






Where to get the care you need

If you are unwell, you have a number of options for care, depending on how severe your illness or situation is.

Going to the right place for your health concern helps you get the right care. It also helps people who need urgent or life-saving medical help.

Save Triple Zero (000) for life-threatening emergencies.

For more information, visit betterhealth.vic.gov.au/where-to-get-care

ISSUE	EXAMPLES*	CARE OPTIONS
 Health advice or self-care	<ul style="list-style-type: none"> Bites Stings Colds Flu Allergies Medications 	<ul style="list-style-type: none"> Visit the Better Health Channel at betterhealth.vic.gov.au Call NURSE-ON-CALL on 1300 60 60 24 For COVID info, including if you test positive for COVID, contact the Coronavirus hotline on 1800 675 398 or visit coronavirus.vic.gov.au Visit a pharmacist
 Mental health concern	<ul style="list-style-type: none"> Low mood Substance use or addiction 	<ul style="list-style-type: none"> Contact a Mental Health and Wellbeing Hub on 1300 375 330 or visit betterhealth.vic.gov.au/mental-health-and-wellbeing-hubs For specialised Aboriginal and Torres Strait Islander healthcare: <ul style="list-style-type: none"> Find an Aboriginal mental health service near you at betterhealth.vic.gov.au/aboriginal-health-services Call Yarning SafeNStrong on 1800 959 563 or visit vahs.org.au/yarning-safenstrong If in crisis or thinking about self-harm: <ul style="list-style-type: none"> call Lifeline on 13 11 14 or visit lifeline.org.au call Beyond Blue on 1300 224 636 or visit beyondblue.org.au
 Health concern	<ul style="list-style-type: none"> Ongoing health problem Unexplained pain 	<ul style="list-style-type: none"> Visit your local GP Visit a relevant allied health provider – for example, a physiotherapist for muscle and joint pain For specialised Aboriginal and Torres Strait Islander healthcare, find an Aboriginal health service near you at betterhealth.vic.gov.au/aboriginal-health-services
 Health treatment	<ul style="list-style-type: none"> Minor burns Sprains Mild asthma Abdominal pain 	<ul style="list-style-type: none"> Visit your local GP For COVID or other respiratory symptoms, find a GP Respiratory Clinic near you at coronavirus.vic.gov.au/gp-respiratory-clinics Find a Priority Primary Care Centre near you at betterhealth.vic.gov.au/priority-primary-care-centres Visit the Victorian Virtual Emergency Department at vved.org.au For specialised Aboriginal and Torres Strait Islander healthcare, find an Aboriginal health service near you at betterhealth.vic.gov.au/aboriginal-health-services In rural areas, visit an urgent care centre
 Life-threatening emergency	<ul style="list-style-type: none"> Chest pain Sudden numbness or paralysis Serious trauma 	<ul style="list-style-type: none"> Call Triple Zero (000) Visit an emergency department

* Please note this is not a complete list of all symptoms suited to visiting these services. Example symptoms are provided for guidance only.