

# Medical Travel Guide

*Melbourne*

For

Melbourne and Regional Centres in south west Victoria

# Medical / Hospital Travel Guide

September 2016

## Disclaimer

The information contained in this directory is a guide only and when necessary it should be checked for accuracy by contacting the service provider. Every effort has been made to ensure that the information in this guide is accurate at the time of publication.

South West Community Transport Program does not accept responsibility for any:

- Errors, omissions or inaccuracies
- Any changes in policy of the organisations listed

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# **So you need to go out of town for medical treatment....**

What do you do?

How do you get there?

Can you drive and if so where do you  
find parking?

Will you be using Public Transport?

Will you need to stay overnight?

Is there financial assistance available?

**This Guide contains some  
resources to help you answer  
some of these questions**

## Contents

Introduction.....	1
Using this Guide.....	1
Checklist for Travelling .....	2
Before You Leave Home...You Need to Know.....	2
At The Hospital/Appointment.....	2
Going Home .....	2
Travelling to Melbourne.....	3
Public Transport.....	3
V/Line .....	4
Major Railway Stations Contact Numbers: .....	5
Travellers Aid.....	6
Travellers Aid at Southern Cross Station .....	6
Travellers Aid at Flinders Street Station .....	7
Medical Companion Project.....	7
Travellers Aid Access Service (TAAS).....	8
Reducing the need to travel.....	8
Travelling Around Melbourne .....	9
Public Transport Victoria.....	9
Buses & Trams In Melbourne.....	10
Taxis in Melbourne.....	10
Multi-Purpose Taxi Program.....	11
Regional Travel.....	11
Public Transport.....	11
Travelling By Car.....	12
Parking in Melbourne .....	12
Community Transport.....	13
Australian Red Cross Medical Transport.....	14
Non-emergency Ambulance Transport.....	14
Handy Travel and Support Contacts .....	15
Victorian Patient Transport Assistance Scheme (VPTAS) .....	15
Mobility Equipment Hire .....	16
Department of Veterans' Affairs .....	16

Mobility Map Melbourne – Access.....	17
South West Community Transport Program .....	17
Accommodation .....	18
Social Workers.....	18
Hospital Information .....	19
Where to obtain more specific information about the hospital you have been referred to? .....	19

## **Introduction**

If you live in rural Victoria you may have to travel for health care when services are not available locally.

Asking questions can be hard when you are worried about your health or that of a family member; but you need clear information about travel and support options in order to make decisions about your health care. This guide will help you find some of the information you may need.

Your health care journey will usually start with your GP. They may refer you to a visiting specialist, to an outpatient clinic or treatment in a hospital in a regional centre or Melbourne. You may have to travel there and back a few times. You may need a short or long stay in hospital.

## **Using this Guide**

If you have internet access there are a number of web addresses that will take you to relevant information. Search these websites for the information you require. If you have no luck finding the information you require, phone the contact numbers provided and they will direct your call.

If you have no home internet access, a friend or family member may help you or your local library or transaction centre may have internet access. If you have no internet access at all you can use the contact phone numbers provided.

An electronic version of this guide can be downloaded from

[www.wdhs.net](http://www.wdhs.net) - Search for "Medical Travel Guide"

## **Checklist for Travelling**

**A checklist for people living in rural Victoria travelling for health care is available on line at the following web site.**

### ***Before You Leave Home...You Need to Know***

- Location
- Doctor/Specialist Name, Phone Number
- Transport – how will I get there?
- Accommodation – will I need to stay down there?
- Home Support – who will look after the kids and/or animals
- Travel Cost – have you got the Victorian Patient Travel Assistance form to be filled out by your treating doctor?
- What do I need to take with me?
  - Referral and medical history – has my doctor sent this or do I need to take them with me?
  - Overnight bag and toiletries?

[Before you leave home checklist here](#)

### ***At The Hospital/Appointment***

- Country Patient Support - Is there someone who understands that you have travelled some distance for this visit?
- Wait Time, Food & Baby Care – How long do you have to wait? Where can you feed/change your child?
- Follow-up appointments – Are they convenient for you and/or your escort?
- Do they know I have a carer?

[At the hospital checklist here](#)

### ***Going Home***

- Discharge Planning – Who is your discharge planner?
- Care and Support at home – Do you need support services?
- Travelling Home – How will you get home? Will you need an escort?
- Medication – What medication will you need?
- Referring Doctor – Will my GP be sent correspondence regarding my appointment/treatment?
- Has all relevant information been discussed with me or my carer?

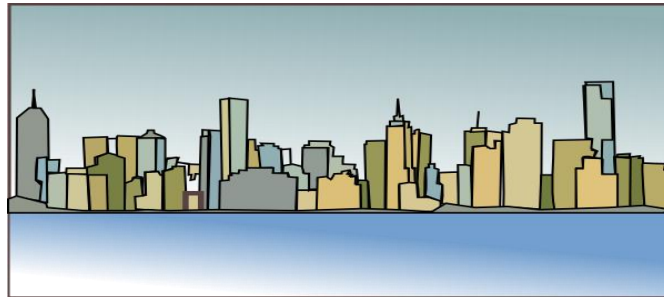
[Going Home checklist here](#)

Some information about support services may be available in the following link; these include accommodation and transport information for some Melbourne hospitals.

[Handy travel and support contacts](#)



## Travelling to Melbourne



### Public Transport

All V/Line trains and coaches travelling to Melbourne terminate at Southern Cross Station or Flinders St Station.

From Southern Cross Station and Flinders St Station metropolitan trains, trams and buses run to every corner of Melbourne.

If you feel confident about using public transport you can plan your trip from A to B with the journey planner at <http://ptv.vic.gov.au/>

All Melbourne hospitals are listed in the journey planner – simply enter your origin and the name of the hospital or address in the destination box and receive a customised trip plan detailing all services and connections.

If you need some assistance or are not confident using public transport there are a number of support programs later in this guide.

### Important Tip:

**Always allow plenty of travel time for any unforeseen delays.**

## V/Line



### Key Contacts:

**Ph:** 1800 800 007

**Website:** [www.vline.com.au](http://www.vline.com.au)

You can buy V/Line tickets from:

- Staffed V/Line stations
- V/Line ticket agents
- Online and paying with your credit card
- By calling the V/Line phone number and paying by credit card

You **can't** collect pre-paid tickets from conductors or bus drivers, they must be picked up at a V/Line ticket sales outlet before travel or they can be posted to you if you book far enough ahead.

To find your local ticket agent ring the number above or look under the "Maps stations and stops" section on the V Line site.

**All V/Line tickets to and from Melbourne include free travel in Zone 1 & 2 on metropolitan trains, trams and buses. Single tickets give free access for one hour after you arrive, day return tickets can be used all day.**

All V/Line stations are wheelchair accessible. All trains are accessible with a portable ramp that conductors can make available. Conductors and station staff are available to assist passengers.

All coaches on regular V/Line services now have allocated space for a wheelchair. Customers are no longer required to provide 24 hours advance notice of their planned travel if they are catching a V/Line timetabled coach service. However, if you need extra assistance with luggage or have any concerns then please let them know in advance if you need help.

If you travel with a mobility aid or wheelchair, it needs to:

- Fit within an allocated space of 1300mm (length) and 800mm (width)
- Be no more than 750mm wide at a height of 300mm above the ground
- The total weight of the mobility aid, its user must be less than 300kg.

**See the V/Line Accessibility Guide at**

<https://www.vline.com.au/Fares-general-info/Accessibility>

**Visit your local agent to get the latest information on your timetable.**

***Major Railway Stations Contact Numbers:***

**Ararat Station.....03 5352 0333**

High St

**Ballarat Station.....03 5337 8609**

Lydiard St

**Camperdown Station.....03 5593 1101**

Longmore St

**Colac Station.....03 5231 4603**

Gellibrand St

**Flinders Street Station.....03 9610 7490**

Flinders St

**Geelong Station..... ..03 5226 6525**

Railway Terrace

**South Geelong Station.....03 5226 6487**

Yarra St

**Southern Cross Station.....1800 800 007**

Spencer St

**Warrnambool Station.....03 5561 4427**

Merri St

**Hamilton Station.....03 5571 1682**

Station St

## Travellers Aid



Travellers Aid helps people at three transport centres in Melbourne – Southern Cross Station, Flinders Street Station and City Village. Travellers Aid offers a range of services at each location including; a safe community space to wait between trains or to have a rest after a busy period, Mobility Equipment Hire Service, travel information and internet access.. They also offer Luggage Storage, both short and long term at both the City Village location and Flinders Street Station centre.

For travellers in crisis, Travellers Aid can assist with recommendations to affordable accommodation, relief agencies and limited emergency welfare assistance.

### ***Travellers Aid at Southern Cross Station***

#### **Key Contacts:**

**Ph:** (03) 9670 2072

**Website:** [www.travellersaid.org.au](http://www.travellersaid.org.au)

Travellers Aid at Southern Cross Station provides assistance to transfer from your train or bus to another method of transport: you can be met by buggy or escorted on foot through the station, bookings for this service are essential. They also offer clean and accessible rest rooms, baby change facilities, stroller hire, showers (with towel hire), somewhere to rest while waiting for your train, and information on transport and accommodation in Melbourne.

***Travellers Aid Southern Cross is located opposite the luggage hall on the corner of Bourke St and Spencer Street.***

Southern Cross Station  
99 Spencer Street  
Docklands VIC 3000

Melway Ref: 1A A5.

OPEN 7 days a week 7.00am - 10.00pm.

### ***Travellers Aid at Flinders Street Station***

**Key Contacts:**

**Ph:** (03) 9610 2030

**Website:** [www.travellersaid.org.au](http://www.travellersaid.org.au)

This service is ***located within the ticketed barrier area of Flinders Street Station on the main concourse between platform 9 & 10.*** They offer a comfortable lounge, amenities, rest area, and practical assistance to the travelling public, through a number of services.

Flinders Street Station  
Corner Flinders St and Swanston St  
Melbourne VIC 3000  
Melway Ref: 1B M11.

OPEN Monday - Thursday 8.00am - 8.00pm  
Friday and Saturday 8.00am - 10.00pm

### ***Medical Companion Project***

**Key Contacts:**

**Ph:** 1300 700 399

**Website:** [www.travellersaid.org.au](http://www.travellersaid.org.au)

Volunteer companions are now available to accompany you from Southern Cross Train & Bus Terminals and Flinders St Station to your health care appointments in central Melbourne.

Travellers Aid volunteers will meet passengers at the Flinders Street Station and the Southern Cross Station train and bus platforms, and accompany them to their inner Melbourne health care appointments and back again. Passengers will have the choice of using taxis (at own cost), trams or buses whilst in Melbourne and the volunteer companions will be experienced in using all three modes of transport.

### **Help Is Only a Phone Call Away**

People interested in accessing the new volunteer-assisted service when travelling to Melbourne should telephone Travellers Aid on **1300 700 399** at least 48 hours prior to their expected travel date.

**This service is FREE and bookings are essential.**

### ***Travellers Aid Access Service (TAAS)***

A friendly and professional service offering Support Workers to assist people with disabilities and older people with personal care needs. TAAS is centrally located at Travellers Aid at Flinders Street Station and Travellers Aid at Southern Cross.

Support Workers are able to assist with meals, communication (for people with speech impairments), accessing internet and wireless internet services, fully accessible toilet facilities, wheelchair/scooter recharging facilities.

**Services are provided FREE of charge, without the need for an appointment, referral, or assessment.**

***A donation is very welcome!***

## **Reducing the need to travel**

Travel to appointments at metropolitan and regional health services can be stressful and time-consuming; it is worth asking your specialist if some aspects of your treatment can be completed locally or via the use of telemedicine.

For example your local hospital may have the capacity to run the tests you require and send the results to your specialist.

### ***Tele-medicine***

Tele-medicine refers to the practice of using videoconferencing to conduct medical consultations in real time.

If you would like to use this option and have the right equipment ask your specialist if you can attend some of your appointments by videoconference or Skype, this alternative can be very useful for brief review appointments.

If you do not have the facilities for videoconference at home your local health service may be able to provide this service with prior notice.

## Travelling Around Melbourne

### Public Transport Victoria



#### Key Contacts:

**Ph:** 1800 800 007

**Website:** <http://ptv.vic.gov.au/>

Public Transport Victoria is the face of public transport in Melbourne. It provides customers with a 'one-stop-shop' for information about services, fares and ticketing.

If you are staying in Melbourne and need to use public transport myki Visitor Packs can be purchased at Travellers Aid, Visitor Information Centres and most hotels. The packs contain a pre-loaded myki card that has enough money on it for one days travel in Zone 1 (this includes the entire tram network). If you need more than one days travel you can top up your card at myki machines or retail outlets.

If you are planning to travel regularly in Melbourne you must have a valid myki. If only doing day trips from regional Victoria your V/Line paper ticket entitles you to use public transport – see page 4.

See <http://ptv.vic.gov.au/tickets/myki> for more information about using myki. Concession and Seniors myki cards can be purchased at most myki outlets.

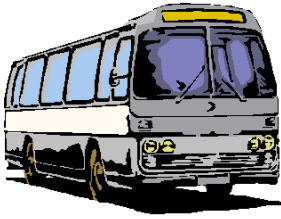
Use the journey planner to plan your travel.

Public Transport Victoria also has a range of free travel passes which entitle holders to free transport on all metropolitan and V/Line services; e.g. Access travel pass, scooter and wheelchair pass, vision impaired travel pass and free Sunday travel for Carers. More information about eligibility for free travel passes can be found at <http://ptv.vic.gov.au/tickets/free-travel-passes/> or call 1800 800 007

**Companion Cards are accepted on most public transport.**

<http://www.companioncard.org.au/>

<http://ptv.vic.gov.au/tickets/concessions/>



## Buses & Trams In Melbourne

There are several bus and tram routes which run to and from the heart of Melbourne. For more information call Public Transport Victoria on 1800 800 007 or visit [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)



## Taxis in Melbourne

### Key Contacts:

**General Taxi Number 131 008**

**It is always best to order a taxi ahead of time as it helps ensure the taxi will arrive as close to the requested time as possible.**

There are three ways to get a taxi –

- **book by phone**
- **hire from a Taxi Rank**
- **hail from the side of the road**

13CABS	13 22 27
Arrow Taxis	13 22 11
North Suburban	13 11 99
Platinum Taxis	9090 1800
West Suburban	1300 9378 8294

**Wheelchair accessible taxis in Melbourne can be booked by calling 03 8413 7202 or 03 9277 3877**



## Multi-Purpose Taxi Program

### Key Contacts:

**Phone:** 1800 638 802

**Website:** <http://www.taxi.vic.gov.au/passengers/mptp>

The Multi-Purpose Taxi Program makes transport more accessible for Victorians with a severe and permanent disability. The State Government has a program that gives half price taxi fares up to a maximum discount of \$60 per trip. You need a mptp card to get the discount. To be able to get a card you must have a form completed by your doctor. The doctor will only fill out the form if you;

- Live in Victoria permanently and
- Have a severe and permanent disability that stops you from being able to use public transport yourself.

An annual subsidy limit of \$2180 applies but extensions to the limit may be available from the **Taxi Services Commission 1800 638 802**.

## Regional Travel

### Public Transport

If you are not sure about public transport options in your area use the V/Line or Public Transport Victoria journey planners or contact V/Line directly on 1800 800 007. Return tickets to Geelong or Ballarat may include free travel on the town bus services.

[www.vline.com.au](http://www.vline.com.au) or [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

The South West Community Transport Program has a directory that will help you work out if you are able to use public transport to get to a regional centre from your town.

The directory can be accessed at; [www.wdhs.net](http://www.wdhs.net) or you can contact the Coordinator on 03 55518461

Maps and parking information for south west Victoria regional hospitals can usually be found on their website.

Ballarat Community Health operates the **Ballarat Health Companion**; volunteers accompany travellers from Ballarat Station to their health appointment by bus or taxi. Contact 1800 054 172 for bookings, users must give at least five days' notice.

## Travelling By Car

Maps and information on hospital locations and available parking can usually be found on the hospitals website or you can ring and ask them for the information.

If you don't feel confident driving in the city; consider driving to your nearest Train Station and catching public transport to your destination. Sometimes it is easier and usually quicker. You can then use Travellers Aid to help you get to your appointment.



## Parking in Melbourne

### Key Contacts:

#### Accessible Parking

**Ph: 03 9658 9658**

The general rule for parking in ordinary spaces for holders of disabled parking permits is that you are entitled to twice the time once you have paid the fee, if no fee is required to park you can stay there for twice the advertised limit. The rules are in the link below.

[VicRoads Disability Parking Scheme](#)

If you park in a commercial parking area where you pay as you leave there is no discount, you have to pay normal rate.

### Eligibility

To be eligible for a disabled persons' city access parking permit, applicants must hold a current state scheme disabled persons' parking permit issued by their local Council. Ongoing and daily permits are available.

## Community Transport

If you do not have friends or family to help you with transport and cannot use public transport you may be eligible for community transport. Community transport is usually provided using volunteer drivers and may be provided by your local council or health service, eligibility criteria may apply and/or they may not travel as far as you want to go.

Contact details of Community Transport services in south west Victoria are listed below.

<b>Service</b>	<b>Phone Number</b>
Balmoral Community Transport	5570 1304
Beaufort Skipton Community Transport	5340 1134
Camperdown Community Transport	5593 7100
Casterton Community Transport	5554 2555
Coleraine Community Transport	5575 2001
Hamilton Community Transport	5551 8284
Heywood Community Transport	5527 0570
Macarthur Community Transport	5552 2017
Merino Community Transport	5553 2094
Mortlake Community Transport	5558 7000
Portland Community Transport	5522 1402
Timboon Cobden Community Transport	5558 6049
Warrnambool Community Transport	5561 8111
Warrnambool ConnectU	5561 4958

## **Australian Red Cross Medical Transport**

Red Cross has a number of cars based in south west Victoria that are used to provide transport to medical and health appointments for people who have no other access to transport. A referral from your doctor is necessary to access this transport. Contact details for Red Cross services in south west Victoria are listed below.

Colac	0427 823 156
Warrnambool	0429 353 506
Portland	0417 149 482

## **Non-emergency Ambulance Transport**

<b>Key Contacts:</b>
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<b>Ph:                      1300 366 313</b>
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If you require access to special equipment during transport or do not have other transport options you may be eligible for non-emergency ambulance transport. You must have a referral from your doctor to access this transport. Bookings and enquiries can be made by contacting the service on the above number.

## Handy Travel and Support Contacts

### Victorian Patient Transport Assistance Scheme (VPTAS)

<b>Key Contacts:</b>
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<b>Free call:</b> <b>1300 737 073</b>
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VPTAS is a state wide Victorian government reimbursement scheme that assists rural and remote Victorians with travel and accommodation costs incurred when travelling more than 100 kilometres one way for specialist health care.

#### Eligibility

To be eligible for assistance patients must meet **all** of the following criteria:

- be a Victorian resident
- live in a Department of Health designated rural region
- be receiving specialist medical treatment under specialty treatment codes 001-099, 102 or 115 from an approved medical specialist service registered with Medicare Australia
- need to travel more than 100 kilometres one way **or** on average 500 kilometres per week for a minimum of five consecutive weeks.

For more information call the above number or follow the link below

<http://www.health.vic.gov.au/ruralhealth/vptas/patients.htm>

Claim Form: Ask your GP, local DHS office or download from [here](#)

**This may seem overwhelming but it is WORTH doing. Most doctors know about this and are happy to complete their section.**

## Mobility Equipment Hire

### Key Contacts:

**Ph:** 03 9610 2030

**Website:** [www.travellersaid.org.au](http://www.travellersaid.org.au)

The Melbourne Mobility Centre has ceased operations and mobility equipment hire is now managed by Travellers Aid. Mobility equipment is available at Flinders St and Southern Cross Stations.

**Bookings can be made over the phone or online, arrangements can be made to collect equipment from the Federation Square car park.**

## Department of Veterans' Affairs



### Key Contacts:

**Ph:** 133 254

**Website:** [www.dva.gov.au](http://www.dva.gov.au)

**Regional callers:** 1800 550 455

## What transport can a card holder get for medical treatment?

DVA may pay travelling expenses for a veteran to attend the health provider closest to their residence or provide a booked car and driver, subject to a number of conditions. For more information on these conditions please contact DVA on the above number.

The link below has more information

<http://www.dva.gov.au/health-and-wellbeing/home-and-care/travel-treatment>

## Mobility Map Melbourne – Access

### Key Contacts:

**Ph:** 9658 9658

**Website:** [Melbourne Mobility Maps](#)

The aim of the Melbourne Mobility Map is to make visiting the City easier for people with a disability. A printed version of the map may be available by contacting the Melbourne Visitor Centre at Federation Square on the number above.

Information and facilities on the map include:

- Wheelchair accessible toilets and phones
- Disability designated car parking spots
- Accessible off street parking
- Train stations
- Accessible pathways
- Taxi ranks
- Public seating
- Street gradients

A good resource to have when visiting Melbourne.

## South West Community Transport Program

### Key Contacts:

**Ph:** 5551 8461

**Website:** [www.wdhs.net](http://www.wdhs.net)

South West Community Transport Program can help with information about local transport services, connections to other services and assist you to plan your journey. The service can be contacted for information about transport assistance for any reason not just for medical appointments.

The web site has a transport directory and transport information brochures for over 20 towns in south west Victoria.

The service can be contacted Monday to Thursday on 03 5551 8461.



## **Accommodation**

Many hospitals have lists of affordable accommodation close by. Information can usually be accessed from their website or by contacting the social worker at the hospital.

When booking accommodation for your appointment or for family members to stay, always let them know that you are here for an appointment/hospital visit. Often they will let you leave your car there for extra time in their car park or sometimes store your luggage while you travel to the appointment.

When travelling to a regional centre a good resource is the local **Visitor Information Centre**. They will have information and contact details of available accommodation near the local hospital.

***One of your best contacts to have when you need to travel for medical care is the Hospital Social Worker.***

## **Social Workers**

Social Workers at regional and Melbourne hospitals are important contact people for country Victorians when they have to travel for health care. Social Workers provide information and support and can advocate for the needs of patients and families.

You can ask Social Workers for information, travel assistance and other support. When you ring the hospital to make your appointment, ask to speak to a social worker if you have questions about your journey.



## Hospital Information

### ***Where to obtain more specific information about the hospital you have been referred to?***

For more specific resources regarding maps and locations, travelling and parking, public transport, cars and taxis as well as accommodation contact the hospital you are attending, some contact information is below.

- Melbourne
  - Royal Children’s Hospital
    - [www.rch.org.au](http://www.rch.org.au) 03 9345 5522
  - Royal Dental Hospital of Melbourne
    - [www.dhsv.org.au](http://www.dhsv.org.au) 1800 833 039
  - Royal Melbourne Hospital- [www.royalmelbournehospital.org](http://www.royalmelbournehospital.org)
    - City Campus 03 9342 7000
    - Royal Park Campus 03 8387 2000
  - The Royal Women’s Hospital
    - [www.thewomens.org.au](http://www.thewomens.org.au) 03 8345 2000
  - St Vincent’s (Fitzroy)
    - [www.svhm.org.au](http://www.svhm.org.au) 03 9288 2211
    - Accommodation Liaison Officer 03 9288 2268
    - [Accommodation Guide](#)
  - Peter Mac Callum Cancer Centre – East Melbourne
    - [www.petermac.org](http://www.petermac.org) 03 9656 1111
  - Epworth Freemasons
    - [www.epworth.org.au](http://www.epworth.org.au) 03 9483 3833
  - The Royal Victorian Eye & Ear Hospital
    - [www.eyeandear.org.au](http://www.eyeandear.org.au) 03 9929 8666
    - Transport & Accommodation Officer 03 9929 8234
  - The Alfred
    - [www.alfredhealth.org.au](http://www.alfredhealth.org.au) 03 9076 2000
  - Austin Health - [www.austin.org.au](http://www.austin.org.au)
    - Austin Hospital 03 9496 5000
    - Heidelberg Repatriation Hospital 03 9496 5000
    - Royal Talbot Rehabilitation Centre 03 9490 7500
  - Mercy Hospital for Women Heidelberg
    - [www.mercy.com.au](http://www.mercy.com.au) 03 8416 7777
  - Monash Medical Centre Clayton
    - <http://www.monashhealth.org> 03 9594 6666
  - Cabrini Hospital Malvern
    - [www.cabrini.com.au](http://www.cabrini.com.au) 03 9508 1222

- Regional Hospitals
  - Geelong [www.barwonhealth.org.au](http://www.barwonhealth.org.au)
    - Geelong Hospital 03 4215 0000
    - Andrew Love Cancer Centre 03 4215 2700
    - Grace McKellar Centre 03 4215 5200
    - St John of God Hospital 03 5226 8888
      - [www.sjog.org.au](http://www.sjog.org.au)
  - Anam Cara House, Geelong & Colac
    - [www.anamcarahousegeelong.org.au](http://www.anamcarahousegeelong.org.au) 03 5222 5831
    - [www.anamcarahousecolac.org.au](http://www.anamcarahousecolac.org.au) 03 5233 8203
  - Ballarat [www.bhs.org.au](http://www.bhs.org.au)
    - Ballarat Base Hospital 03 5320 4000
    - The Queen Elizabeth Centre 03 5320 3700
    - St John of God Hospital
      - [www.sjog.org.au](http://www.sjog.org.au) 03 5320 2111
    - Rotary House Accommodation 03 5320 2958
  - Warrnambool
    - Warrnambool Hospital Campus
      - [www.swarh2.com.au/swh](http://www.swarh2.com.au/swh) 03 5563 1666
    - Rotary House Accommodation 03 5564 4105 or 03 5563 1666
    - St John of God Hospital
      - [www.sjog.org.au](http://www.sjog.org.au) 03 5564 0600
  - Portland District Health
    - [www.swarh2.com.au/pdh](http://www.swarh2.com.au/pdh) 03 5521 0333
  - Western District Health Service (Hamilton)
    - [www.wdhs.net](http://www.wdhs.net) 03 5551 8222
  - Mount Gambier & Districts Health Service
    - 08 8721 1200
    - [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)
  - Mount Gambier Eye Centre
    - 08 8723 1588
  - Colac Area Health
    - [www.swarh2.com.au/cah](http://www.swarh2.com.au/cah) 03 5232 5100

If the service you are visiting is not listed here you could look for the information on the internet or ask your referring doctor for a contact number.



