



# 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](https://betterhealth.vic.gov.au/where-to-get-care)

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

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