

Who to call for help



In an immediate, life-threatening emergency such as:



Chest pain or chest tightness



Sudden numbness or paralysis of the face, arm or leg



Large burns



Serious accidents



Severe bleeding



Difficulty breathing



Extreme pain



Unconsciousness

Call Triple Zero (000) and the call taker will help you.

If you need urgent care but it is not life-threatening:



Visit an Urgent Care Clinic

betterhealth.vic.gov.au/urgent-care-clinics

* Free service, no referral or medicare card required



Video call with Virtual ED

www.vved.org.au

Victorian Virtual Emergency Dept.

* Free 24/7 service, no referral or medicare card required



You can also get help from:

Nurse-on-Call

24/7 call on
1300 60 60 24



Your local doctor

Call 13SICK (13 7425)
Visit healthdirect.gov.au



Your local pharmacist

Search online to find a pharmacy nearby

For information about your care options in multiple languages visit urgentcare.vic.gov.au

For information about how to get help for a health emergency in Easy English and multiple languages visit ambulance.vic.gov.au/translated-resources



Interpreter

**Become an Ambulance Victoria member.
It's quick and easy to join at:**

www.ambulance.vic.gov.au/membership



AmbulanceVictoria

Who you can call for help

Our doctor's name

Our doctor's phone number

Our nearest Urgent Care Clinic

Our mental health and wellbeing support

Emergency

Triple Zero
(Police, Fire, Ambulance) **000**

VicEmergency Hotline **1800 225 226**

State Emergency Service
(SES) **13 25 00**

Urgent Care

Victorian Virtual Emergency
Department (VVED) **vved.org.au**

After hours doctors **13Sick or 17 27 25**

Nurse-on-Call **1300 60 60 24**

Health Direct **1800 022 222**

Information and support lines

Victorian Poisons
Information Centre **13 11 26**

Maternal and Child Health Line **13 22 29**

Palliative Care Advice
Service **1800 360 000**

National Disability Abuse
and Neglect Hotline **1800 880 052**

LGBTIQA+ support **1800 184 527**

Carers Victoria **1800 514 845**

1800 Respect **1800 727 732**

Police Assistance Line **131 444**

National Relay Service **TTY 106**

24-hour crisis support

Kids Help Line **1800 55 18 00**

Lifeline **13 11 14**

SuicideLine **1300 651 251**

Beyond Blue **1300 224 636**

Turning Point **1800 250 015**

Aboriginal or Torres Strait
Islander Crisis Support **13YARN or
13 92 76**

Safe Steps Family Violence
Response Centre **1800 015 188**



AmbulanceVictoria