

Support Services

Organisation	Services	Contact	Hours
Kids Helpline	Telephone and counselling support service for young people aged between 5-25	1800 551 800 (free call)	24 hours a day 7 days a week including Public Holidays
Eheadspace Headspace	Telephone and online counselling support service for young people aged between 12 - 25	headspace.org.au/eheadspace 1800 650 890 Face to face: Mt Gambier: (08) 87250443 Portland: (03) 5522 1484 Warrnambool: 1300 276 749	9am – 1am 7 days a week
Beyond Blue	Mental health support service	1300 224 636 (free call) beyondblue.org.au (online chat)	24 hours a day, 7 days a week including Public Holidays
Suicide call back service	Online counselling & telephone services for suicide prevention, helping anyone affected by suicidal thoughts	www.suicidecallbackservice.org.au 1300 659 467	24 hour service 7 days a week
Lifeline	Provides 24/7 crisis support and suicide prevention services	13 11 14 (call, 24 hours a day) 0477 131 114 (text, 12pm – 12am) lifeline.org.au/crisis-chat (chat, 7pm – 12am)	7 days a week including Public Holidays
Parentline	Provides telephone counselling and support to parents and carers of children from 0 – 18 years.	13 22 89 Translating and Interpreting service is available 131 450	8am – 12am, 7 days a week
Casterton Coleraine Medical Centre	GP clinic in Coleraine & Casterton	5554 2655 (Casterton) 5553 2045 (Coleraine)	Mon – Fri 8.45am – 5.30pm
Riverview Family Health	GP Clinic in Casterton	5581 2089	Mon – Fri, 9am – 5pm Sat, 9am – 12pm
Hamilton Family Practice	Bulk billing GP in Hamilton	5572 5592 or 5571 9277	Mon – Fri, 8.30am – 6pm Sat, 9am – 1pm
Winda-Mara Aboriginal Corporation	GP clinic in Hamilton	5527 0090	Mon – Fri, 9am – 5pm

Centrelink Government Service	Financial support to Australians who face financial hardship	Emergency Helpline: 132 850 Families: 136 150 Indigenous Australians: 1800 136 380 Job Seekers: 132 850 Rural & Remote Australians: 132 318 Languages (Multilingual): 131 202 Older Australians: 132 300 Students and Trainees: 1800 132 317 People with disability 132 717	Mon – Fri, 9am – 5pm
Casterton Memorial Hospital	Community Health	5554 2555	
Western District Health Services	24hr emergency department	5551 8222	24hrs, 7days/week
Frances Hewett Community Centre, Hamilton	Women health & men’s health clinics, counselling services	5551 8450	Mon – Fri, 9am – 5pm
United Way Glenelg	Support to improve health, education, and income stability outcomes for people of all ages	0410 513 305	
CAMHS	Child and adolescent mental health	Warrnambool: 55619100 Hamilton: 5551848 After hours: 1800 808 284	
Brophy Family and Youth Services	Youth engagement and family services	5561 8888	
Department of Health and Human Services (DHHS)	Family support	Warrnambool: 5561 9444 Melbourne: 1300650 172	
Family Drug Helpline	Family support	1300 660 068	24 hours, 7 days/week
Nurse-On-Call	Professional health advice from a registered nurse	1300 60 60 24	24 hours, 7 days/week