

# CENTRAL HIGHLANDS LOCAL HEALTH SERVICE DIRECTORY

*Ballarat Community Health with Central Highlands Primary Care Partnership*









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Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge and respect the Traditional Owners of the Lands and Waters where we provide services, the Wadawurrung, Dja Dja Wurrung, Djab Wurrung, Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk peoples. We acknowledge the important place of all Aboriginal and Torres Islander people who live in our area as the first people of Australia. We welcome and work with people of every ages and health status; of all races, abilities, gender identities, sexual orientations, religious, cultural and linguistic backgrounds, and financial status.

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INTRODUCTION

## WHAT IS THE DIRECTORY?

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The Central Highlands Local Health Services Directory has been developed to support the health needs of children and young people living in Out of Home Care. Access to timely and quality healthcare is essential to identify health concerns and optimise health outcomes. The purpose of this directory is to support access to appropriate and affordable health care and specialist services for all those involved in a child's care.

*\* This directory is a guide for those supporting children and young people in Out of Home Care and does not list every available service provider.*

Carers play a vital role in supporting the health needs of the children and young people in their care. Carers and case managers will work together to arrange health appointments and the necessary follow up. Carers will have certain responsibilities and requirements to address the health needs of the children in their care; case managers will be responsible for other tasks and referrals. The roles and responsibilities of all involved in the care of the young person will be clearly communicated.





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*"Every child or young person entering Out of Home Care is required to see a GP for an Initial Health Assessment. A thorough health history will be taken, a physical assessment will occur and a management plan will be developed to ensure all outstanding and future health needs are addressed."*



# FIRST CONTACT

## BALLARAT

### **BALLARAT COMMUNITY HEALTH (BCH)**

The Ballarat Community Health GP clinics provide a full range of general practice medical services.

Phone: 5338 4585

You can make an appointment at any of their four clinic locations  
Or you can book online at [bchc.org.au/service/doctors-clinic/](http://bchc.org.au/service/doctors-clinic/)

- + Lucas  
12 Lilburne Street, LUCAS  
Monday to Friday  
8.30am to 5.00pm
- + Sebastopol  
260 Vickers Street, SEBASTOPOL  
Monday to Friday  
8:30am to 5:00pm
- + Wendouree  
1042 Howitt Street, WENDOUREE  
Monday to Friday  
8:30am to 5:00pm  
Sunday: 9.15am to 12.30pm
- + Smythesdale  
19 Heales Street, SMYTHESDALE  
8:30am to 5:00pm  
Friday: 9:00am to 5:00pm

Concession card holders and patients under 16 will be bulk billed through Medicare.

### **BALLARAT AND DISTRICT ABORIGINAL COOPERATIVE (BADAC) MEDICAL CLINIC**


Aboriginal Medical Services/General Practice  
The BADAC Medical Clinic is a primary healthcare service that specialises in Aboriginal healthcare, as well as servicing the wider community with their health needs.

106 Armstrong Street North, BALLARAT  
Phone: 03 5331 5344 (pick option 2)  
Monday to Thursday  
9.00am to 5.00pm  
Friday: 9.00am to 4.00pm  
Appointments are preferred

Occasionally, walk in appointments are accepted depending on time available  
No cost

The BADAC Medical Clinic is a bulk billing clinic open to both Aboriginal and non-Aboriginal clients

## HEADSPACE BALLARAT

Focused on younger people headspace supports young people 12 to 25, with mental health, physical health, drug and alcohol support, and educational and vocational support. 

28 Camp Street, BALLARAT  
Phone: 5304 4777  
GP hours are limited  
Current hours are:  
Wednesday 5 to 7pm  
Tuesday 9am to 12.30pm  
Suggest calling to confirm GP hours/availability

There is 1 male and 1 female GP.  
No cost

### **BALLARAT GROUP PRACTICE**

#### **I GP PRACTICES**

- + Ballarat  
63 Victoria Street, BALLARAT  
Phone: 5327 2100  
Monday to Friday 8.15am to 6.00pm
- + BGP at the Arch  
1730a Sturt Street, ALFREDTON  
Phone: 5327 7277  
Monday to Friday 8.00am to 8.00pm  
Saturday and Sunday: 9.00am to 12.00pm
- + Howitt Street Practice  
1021 Howitt Street, WENDOUREE  
Phone: 5330 7333  
Monday to Friday 8.15am to 6.00pm

#### **I UFS MEDICAL**

- + Doveton Street  
1/202 Doveton Street North, BALLARAT  
Phone: 5364 9100  
Monday to Thursday 8.00am to 8.00pm  
Friday: 8.00am to 6.00pm  
Saturday: 8.00am to 12.30pm
- + Bridge Mall  
40 Bridge Mall, BALLARAT  
Phone: 5327 0420  
Monday to Friday 8.30am to 5.30pm
- + Sturt Street  
1008a Sturt Street, BALLARAT  
Phone: 5331 2522  
Monday to Friday 8.30am to 5.30pm  
Appointments are preferred

Many practices will bulk bill for children under 16

Ask the clinic if they will bulk bill before booking an appointment

## ARARAT

### **ARARAT MEDICAL CENTRE**

55 High Street, ARARAT  
Phone: 5352 2311

## GOLDFIELDS

### **CLARENDON MEDICAL CENTRE**

4 Neill Street, MARYBOROUGH  
Phone: 5461 0100  
Monday to Friday

### **DUNOLLY MEDICAL PRACTICE**

24 Havelock Street, DUNOLLY  
Phone: 5468 1104  
Monday to Friday

## HEPBURN

### **SPRINGS MEDICAL - DAYLESFORD**

10 Hospital Street, DAYLESFORD  
Phone: 5348 2227  
Monday to Saturday

### **SPRINGS MEDICAL - TRENTHAM**

22 Victoria Street, TRENTHAM  
Phone: 5424 1602  
Monday to Friday

### **CLUNES MEDICAL CENTRE**

69 Service Street, CLUNES  
Phone: 5345 8090  
Monday to Friday

## CRESWICK MEDICAL CENTRE

58 Albert Street, CRESWICK  
Phone: 5345 8090  
Monday to Saturday

Ask about bulk billing

## MOORBOOL

### **BACCHUS MARSH MEDICAL CENTRE**

2 Turner Street, BACCHUS MARSH  
Phone: 5367 3333  
Monday to Sunday

After-Hours Arrangements:  
Please call Djerriwarrh Health Service, Bacchus Marsh Hospital on 03 5367 2000  
Appointments available and walk ins accepted  
Fees and bulk billing

### **BALLAN DISTRICT HEALTH AND CARE**

164 Inglis Street, BALLAN  
Phone: 5366 7999  
Monday to Saturday

### **BALLAN LIFELINE MEDICAL CLINIC**

191 Inglis Street, BALLAN  
Phone: 5370 2436  
Monday to Saturday

### **MADDINGLEY MEDICAL CENTRE**

4 O'Leary Way, MADDINGLEY  
Phone: 5367 1875  
Monday to Sunday

### **DARLEY MEDICAL CENTRE**

147 Gisborne Road, DARLEY  
Phone: 5367 5000  
Monday to Friday

Appointments preferred  
Fees and bulk billing

**PYRENEES****BEAUFORT  
MEDICAL PRACTICE**

4 Walker Street, BEAUFORT  
Phone: 5349 1610  
Monday to Saturday

**BEAUFORT  
FAMILY PRACTICE**

54 Neil Street, BEAUFORT  
Phone: 5336 2971  
Monday to Saturday

**AVOCA MEDICAL  
CLINIC**

13 Liebig Street, AVOCA  
Phone: 5465 3737  
Monday and Tuesday

**GENERAL PRACTICES****I WALK IN CLINICS**

A walk-in clinic means you can turn up to a GP clinic and ask for an appointment on the spot. You may have to wait depending on how many other people are waiting for an appointment.

**BALLARAT**

- + Eureka Medical & Dental Centre  
14 Albert Street, BALLARAT  
Phone: 5309 1111  
Open 7 days and public holidays  
7.00/8.00am to 8.00pm  
Appointments not needed  
No cost. Bulk billing available  
Check with clinic on arrival.
- + Tristar Medical Group - Ballarat  
1010a Sturt Street, BALLARAT  
Phone: 5331 7155  
Monday to Saturday  
9.00am/10.00am to 6.00pm
- + Tristar Medical Group – Sebastopol  
49-51 Albert Street, SEBASTOPOL  
Phone: 5336 2311  
Monday to Saturday  
9.00am/10.00am to 6.00pm  
Prefer appointments but walk in accepted  
No cost. Bulk billing only

**ARARAT**

Tristar Medical Group  
64 High Street, ARARAT  
Phone: 5352 1555  
Monday to Friday  
9.00am to 5.00pm  
Saturday: 10.00am to 4.00pm

**MORE INFO**

If you have a health issue or need a health check, the first person you usually go to see is a GP. It is recommended that you try to see the same GP each time if possible. This way you won't need to repeat your story and the GP will get to know your health needs.

Every child or young person entering Out of Home Care is required to see a GP for an Initial Health Assessment. A thorough health history will be taken, a physical assessment will occur and a management plan will be developed to ensure all outstanding and future health needs are addressed.

Having a Medicare number, and where possible a Medicare card, is important so you can access health care and medicines at low cost or no cost, as most of the cost is covered by the government.

To find a GP practice in your local area you can visit - <https://www.healthdirect.gov.au/australian-health-services>  
This directory is also available via an App on your phone. Its available from the App Store and Google Play and is called Healthdirect.

- + Check with the GP practice before you go to see if they will bulk bill. This means that the GP charges Medicare only for the consultation and you will not need to pay anything.
- + You will need to make an appointment at most GP practices.
- + There are some walk in clinics where appointments are not needed. These are useful for injuries or urgent issues, however seeing the same GP is preferred wherever possible.
- + Request a long or double appointment if the child or young person is attending for their Initial Health Assessment. This allows time for the GP to complete a comprehensive review.
- + A carer may use their own family, or preferred, GP for the Initial Health Assessment and the ongoing treatment of the child or young person in their care.
- + Children and young people identifying as Aboriginal and Torres Strait Islander may be eligible to access free or low cost medication under the Close the Gap initiative. Please discuss eligibility with your GP.

When you see the GP, they may recommend that you see another health professional to help with a particular health condition a child or young person may have. If needed, they will give you a referral to see a specialist, such as a paediatrician, or refer you to other health professionals, such as a speech therapist or psychologist. You can't see a specialist without having a referral from your GP first.



Many GP Clinics and other health service providers use a website and App called HotDoc for appointment bookings.

Head to [www.hotdoc.com.au](http://www.hotdoc.com.au) or download the HotDoc app to your device.

You can create a secure account that allows you to view available appointments and make bookings at a range of health clinics, using simple search functions.

**CALL FIRST****POSSIBLE COSTS**

# MATERNAL & CHILD HEALTH (MCH)

## BALLARAT

### STATE-WIDE MCH PHONE LINE



Phone: 13 22 29  
(24 hours, 7 days a week)

Appointments required  
No cost

**SIX CENTRES ACROSS  
BALLARAT INCLUDING  
BALLARAT, WENDOUREE,  
BUNINYONG, SEBASTOPOL,  
BONSHAW, LUCAS**

Phone: 5320 5720

### **BALLARAT AND DISTRICT ABORIGINAL COOPERATIVE (BADAC)**

106 Armstrong St North, BALLARAT  
Phone: 03 5331 5344

## ARARAT

### ARARAT RURAL CITY



Phone: 5335 0200

## GOLDFIELDS

### MARYBOROUGH

Phone: 5461 0610

## HEPBURN

### **CENTRAL HIGHLANDS RURAL HEALTH (HEPBURN/DAYLESFORD)**

Phone: 5321 6500

## MOOROBOOL

### MOORABOOL SHIRE

Phone: 5366 7700

## GOLDEN PLAINS

### GOLDEN PLAINS SHIRE

Phone: 5220 7111

## PYRENEES

### PYRENEES SHIRE (BEAUFORT)

Phone: 5349 1100

## MORE INFO

Maternal and Child Health (MCH) Services provide comprehensive health checks for children from 0 to school age.

MCH is a free primary health service available for all families with children from birth to school age, where families visit MCH nurses at ten key stages of the child's development.

MCH centres operate in local communities.

Some centres may be managed by local councils while others are managed by health services.

Centres are staffed by highly trained MCH nurses who:

- + do regular child health and development checks and screens
- + link families with other services and give information and tips on a range of parenting topics
- + help families who need higher levels of support within their home

Support may be provided in a variety of settings, including the family home, the MCH centre or other locations within the community.









# AFTER HOURS

## EMERGENCY

There are 24/7 emergency departments at:

### BALLARAT BASE HOSPITAL

1 Drummond Street, BALLARAT  
Phone: 5320 4000

No referral needed  
All services are open 24 hours,  
7 days a week.

### EAST GRAMPIANS HEALTH SERVICE, ARARAT

5 Girdlestone Street, ARARAT  
Phone: 5352 9300

No referral needed  
All services are open 24 hours,  
7 days a week.

## URGENT CARE CENTRES

### URGENT CARE - BACCHUS MARSH

Clarinda Street, BACCHUS MARSH  
Phone: 5367 2000

### BEAUFORT AND SKIPTON HEALTH SERVICE

28 Havelock Street, BEAUFORT  
Phone: 5349 1600

### CENTRAL HIGHLANDS RURAL HEALTH, DAYLESFORD

17 Hospital Street, DAYLESFORD  
Phone: 5321 6500

### CASTLEMAINE HEALTH

142 Cornish Street, CASTLEMAINE  
Phone: 5471 3555  
No referral needed

**I URGENT CARE STAFFED BY NURSES WITH ACCESS TO ON CALL GPS AS NEEDED NO COST**

## HEALTH CARE IN PERSON

### UFS MEDICAL - SUPERCARE NURSING SERVICE (OPERATING OUT OF UFS SUPERCARE PHARMACY)

The nursing service can help with treatment of minor injuries and illness from 6.00pm to 10.00pm each evening and pharmacist care overnight.

UFS Supercare Pharmacy and Supercare Nursing Service  
717 Sturt Street, BALLARAT  
Phone: 5331 9811  
Nursing Service open from 6.00pm to 10.00pm every day

No referral needed

### **AFTER HOURS GP**



If you call your local GP, they may participate in an after-hours roster providing support. Many are also on call via the GP After Hours Helpline (see below).

Call your local GP

No referral needed  
Costs may apply

## HEALTH CARE OVER THE PHONE

Phone based support

### NURSE ON CALL (VICTORIA ONLY)

This is a telephone helpline that provides immediate expert health advice from a registered nurse, 24 hours a day, 7 days a week. Nurse on Call can also give you information about health services in your area.

Nurse on Call  
Phone: 1300 60 60 24

No referral needed  
24 hours, 7 days a week

### GP AFTER HOURS HELPLINE (AUSTRALIA WIDE)

When you call this helpline a registered nurse will answer your call. They can put you in touch with a GP if needed via phone/video call. If required, they may offer you a call back or a video call from a GP.

After Hours GP Helpline  
Phone: 1800 022 222

No referral needed

## MATERNAL AND CHILD HEALTH (MCH) PHONE LINE

This phone line puts you in touch with a qualified Maternal and Child Health nurse who can discuss your concerns and give you information and advice about the care and health of your child (from birth to school age), as well as your own health and any parenting issues. It operates 24 hours, 7 days a week.

State-wide MCH  
Phone line  
Phone: 13 22 29  
(24 hours, 7 days a week)

No referral needed

## MENTAL HEALTH CARE SUPPORT

### GRAMPIANS AREA MENTAL HEALTH SERVICE

The Access and Triage Team can provide assistance over the phone. If it is an emergency, call 000.

Phone: 1300 247 647  
(24 hours, 7 days a week)  
701 Norman Street, BALLARAT NORTH

No referral needed to call

## PHARMACY

### UFS SUPERCARE PHARMACY

A 24-hour pharmacy located in Ballarat.

UFS Supercare Pharmacy  
717 Sturt Street, BALLARAT  
Phone: 5331 9811  
(24 hours, 7 days a week)

Anyone can access this service

## BALLARAT CENTRE AGAINST SEXUAL ASSAULT (CASA)

### CASA

Free and confidential counselling and support for people who have experienced past or recent sexual assault. The service is available for all genders of all ages, including children. CASA is a same sex attracted, sex and gender diverse inclusive service.

Crisis Care 24 hours  
Free call: 1800 806 292

Please discuss with your Case Manager

## MORE INFO

### IF IT IS A HEALTH EMERGENCY CALL 000

Or you can drive to your nearest emergency department or urgent care centre

Find your closest emergency service here - [www.healthdirect.gov.au/australian-health-services](http://www.healthdirect.gov.au/australian-health-services)

If it is not an emergency but you need health care assistance when GP practices are closed, you have a number of choices in person or over the phone.







# GENERAL ALLIED HEALTH

## **BALLARAT COMMUNITY HEALTH**



Ballarat Community Health provides a number of Allied Health Services including:

- + Speech therapy
- + Physiotherapy
- + Exercise physiology
- + Podiatry
- + Diabetes education
- + Social work
- + Refugee health

Lucas, 12 Lilburne Street, LUCAS  
Monday to Friday

Sebastopol, 260 Vickers Street, SEBASTOPOL  
Monday to Friday

Wendouree, 1042 Howitt Street, WENDOUREE  
Monday to Friday

Smythesdale, 19 Heales Street, SMYTHESDALE  
Monday to Thursday

Services may vary across sites  
Phone: 5338 4500 for all locations  
GP referral needed for some services.  
Can also self-refer  
Cost of services vary across allied health service types. If services are provided via a care plan, services are often bulk-billed

### **BADAC MEDICAL CLINIC**



Ballarat and District Aboriginal Cooperative (BADAC) provides a number of Allied Health Services including:

- + Immunisation
- + Occupational therapy
- + Family services
- + Diabetes and asthma education
- + A wide range of visiting Allied Health Professionals

106 Armstrong Street Nth, BALLARAT  
Ph: 03 5331 5344

GP referral needed for some services.  
Can also self-refer

Cost of services vary across Allied Health Service types. If services are provided via a care plan, services are often bulk billed

## **BALLARAT HEALTH SERVICES**



Ballarat Health Services offer a wide range of Allied Health Services including:

- + Occupational therapy
- + Speech therapy
- + Psychology
- + Podiatry
- + Social work
- + Dietetics and nutrition
- + Physiotherapy
- + Exercise physiology

Queen Elizabeth Centre  
102 Ascot Street South, BALLARAT  
Phone: Central Intake on 5320 6690

Referrals should be directed to Central Intake Triage. These referrals are triaged, prioritized and clients are contacted when an appointment becomes available

Cost of services vary across Allied Health Service types. If services are provided via a care plan, services are often bulk-billed

## **BALLAN DISTRICT HEALTH AND CARE**



Ballan District Health and Care offer a number of Allied Health Services including:

- + Dietetics and nutrition
- + Exercise physiology
- + Occupational therapy
- + Physiotherapy
- + Podiatry
- + Social work

164 Inglis Street, BALLAN  
Phone: 5366 7999

GP referral needed for some services.  
Can also self-refer

Cost of services vary across Allied Health Service types. If services are provided via a care plan, services are often bulk billed

## **DJERRIWARRH HEALTH SERVICE**



Djerriwarrh Health Services offer a wide range of Allied Health Services including:

- + Occupational therapy
- + Speech therapy Psychology
- + Podiatry
- + Social work
- + Dietetics and nutrition
- + Physiotherapy
- + Exercise physiology

Bacchus Marsh Community Health Centre  
35 Grant Street, BACCHUS MARSH

Melton Health & Community Services  
195-209 Barries Road, MELTON

Services may vary across sites  
Phone: 9747 7609 for all locations  
(Referral and Appointment Service)

GP referral needed for some services.  
Can also self-refer

Cost of services vary across Allied Health Service types. If services are provided via a care plan, services are often bulk billed

## **CENTRAL HIGHLANDS RURAL HEALTH**



Central Highlands Rural Health provides a range of Allied Health Services including:

- + Diabetes education
- + Dietetics
- + Occupational therapy
- + Physiotherapy
- + Podiatry
- + Speech pathology

17 Hospital Street, DAYLESFORD  
Phone: 5321 6550

22-24 Victoria Street, TRENTHAM  
Phone: 5421 7250

1 Napier Street, CRESWICK  
Phone: 5345 9100

69 Service Street, CLUNES  
Phone: 5345 9750

Services may vary across sites

GP referral needed for some services.  
Can also self-refer

Cost of services vary across Allied Health Service types. If services are provided via a care plan, services are often bulk billed

## **EAST GRAMPIANS HEALTH SERVICE**



East Grampians Health Service provides a range of Allied Health Services including

- + Diabetes education
- + Dietetics
- + Occupational therapy
- + Podiatry
- + Physiotherapy
- + Speech therapy

5 Girdlestone St, ARARAT  
Phone: 5352 9300

GP referral needed for some services.  
Can also self-refer

Cost of services vary across Allied Health Service types. If services are provided via a care plan, services are often bulk billed

## **BEAUFORT AND SKIPTON HEALTH SERVICE**



Beaufort and Skipton Health Service provides a range of Allied Health Services including:

- + Podiatry
- + Dietetics
- + Physiotherapy
- + Diabetes education

28 Havelock Street, BEAUFORT  
Phone: 5349 1610

GP referral needed for some services.  
Can also self-refer

Cost of services vary across Allied Health Service types (\$5 or \$10 depending on concession)



**MARYBOROUGH DISTRICT HEALTH SERVICE**

Maryborough District Health Service provides a range of Allied Health Services including:

- + Dietetics
- + Occupational therapy
- + Physiotherapy
- + Exercise physiology
- + Counselling, social and welfare work
- + Speech pathology

75-87 Clarendon Street, MARYBOROUGH  
Phone: 5461 0333

GP referral needed for some services.  
Can also self-refer

Cost of services vary across Allied Health Service types. If services are provided via a care plan, services are often bulk billed

**CHILDREN AND YOUNG PEOPLE (PRIVATE)**

You can also access Allied Health providers in a private clinic however there will be a cost unless a child has a care plan or NDIS plan.

This is not an exhaustive list. You can search by Allied Health professional types to find one closest to you - <https://www.healthdirect.gov.au/australian-health-services>

**OT DYNAMICS BALLARAT**

Provides services for children including occupational therapy, speech pathology and neuropsychology services. Covering Ballarat and surrounds, Beaufort, Ararat, Maryborough and Bacchus Marsh

311 Creswick Road, BALLARAT  
Phone: 5338 8932

**ENGAGE OT**

Mobile occupational therapy, servicing Ballarat and Ararat.

Phone: 0400 907 622

**OOKAMI KIDS**

A mobile paediatric therapy team providing occupational therapy, physiotherapy, speech therapy and psychology. Based in Ballarat and providing services to all surrounding areas.

602 Barkly Street, GOLDEN POINT  
Phone: 0497 094310

**PINARC DISABILITY SERVICES**

Providing community therapy, short term, episodic occupational therapy, physiotherapy and speech therapy.

1828 Sturt St, BALLARAT  
Phone: 5329 1398

**CORNERSTONE OT FOR KIDS:**

Paediatric occupational therapy practice for children and families serving the Daylesford and surrounding region.

DAYLESFORD  
Phone: 0419 119 569

**MORE INFO****MULTIDISCIPLINARY ASSESSMENT AND CARE**

Your GP may suggest treatment by an allied health practitioner such as a speech therapist, occupational therapist, a mental health worker or psychologist. Ask your GP to develop a Health Management Plan or Mental Health Care Plan so you can access subsidised care through Medicare.

**ALLIED HEALTH SERVICES**

Allied Health Services includes occupational therapy, physiotherapy, podiatry, exercise physiology, speech therapy, nutrition and dietetics, counselling and psychology, social work and family support.

You can search for Allied Health providers here - <https://www.healthdirect.gov.au/australian-health-services>

**CALL FIRST****POSSIBLE COSTS**

# EYES EARS AND TEETH

## OPTOMETRIST: EYE CHECK



There are many optometrists in our region that do not charge a person for an eye check. They will charge Medicare directly (also known as bulk billing). You should call and ask them before you book an appointment.

There are a number of optometrists that provide services on behalf of the Australian College of Optometry (ACO) through the Victorian Eyecare Service (VES) and the Victorian Aboriginal Spectacles Subsidy Scheme (VASSS) which helps people to access low cost glasses. To be eligible, you need to have a pension or health care card or identify as an Aboriginal or Torres Strait Islander person. You also need to have an eye check with an optometrist that is signed up to the VES in order to access low cost glasses. <https://www.aco.org.au/ves-directory/>

ACO has other programs that may assist if the costs of glasses are too much. Ask the optometrist to contact the ACO on 03 9349 7400 or email [outreach@aco.org.au](mailto:outreach@aco.org.au) to see if you might qualify for further support.

### I LOCAL OPTOMETRISTS WHO PROVIDE SERVICES IN RURAL LOCATIONS ON BEHALF OF THE ACO INCLUDE:

- + GMHBA Eye care – Ballarat  
208 Sturt Street, BALLARAT  
Phone: 5326 0100  
Monday to Friday 9.00am to 5.30pm (VES/VASSS)
- + Darryl Wilson Optometrist by G&M Eyecare.  
Locations:  
[1201 Howitt Street, WENDOUREE](#)  
Phone: 5339 4561  
Monday to Saturday  
[75 Vincent Street, DAYLESFORD](#)  
Phone: 5348 1770  
Tuesday to Friday 9.00am to 5.00pm  
[21 Grant Street, BACCHUS MARSH](#)  
Phone: 5367 4944  
Tuesday to Thursday  
9.00am to 5.00pm
- + DP Hare Optometrist  
97 High Street, MARYBOROUGH  
Phone: 5461 1064  
Monday to Friday  
9.00am to 5.00pm
- + Raymond Blaze & Associates  
156 Barkly Street, ARARAT  
Phone: 5352 1058  
Monday to Friday  
9.00am to 5.30pm  
Saturday: 9am to 12pm (VES/VASSS)

Appointments are required

To access the VES you will need to be a permanent resident of Victoria and hold either a Pensioner Concession Card (in your own name and dependents under 18 years) or a Health Care Card in your own name (for at least 6 months). Eye checks are usually bulk billed and no cost

## DENTIST: EMERGENCY AND GENERAL DENTAL CARE



Children and young people in Out of Home Care may be seen as a priority. This means they are offered the next available appointment for emergency and general dental care and are not placed on a waiting list. This will be worked out on a case by case basis. Please let the receptionist know when you call that the child or young person is in Out of Home Care, so they may be considered for a priority appointment.

### I BALLARAT HEALTH SERVICES LOCATIONS

- + Sebastopol Clinic  
Corner of Hertford Street & Tuppen Drive, SEBASTOPOL  
Phone: 5320 4225
- + Wendouree Clinic  
Corner of Verbena Grove and Hazel Road, WENDOUREE  
Phone: 5320 4225

### I CENTRAL HIGHLANDS RURAL HEALTH LOCATIONS:

- + Daylesford  
17 Hospital Street, DAYLESFORD  
Phone: 5321 6580
- + Creswick  
1 Napier Street, CRESWICK  
Phone: 5321 6580

### I OTHER LOCATIONS:

- + Maryborough District Health Service  
75-87 Clarendon Street,  
MARYBOROUGH  
Phone: 5461 0388
- + East Grampians Health Service  
Girdlestone Street, ARARAT  
Phone: 5352 9327  
(Check priority access rules)
- + Djerrirwarrh Health Services  
195-209 Barries Road,  
MELTON WEST  
Phone: 9747 7676

No referral needed

No fees apply for children and young people up to 18 years of age, who are in out of home care (including kinship, foster and residential care) as this is provided by the Children Youth and Families Division of the Department of Human Services.

## AUDIOLOGIST: HEARING CHECK



Audiologists are the first step for hearing health care. They aim to prevent hearing loss. They can assess, diagnose and treat hearing disorders.

A referral from a GP (or another medical professional such as a paediatrician) is essential when accessing a low-cost hearing check with Ballarat Hearing Clinic. If a hearing check finds that the child has a hearing issue, they will refer you to Hearing Australia, who are the only providers of free hearing equipment and devices for people under 26 years old. To access this free program, you must have had a hearing check and a diagnosis of hearing loss.

You can receive a health check at Australia Hearing for an out of pocket cost of \$110, for children 3 years and over.

### I BALLARAT HEARING CLINIC LOCATIONS

- + 22 Drummond Street North,  
BALLARAT
- + Ararat (visiting service) for children 6 years and over (cost is \$60)  
Phone: 5333 2999 for all locations

### I HEARING AUSTRALIA LOCATIONS

- + Ballarat – 808 Sturt Street,  
BALLARAT
- + Maryborough – 95-97 Nolan Street,  
MARYBOROUGH
- + Ararat (visiting service only)
- + Bacchus March (visiting service only)
- + Phone: 5333 0200 for all locations

Newborn to 16 years of age with a referral from a GP

We are able to see newborns referred by the Victorian Infant Hearing Screening Program and can see medically referred children to the age of 16 years. No cost for hearing check

Out of pocket cost \$20 (Admin fee)

## MORE INFO

After the initial health check appointment with the GP, a referral may be needed to a specialist, such as a paediatrician. The GP and paediatrician will work together, supporting a multidisciplinary care approach. Multidisciplinary care involves assessment and care from a range of health professionals, from one or more organisations, working together to deliver comprehensive patient care.





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# SEXUAL HEALTH

## **BALLARAT COMMUNITY HEALTH (BCH)**

BCH provides services to people of all genders and ages.

- + Information and support on sexual and reproductive health
- + Sexually transmitted infection (STI) screens, testing, counselling and treatments
- + Contraceptive services
- + Unexpected pregnancy counselling
- + Relationship and sexual health counselling

12 Lilburne Street, LUCAS  
Phone: 5338 4500  
Monday to Friday 8.30am to 5.00pm

## **BADAC MEDICAL CLINIC**

Ballarat and District Aboriginal Cooperative (BADAC)

- + Pap screens
- + Sexual health
- + Family planning
- + Relationship and sexual health counselling

106 Armstrong St Nth, BALLARAT  
Phone: 5331 5344

## **HEADSPACE SEXUAL HEALTH CLINIC**

headspace shares a clinician with Ballarat Community Health, providing sexual health screenings on site.

28 Camp Street, BALLARAT  
Phone: 5304 4777

Clinic hours are limited  
Current hours are:  
Tuesdays  
For other times contact the BCH clinic

## **WOMEN'S HEALTH SERVICE EAST GRAMPIANS HEALTH SERVICES**

A Women's Health nurse is available to assist women with breast examinations, pap screens, continence issues, as well as any other health issues or concerns. The service is located at the Community Centre.

5 Girdlestone Street, ARARAT  
Phone: 5352 9327  
Monday, Wednesday,  
Thursday and Friday

## **BALLARAT CENTRE AGAINST SEXUAL ASSAULT (CASA)**

The Ballarat Centre Against Sexual Assault (CASA) provide free and confidential counselling and support for people who have experienced past or recent sexual assault.

The service is available for all genders of all ages, including children. CASA is a same sex attracted, sex and gender diverse inclusive service.

Outreach services are provided to Bacchus Marsh, Ararat, and Daylesford.

Cnr Vale and Edwards Streets,  
SEBASTOPOL  
Phone: 5320 3933  
Monday to Friday  
9:00am to 5:30pm  
Late appointments also available

AFTER HOURS CRISIS CARE 24 hours  
Free call: 1800 806 292



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# MENTAL HEALTH

## INFANT AND CHILD MENTAL HEALTH SERVICES

### **BALLARAT HEALTH SERVICES (PUBLIC)**

BHS provides a comprehensive service for children, adolescents and their families who are experiencing psychiatric, psychological and behavioural problems. Children and young people between the ages of 0 and 14 can be referred to the Infant and Child Mental Health Service.

701 Norman Street, BALLARAT NORTH  
Phone: 5320 3030  
Monday to Friday 8.30am to 5.00pm

The Access and Triage service is the entry point for referrals to the Grampians Area Mental Health Service.

Phone: 1300 247 647  
(24 hours, 7 days a week)

Referrals can be made by parents/carers/guardian, GPs, paediatricians and community agencies  
Referrals can be made by phone  
1300 247 647

## YOUTH COMMUNITY MENTAL HEALTH:

### **BALLARAT HEALTH SERVICES (PUBLIC)**

BHS provides a comprehensive service for children, adolescents and their families who are experiencing psychiatric, psychological and behavioural problems.

Young people between the ages of 15 and 24 years old can be referred to the Youth Community Mental Health Service.

The Access and Triage service is the entry point for referrals to the Grampians Area Mental Health Service. This is a 24 hour, 7 days-a-week telephone referral service.

701 Norman Street, BALLARAT NORTH  
Phone: 5320 4100  
Monday to Friday  
8.30am to 5.00pm  
Phone: 1300 247 647  
(24 hours, 7 days a week)

The Access and Triage service is the entry point for referrals to the Grampians Area Mental Health Service.

Phone: 1300 247 647  
(24 hours, 7 days a week)  
Referrals can be made by young people, parents/carers/guardian, GPs, paediatricians and community agencies  
All referrals are made through the Access and Triage service on 1300 247 647

### **ARARAT MENTAL HEALTH SERVICES**

Ararat Mental Health Services is part of Grampians Area Mental Health Services. These services are open to people of all ages who have, or are at risk of developing, mental health problems.

5 Girdlestone Street, ARARAT  
Phone: 5352 9730  
Monday to Friday 8:30am to 5.00pm

Outside of business hours  
Phone: 1300 247 647

Referrals can be made by clients, parents/carers/guardian, GPs, paediatricians and community agencies.

All referrals are made through the Access and Triage service on 1300 247 647

### **HEADSPACE BALLARAT**

headspace supports young people 12 to 25, with mental health, physical health, drug and alcohol support, and educational and vocational support.

28 Camp Street, BALLARAT  
Ph: 5304 4777

No referral needed

### **COUNSELLING AND OTHER MENTAL HEALTH CARE PROGRAMS**

#### **BALLARAT COMMUNITY HEALTH**

Phone: 5338 4500.

#### **GRAMPIANS COMMUNITY HEALTH**

Phone: 5358 7400

#### **BADAC**

Phone: 5331 5344

#### **DJERRIWARRH HEALTH SERVICES**

Phone: 9747 7609

#### **BEAUFORT AND SKIPTON HEALTH SERVICE (ALL AGES)**

Phone: 5349 1600

#### **CATHOLICCARE (CHILDREN AND YOUNG PEOPLE)**

Phone: 5337 8999

### **UNITING BALLARAT**

Phone: 5332 1286

GP referral needed for some services. Can also self-refer. Call for further information

Costs may vary

### **ALCOHOL & OTHER DRUGS (AOD) COUNSELLING**

#### **BALLARAT COMMUNITY HEALTH**

Phone: 5338 4500.

#### **GRAMPIANS COMMUNITY HEALTH**

Phone: 5358 7400

#### **BADAC**

Phone: 5331 5344

#### **DJERRIWARRH HEALTH SERVICES**

Phone: 9747 7609

#### **BEAUFORT AND SKIPTON HEALTH SERVICE**

Phone: 5349 1600

### **UNITING BALLARAT**

Phone: 5332 1286

GP referral needed for some services. Can also self-refer. Call for further information  
Costs may vary

### **PSYCHOLOGY (PUBLIC)**

#### **BALLARAT HEALTH SERVICES**

The Psychology Department provides specialist clinical psychology, neuropsychology, and health psychology services including assessment, treatment and intervention.

1 Drummond Street North, BALLARAT  
Phone: 5320 6690

Referrals for outpatient services need to be directed to Central Intake. Referrals are then triaged, prioritized and clients are contacted when an appointment becomes available

### **POMEGRANATE COMMUNITY MENTAL HEALTH SERVICE**

Psychotherapy for adolescents aged 16 years and above, and families experiencing a wide range of mental health concerns.

105 Webster St, LAKE WENDOUREE  
Phone: 5320 2260

Referral to services requires a mental health care plan

Referrals are prioritised for people who have a healthcare card

No cost. Bulk billed services for people referred by GP on a mental health care plan

### **CENTRAL HIGHLANDS RURAL HEALTH**

Psychology services for individuals at Clunes, Creswick, Daylesford and Trentham

17 Hospital St, DAYLESFORD  
22-24 Victoria St, TRENTHAM  
1 Napier St, CRESWICK  
69 Service St, CLUNES

Phone: 5321 6539 for all locations

Appointment needed

Mental Health Care Plan from GP needed

No cost for clients who have an authorised Mental Health Care Plan from their GP

### **PSYCHOLOGY (PRIVATE)**

You can visit private psychologists any time you want, however these can be costly.

You can access subsidised psychology sessions from a private psychologist if you have a Mental Health Care plan from your GP. This allows you to access a certain number of sessions and Medicare will cover it.

Please note that some psychologists charge more than the Medicare rebate, so you may be charged a gap fee.

Ask the psychologist if they bulkbill prior to booking your appointment

To find a psychologist near you visit <https://www.healthdirect.gov.au/australian-health-services>

## PSYCHOLOGY: LGBTIQ+ (PRIVATE)

### SOUND PSYCHOLOGY



Sound Psychology have psychologists, mental health social workers and specialist counsellors that specialise in a range of areas, including sexuality, gender and identity.

Suite 5, Level 2  
3 Peel Street South, BALLARAT  
Phone: 5384 5163  
www.soundpsych.com.au

Mental Health Care Plan from GP needed for reduced fees

Fees are reduced for clients who have an authorised Mental Health Care Plan from their GP, however a gap fee will still be charged.

## PSYCHOLOGY: SCHOOL REFUSAL (PRIVATE)

### STRENGTH IN MIND



Strength in Mind provides assessment and treatment of adolescent mental health conditions with special interest in the areas of school refusal, educational disengagement and learning disorder assessment. Emphasis is placed on collaboration with home and school, and aims to educate and empower parents/carers and teachers to support young people through behavioural, mental health and educational challenges.

112 Drummond Street North, BALLARAT  
Phone: 0412 914 805  
www.strengthinmind.com.au

Mental Health Care Plan from GP needed for reduced fees

## BERRY STREET

Berry Street provides comprehensive education re-engagement support for children and young people engaged with their service. If you are supported by Berry Street, please make contact with your Case Manager regarding education issues and/or school refusal.

## PSYCHOLOGY SERVICES FOR CHILDREN (PRIVATE)

### OT DYNAMICS



OT Dynamics has a neuropsychologist who can assist children of all ages and their families in the following areas:

- + Assessment of thinking skills such as attention, visual and verbal information processing, learning, memory, problem solving and academic abilities
- + Identifying individual cognitive strengths and challenges
- + Assisting with diagnosis of specific learning disabilities, ADHD and other neurodevelopmental conditions
- + Making suggestions for strategies that play to children's strengths and compensate for or continue to develop an area of challenge
- + Liaising with parents and schools to determine optimal learning environments and manage challenges at school and home

311 Creswick Road, BALLARAT  
Phone: 5338 8932  
Monday to Friday

## PSYCHIATRISTS: PUBLIC GRAMPIANS AREA MENTAL HEALTH SERVICE

You can access support from a psychiatrist through our Grampians Area Mental Health Service. It includes Infant and Child Mental Health Services (0 to 14 years) and Youth Community Mental Health Service (15 to 24 years)

This service is provided by Ballarat Health Services and provides a comprehensive service for children, adolescents and their families who are experiencing psychiatric, psychological and behavioural problems.

The Access and Triage service is the entry point for referrals to the Grampians Area Mental Health Service. This is a 24 hour, 7 days a week telephone referral service.

701 Norman Street, BALLARAT NORTH  
Phone: 1300 247 647

Referrals can be made by parents/carers/guardian, GPs, Paediatricians and community agencies.

## PSYCHIATRIST: YOUNG PEOPLE

### HEADSPACE BALLARAT

headspace supports young people 12 - 25, with mental health, physical health, drug and alcohol support, and educational and vocational support. Psychiatrist appointments are available one day per week. Tele psychiatry appointments are also available.

28 Camp Street, BALLARAT  
Phone: 5304 4777

Referral from GP required but this can be organised through headspace

Self-referrals and referrals from health professionals can be done online, visit <https://headspace.org.au/headspace-centres/ballarat/>

You can also drop in to chat and ask questions to get the support you need

## PSYCHIATRISTS: YOUNG PEOPLE (PRIVATE)

### BALLARAT PSYCHIATRY GROUP (BPG)

BPG is a private specialist outpatient psychiatry practice that is dedicated to providing mental health care to the wider Grampian's community. They provide comprehensive evaluation of mental health issues across all ages and cultures.

5 Drummond Street South, BALLARAT  
Phone: 5338 8434

GP referral is essential

The doctors will provide an appointment for assessment after the receipt of written referrals

The doctors will go through each referral and the office will contact the clients to offer an appointment at the earliest possible availability



CALL FIRST



POSSIBLE COSTS



# PAEDIATRICS

## PAEDIATRICIANS: PUBLIC

The paediatric team at Ballarat Health Services (BHS) provides medical care to children, new born to 18 years old, and their families both within the hospital (inpatient) and in the clinic (outpatient).

BHS also supports the Victorian Paediatric Rehabilitation Services (VPRS). This service aims to provide all Victorian children, who require specialist rehabilitation, the ability to access the services they need, when they need it and in the most appropriate location, no matter where the family lives.

## **BALLARAT HEALTH SERVICES- SPECIALIST OUTPATIENT CLINIC**



- + 1 Drummond Street North, BALLARAT  
Phone: 5320 4221
- + 102 Ascot Street South, BALLARAT  
Phone: 5320 6690

Referral from GP essential.

Once BHS receives the referral, they will review the referral and contact you with an appointment time. There is often a waiting list for this service.

## PAEDIATRICIANS: PRIVATE

### **PAEDIATRICS BALLARAT (PRIVATE PRACTICE)**



Staff consists of consultant paediatricians, the majority of whom also hold appointments at both Ballarat Health Services and St John of God Hospital. As generalists, each of these doctors sees children with all manner of paediatric issues, although they often have areas of particular interest or expertise.

They have visiting sub-specialist paediatricians across the most commonly required subspecialties including cardiology, gastroenterology, neurology, respiratory, and endocrinology. They also have a clinical psychologist, a neuropsychologist, a mental health social worker and dietician.

1328 Sturt Street, BALLARAT  
Phone: 5327 1444

Referral from a GP is essential

## COMMUNITY PAEDIATRIC CLINIC INCLUDING PAEDIATRIC IMMIGRANT HEALTH CLINIC

Ballarat Community Health offer a community paediatric immigrant health clinic.

Specialist care for adult and child immigrants who are vitamin D deficient is also provided at the clinic.

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12 Lilburne Street, LUCAS  
Phone: 5338 4500  
Appointments occur on the first Wednesday of every month

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Referral is required from your GP before you can access this service





# PHARMACIES & IMMUNISATIONS

## **CRAWFORD'S PHARMACY**

(CAFS preferred)

1342 Sturt Street, BALLARAT  
 Phone: 5332 2658  
 Monday to Friday  
 8.00am to 7.00pm  
 Saturday: 8.00am to 5.00pm  
 Sunday: 10.00am to 2.00pm  
 Anyone can access

## **UFS SUPERCARE PHARMACY**

717 Sturt Street, BALLARAT  
 Phone: 5331 9811  
 Open 24 hours, 7 days a week

Anyone can access

## **IMMUNISATION CHECK**

It is important to ensure a child's immunisations are up to date so they can attend places such as long day care, occasional care, kindergarten and school.

For children from birth to school age, your local Maternal and Child Health Nurse can check a child's immunisation status on the Australian Immunisation Register and provide any immunisations to ensure a child is up to date with their immunisations.

For school age children, a GP can access statements on the Australian Immunisation Register to check on a child's immunisation history. Most GP practices have nurses that are available to provide immunisations to make sure a child has had all of their required immunisations.

MCH information see page 9  
 No cost

GP clinic information see page 6-7  
 No cost or low cost  
 Check with GP clinic



CALL FIRST



POSSIBLE COSTS



## Important Health Information

This page is for use by Case Managers and Carers to assist in maintaining and communicating up to date and important health information for a child in care

**Child's Full Name**

**Date of Birth**

\_\_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

**Medicare Number**

**Known Allergies**

\_\_\_\_\_

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### SUPPORT DETAILS

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Agency Name [eg Berry Street]

Phone Number

\_\_\_\_\_

\_\_\_\_\_

Case Manager's Name

Phone Number

\_\_\_\_\_

\_\_\_\_\_

Relevant After-Hours Phone Number/s \_\_\_\_\_

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### DOCTOR [GP] DETAILS

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GP Name

Phone Number

\_\_\_\_\_

\_\_\_\_\_

Clinic Name and Address

\_\_\_\_\_

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### DENTIST DETAILS

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Dentist Name

Phone Number

\_\_\_\_\_

\_\_\_\_\_

Clinic Name and Address

\_\_\_\_\_

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### OPTOMETRIST DETAILS

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Optometrist Name

Phone Number

\_\_\_\_\_

\_\_\_\_\_

Clinic Name and Address

\_\_\_\_\_

**IN AN EMERGENCY CALL TRIPLE ZERO - 000**

## Important Health Information

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### SPECIALISTS INVOLVED

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Type *[eg Psychologist]* Clinic Name and Address

\_\_\_\_\_  
Specialist Name Phone Number

\_\_\_\_\_  
Type *[eg Speech Therapist]* Clinic Name and Address

\_\_\_\_\_  
Specialist Name Phone Number

\_\_\_\_\_  
Type *[eg Occupational Therapist]* Clinic Name and Address

\_\_\_\_\_  
Specialist Name Phone Number

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### CURRENT MEDICATIONS

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Please List:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dispensing Pharmacy Name Phone Number

\_\_\_\_\_  
Pharmacy Address

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### PLEASE ATTACH ALL EMERGENCY MANAGEMENT PLANS *[eg Asthma, Diabetes, Epilepsy]*

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#### HELPFUL 24 HOUR PHONE NUMBERS

Nurse-on-Call – **1300 60 60 24**  
Victorian Poisons Information Centre – **13 14 50**  
Parentline – **13 22 89**  
Lifeline – **13 11 14**

**IN AN EMERGENCY CALL TRIPLE ZERO - 000**



