



CENTRAL WEST
GIPPSLAND
Primary Care Partnership

Latrobe 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 Latrobe 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 CWGPCP website at <https://www.centralwestgippslandpcp.com/covid-19-coronavirus-resources>.

CWGPCP would like to acknowledge the support of Latrobe City Council in the development of this report.

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	In person and Phone	New clients - phone triage Existing clients- phone/skype service and where urgent face to face.	5135 9555
	CatholicCare	Family and relationship and pastoral services, refugee and asylum seeker support, school and education	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

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
		support, emergency relief						
	Gippsland Centre Against Sexual Assault (GCASA)	Sexual Assault Support Services, Crisis Care response after-hours for Sexual assault & 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 Counselling Services Pty Ltd (Traralgon)	Counselling services	Altered service provision	By appointment	Yes	Phone	Offering telehealth and phone consultations as well as face-to-face.	0437 329 985
	Gippsland and 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 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 activities developed for respite and social support services. Office closed to public, call on 5133 7072	5133 7072

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
	Good Shepherd/ Good Money Morwell	Financial Counselling; No Interest/Low Interest Loans	Altered service provision	Closed to clients	Yes	Phone		Loans applications 1300 770 550 Financial counselling 1300 148 028
	Latrobe City Council	Home Care, Personal Care, Respite Care, Meals on Wheels, Home Maintenance, Planned Activity Groups	Altered service provision	By appointment	Yes	In person	Planned Activities group activities being provided 1:1. Home Care suspended from 6/8/2020 for 6 weeks	1300 367 700 and ask for Direct Care Team Leader
		Over 65's and HACC Program for Young People Assessment	Altered service provision	By appointment	Yes	By phone	Assessments are completed by phone. Where client's needs are extremely complex and require face to face, this can be accommodated with correct PPE. <u>Notes:</u> <ul style="list-style-type: none"> • Over 65's or over 50 Aboriginal or Torres Strait Islanders - contact My Aged Care - 1800 200 422 • Under 65's or 50 (Aboriginal or Torres Strait Islanders) - who: <ul style="list-style-type: none"> - Have a disability but not registered for NDIS 	1300 367 700

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
							<ul style="list-style-type: none"> - Palliative - Have a chronic disease - Need assistance because of COVID-19 restrictions 	
	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
		Children's Services	Altered service provision	By appointment	Yes	In person	Telehealth consults. Limited face-to-face for some assessments.	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. All services provided via telephone / telehealth options.	1800 242 696

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
		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 current contact is via the telephone.	1800 242 696
		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
		Allied Health Services including nutrition and dietetics, occupational therapy, exercise physiology, podiatry, & chronic disease support.	Altered service provision	By appointment	Yes	In person	Telehealth consults for non-contact disciplines including dietetics, care coordination, diabetes education, respiratory education, HACC counselling and some occupational therapy. Podiatry, physio, exercise physiology services running as usual. No groups exercise or education.	1800 242 696
		District nursing	Normal Service provision	By appointment	Yes	In person	Services operating as normal with appropriate safety measures in place.	1800 242 696
		Settlement Support & Refugee	Altered service provision	By appointment	Yes	Phone	Settlement & Refugee Health Nurse programs can receive referrals. Clients supported	1800 242 696

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
		Health Nurse Program					through case management; health and wellbeing information; translated COVID-19 information; advocacy; and supporting parents with home schooling.	
	Lifeline Gippsland	Mental Health	Normal service provision	Open to clients	Yes	Phone		13 11 14
	Mind Australia	Early Intervention Psychosocial Support Response Service (EIPSR)	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 Still receiving referrals from LRH Mental Health	1300 286 463
		Mental Health NDIS Support Services	Altered service provision	Closed to clients	Yes	Phone	All support being offered via phone & online.	1300 286 463
	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
	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	5120 2000

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
							essential and urgent and no other means of contact will meet the client need.	
	Ramahyuck Aboriginal Health Service Morwell	Morwell – Medical services, Mental Health and Indigenous Dual Diagnosis	Altered service provision	By appointment	Yes	Phone	Medical service remains open. Triaging via phone prior to any face-to-face consultation. Telephone consults preferable. Integrated chronic care nurses maintaining phone contact with all registered clients. Face-to-face appointments available but only after phone screening. Mental Health & Indigenous Dual Diagnosis offering telephone, skype or Facetime consultations. Phone triaging occurring for new referrals.	5136 5100
	Ramayhuck Aboriginal Corporation	Wanjana Lidj - Family and Children services	Altered service provision	Close to clients	Yes	Phone	Monitoring families and their children via phone. Face-to-face only for emergencies.	5120 4300
	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
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. Djirra delivers culturally safe frontline services and prevention programs.	Altered service provision.	Closed but court representation still available.	Yes	Phone	<p>Clients with court dates are strongly encouraged to make phone contact before their court date.</p> <p>Face-to-face services are suspended except in some exceptional circumstances in the legal services area and as required by the Court.</p> <p>Phones are attended 9am to 5 pm Monday to Friday.</p>	<p>Contact can be made by phone or email:</p> <p>Gippsland: Ph: 5100 1700 Email: afvls_morwell@djirra.org.au</p> <p>All areas: Ph: 1800 105 303 Email: info.afvls@djirra.org.au</p>

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
	Gippsland Community Legal Service	Family violence intervention orders, Bushfire recovery legal referrals tenancy, Mental Health Tribunal (outpatient), debt, uninsured driver, fines, state trustees, Advance Care Directives and Advance Statements, elder abuse, family law. Family violence and bushfire impacted clients will receive priority appointments.	Altered service provision	Open reduced hours – duty lawyers still available at Court – call first	Yes	Phone	Clients with court dates are strongly encouraged to make phone contact before their court date.	Ph: 1800 004 402
	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

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
	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 Bairnsdale Office 5163 6444. Warm referrals: glaflegalreferrals@vla.vic.gov.au
Disability Support	Aruma Services	Disability support	Altered service provision	By appointment only	Yes	In person	Flexible supports being delivered according to government restrictions.	1300 538 746
	atWork Australia (Moe, Morwell, Traralgon)	Disability Employment Service, Job Coaching	Normal Service provision	Open	Yes	In person	atWork Australia work with people with disability and disadvantage looking for work, and employers to get the right people into the right jobs.	1300 974 669

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
	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
	Connecting2 Australia	Disability Services	Altered Service provision	Open	Yes	N/A	1:1 support and offering respite at our Traralgon respite facility.	1300 111 212
	Gippsland Disability Advocacy Inc.	Advocacy and general assistance	Altered service provision	Closed	Yes	Phone	Operating a phone outreach model.	5175 0444
	Headway Gippsland	Disability supports NDS	Altered service provision	Closed	Yes	Phone	Headway office shut again for face to face meetings. All appointments available only via zoom or phone. Limited staff in offices others all working remotely. Support groups not available and only essential one on one support with appropriate PPE.	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

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
	Latrobe Community Health Service	LAC Inner Gippsland	Altered service provision	Open to clients	Yes	N/A	Phone and VC meetings.	1800 242 696
	Latrobe Valley Enterprises	Employment and training	Normal service provision	Open	Yes	N/A	Increased protocols around hygiene and social distancing	5134 1555
	Maxima	Disability Employment and Advocacy	Altered service provision	By appointment	Yes	Phone	Now operating face to face by appointment in addition to remote servicing.	1300 629 462
	Moe Life Skills Community Centre	Disability Services	Altered service provision	By appointment	Yes	Phone	Currently providing a broad range of online activities and programs. No face to face delivery. Currently delivering accredited programs by distance education. Contact is by office via phone or email only.	5127 7999 office@moelif eskills.vic.edu. au
	Noah's Ark	Disability Support	Altered service provision	Closed	No	Screen services	NDIS services via telehealth Parent support via text, phone or email. Currently at capacity, unable to take new clients.	1800 819 140 hello@noahsar.kinc.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
	VALID	Advocacy and support	Altered service provision	Closed	Yes	Phone	Not running peer action groups. Exploring ways to run activities online	9416 4003

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
Community	Churchill Neighbourhood Centre	Emergency food hampers Shopping at Ritchies for vulnerable people who are self-isolating Support by phone	Altered service provision	By appointment	Yes	Face to face by appointment	Food relief hampers by appointment. Please call for timeslot.	0479091026 or 51203850
	Latrobe City Council	Childcare services	Normal service provision	Open	Yes	N/A	Normal service provision. Contact Early Learning Centres directly.	Morwell – 5128 5722 See over page Moe - 5135 8550 Traralgon – 51763 360
	Moe Neighbourhood House Inc	Moe and surrounds	Altered service provision	Open	No	Phone	As of Thursday 6th August 2020, Moe Neighbourhood House will be closed to the public and re-opening on Mon 14th Sept 2020, or when directed by the state government. Admin and childcare staff and tutors will be keeping in contact with current students and families by phone and email.	5126 3123 Email moemnh@bigpond.com.
	Morwell Neighbourhood House	Community Support Emergency Relief	Altered service provision	By appointment	Yes	In person	Available on phone via email or social media for all general enquiries and support Mon - Fri 9am - 3pm. Emergency food relief	5134 5488

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
							runs Mon, Wed, Friday 9am - 3pm. Delivering food and essentials as required	
	The VRI	Community Education	Altered service provision	Closed	Yes	Phone	Online courses and interaction.	5174 6199
	Traralgon Neighbourhood Learning House	Traralgon	Altered service provision	Yes	Yes	Phone	Limited classes and activities available. Phasing in priority classes and responding to requests as it is determined safe to do so. Smaller classes, shorter times and observance of COVID hygiene practices and safe distancing. All meetings and activities must be booked in advance.	5174 6199
	Yinnar Community Garden	Yinnar	Altered service provision	Open	Yes	N/A	All formal working bees & event have been cancelled. Encouraging 'flexible gardening' with a maximum of two people in the garden at once	
Emergency Relief	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

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
	Churchill Neighbourhood Centre	Emergency food hampers Shopping at Ritchies for vulnerable people who are self-isolating Support by phone	Altered service provision	By appointment	Yes	Face to face by appointment	Food relief hampers by appointment. Please call for timeslot.	0479091026 or 51203850
	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
	Heart Focus Community Care	Food Relief	Altered service provision	Open	Yes	None	Clients are able to select from items available at Morwell and Traralgon locations. This service also offers generalist and addiction specialist counselling in Traralgon.	0421 841 250
	Latrobe Community Health Service	Emergency Relief	Normal service provision	By appointment	Yes	Phone		1800 242 696
	St Michael's Catholic Church	Mick's Kitchen	Closed	Closed	No	Phone	Mick's Kitchen is closed for the time being. Mass services closed from Thursday 6 th until further notice.	Closed
	Morwell Neighbourhood House	Community Support Emergency Relief	Altered service provision	By appointment	Yes	In person	Available on phone via email or social media for all general enquiries and support Mon - Fri 9am - 3pm. Emergency food relief	5134 5488

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
							runs Mon, Wed, Friday 9am - 3pm. Delivering food and essentials as required	
	St Vincent De Paul	Food Relief	Altered service provision	Open – pick up at side door only	Yes	Drop off at door only	Items are pre-bagged up for clients.	5174 2278
	The Salvation Army	Latrobe Valley	Altered service provision	By appointment	Yes	Phone	Currently interviewing via phone. Clients not allowed inside, instead pick up food parcel in front of the door at their allocated time. Delivery also available to those who are unwell.	5133 9366 or 0439 715 375
Youth Services	Baw Baw Latrobe Learning and Employment Network		Normal service provision		Yes	No	May change service provision when school holidays are over.	5633 2868
	Latrobe Community Health Service	headspace and youth services	Altered service provision	By appointment	Yes	Phone	Extra hygiene, screening, physical distancing measures for in person, phone and video appointments offered.	5136 8300
	Latrobe Regional Hospital	Child and Youth Mental Health	Altered service provision	Open	Yes	Phone	Telehealth contact. Minimising face to face.	5128 0100
	The Smith Family		Altered service provision	Closed	Yes	Phone	Phone and email contact with clients	0466 941 586

	Organisation	Service	Service provision	Physical location/ site	Accepting new clients	Outreach	Notes	How to contact the service
	YSAS	Youth support	Altered service provision	Closed	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 work with Latrobe City Council to address the system gaps identified in this report.

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 Latrobe 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 Latrobe.

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