All services by telephone.	5623 1090

	Organisation	Service	Service provision	Physical location/site	Accepting new clients	Outreach	Notes	How to contact the service
	Doorways Warragul							
	St. Vincent de Paul - Drouin	Emergency Relief and Community Support	Altered service provision	By appointment	Yes	In person	Services by appointment only (instead of home visits) on Monday, Wednesday & Friday afternoons. Those needing help must call before 12pm on those days.	5625 4715
	St. Vincent de Paul – Warragul	Emergency Relief and Community Support	Altered service provision	Closed to clients	Yes	Phone	Phone consultation, and referred to Food Relief.	5623 6741
Youth Services	Latrobe Community Health Service	headspace and youth services	Altered service provision	Open	Yes	Phone	Extra hygiene, screening, physical distancing measures for in person, phone and video appointments offered.	5136 8300
	YSAS	Youth support	Altered service provision	Open by appointment	Yes	Phone	Telephone and MS teams appointments. Face to face appointments determined by prior assessments.	5133 3411

Other findings

Services provides also provided a series of information about:

- Key concerns for vulnerable community members at this time such as isolation, access to services/food, loss of income and family violence
- Current service gaps impacting on community members such as increased supports needed for the elderly, community members digital literacy/equipment not being adequate to continue to access appointments and increased demand on emergency relief agencies and difficulty accessing emergency relief and food relief due to these services having reduced capacity or having closed.
- Opportunities to partner with other services to brainstorm ideas about how they can work together to support our vulnerable community, sharing information, ideas for service delivery and sharing strengths of each organisation to best support identified needs

CWGPCP will continue to bring its members together to discuss and address the above listed issues and strengthen our response to these concerns and service gaps across Baw Baw and Latrobe.

COVID-19 Resources

The Department of Health and Human Services (DHHS) have compiled a spreadsheet of useful resources for staff working in health and human services. These resources are available on the DHHS website. Click [here](#) to view.

Closing comments

CWGPCP would like to thank all of the services who participated in this survey. We thank you for your dedication and support to the community during this challenging time.

CWGPCP remains committed to enhancing the connections between services throughout the COVID-19 pandemic to ensure that our communities and services are supported. CWGPCP will continue to provide services with accurate and up to date information about the status of service provision occurring in Baw Baw.

The next edition of this report is anticipated to be published on the 1st October 2020.

Further information

For any further information please contact:

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Acknowledgements

This report is based on the *Supporting vulnerable Latrobe City community members during the COVID-19 Pandemic report* developed by Latrobe City Council and CWGPCP and has been adapted with their permission.