

Gippsland After-Hours Residential Aged Care Facility (RACF) service directory

To be used in conjunction with your RACF existing after-hours arrangements.

To be used in conjunction with existing after-hours Medical professional arrangements.

Provider	Available	Hours of availability	Contact/Referral Process
HealthAccess – Gippsland PHN after-hours service	Across all of Gippsland. To access non-life threatening medical emergency after-hours medical assistance thcfa.org.au/healthaccess	<ul style="list-style-type: none"> • 6pm-10pm weeknights • 12pm – 8pm Saturdays • 8am – 4pm Sunday (and public holidays) 	1800 272 767
Victorian Virtual Emergency Department	State-wide, including Gippsland vved.org.au	24 hours	Patient Consent and online registration required.
Palliative Care Advice Service	The Palliative Care Advice Service offers free, confidential advice for all Victorians seeking information about life-limiting illness, palliative care or end-of-life care. pcas.org.au	7am-10pm	1800 360 000
Severe Behaviours response team (SBRT)	SBRT is for people living with dementia who are experiencing severe behaviours or psychological symptoms as a result of dementia and reside in a Commonwealth funded approved residential care home, or a multi-purpose or flexibly funded service. dementia.com.au/who-we-help/health-care-professionals/services/sbirt	24 hours	1800 699 799
Priority Primary Care Centre – Latrobe City	Latrobe City	7.30am- 11.30pm 7 days per week	42-44 Fowler Street, Moe (operated by Latrobe Community Health Service) (03) 5127 9111

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Priority Primary Care Centre – Baw Baw Shire	Baw Baw Shire	8am – midnight 7 days per week	170 Normanby Street, Warragul (Central Clinic) (03) 5642 66655
Residential in reach – RiR – Baw Baw Shire	Trafalgar, Warragul, Neerim South, Drouin	Saturday, Sunday 8am – 4:30pm	Residential.inreach@wghg.com.au (03) 5623 0674
Residential in reach – RiR – Latrobe City	Refer via Referral Options: <ul style="list-style-type: none"> Preferred method of referral is via Service-to-Service (S2S) electronic referral system. For access to the LRH Health Independence Program (HIP), use the single point of entry (SPE). Referral can be made by a general practitioner, hospital staff, or the residential aged care facility (RACF). All referrals are screened and triaged by the HIP Coordinator and administrative support staff.	7:30am – 4:00pm 7 days per week (excl. Christmas & New Year's Days)	ResidentialinreachProgram@lrh.com.au (03) 5173 8899 / 0418 591 454 Fax (03) 5173 8198 Online referral Click Here
Residential in reach – RiR – Bass Coast Shire	Bass Coast Health RACFs <ul style="list-style-type: none"> Cowes San Remo Wonthaggi Inverloch 	Monday, Wednesday, Friday 8:00am – 8:30pm Tuesday, Thursday 8:00am – 4:30pm Saturday, Sunday 10:00am – 6:30pm	0418 576 082
Victoria Poisons Information Centre	Advice if someone has been poisoned or overdosed, made a mistake with medicine or been bitten or stung	24 hours 7 days a week	131 126

