

How to access health care services over the holiday period

Hunter, New England, and Central Coast regions

If you need to access health care services over the Christmas and New Year period, think about, and choose, which service is the right one for your health needs so that you can get the right health care in an appropriate timeframe.

Is it a minor illness or injury?

Visit a pharmacy for common complaints such as:

- sore throat
- diarrhoea/upset stomach
- constipation
- runny nose
- heartburn and indigestion
- cough/cold
- minor headache.

In the first instance, visit a general practitioner (family doctor), after hours general practice clinic, or use an after hours home visiting service, for illnesses like:

- ear pain
- vomiting
- stomach pain
- backache
- sprains and strains
- minor cuts.

Not sure?

- Phone the HealthDirect After Hours GP Helpline on **1800 022 222** for free health advice if:
 - you're not sure whether you need to visit the Emergency Department
 - you're not sure what kind of help you need or where to access it
 - you need health information or reassurance about what to do next.
- Phone or speak with local general practices or pharmacies.
- Use the HealthDirect Symptom Checker - <https://www.healthdirect.gov.au/symptom-checker>
- Use the HealthDirect National Health Services Directory - <https://about.healthdirect.gov.au/nhsd> - to search for a general practice, pharmacy, allied health, or dental service. For mobile phones visit <https://www.healthdirect.gov.au/australian-health-services> or use the [HealthDirect app](#) for [Apple](#) and [Android](#) devices.
- Watch the video - [Where to go if you are hurt or sick](#) - produced by Central Coast Local Health District.
- See the following service directories.

General Practice, Pharmacy, Allied Health, Dental, and Imaging Services

To find general practice, pharmacy, allied health, dental, and imaging (radiology) services search the HealthDirect National Health Services Directory - <https://about.healthdirect.gov.au/nhsd>. For mobile phones visit <https://www.healthdirect.gov.au/australian-health-services> or use the [HealthDirect app](#) for [Apple](#) and [Android](#) devices.

1. Select a service type in the list, or click More Services and search for and select the service of interest.
2. Search for and select the suburb or town.
3. Click Search.

At any step click Advanced Search. Use Advanced Search to find health professionals and services by:

- accessible parking
- wheelchair access.

After Hours General Practice Clinics

Service Name	Opening Hours	Address	Phone Number	Website
Central Coast region				
Bridges After Hours GP Clinics	Monday to Friday 7pm – 10.30pm Saturday 3pm – 10.30pm Sunday 10am – 7pm Public holidays 10am – 7pm (excluding Christmas day)	Erina Erina Community Health Centre 169 The Entrance Road, Erina	(02) 4367 9699	http://www.ccpcc.com.au/programs-services/bridges-go-after-hours-2
	Monday to Friday 7pm – 10.30pm Saturday 3pm – 10.30pm Sunday 1pm – 6pm Public holidays 1pm – 6pm (excluding Christmas day)	Kanwal Wyong Hospital Grounds Block D, Health Services Building, 664 Pacific Highway, Hamlyn Terrace	(02) 4394 7333	
Woy Woy After Hours Medical Service	Monday to Friday 7pm – 10pm Saturday 1pm – 5pm Sunday 9am – 6pm	Woy Woy Hospital Ocean Beach Road, Woy Woy	(02) 4344 8444	

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Service Name	Opening Hours	Address	Phone Number	Website
	Closed public holidays			
Hunter region				
GP Access After Hours	Call Centre Monday to Friday 5.30pm – 8am Weekends 12pm midday Saturday to 8am Monday Public holidays 24 hours	Operate from 5 clinics across the Hunter with 4 of these clinics located in public hospitals, as listed below.	1300 130 147 for an appointment at one of the 5 clinics	https://hunterprimarycare.com.au/programs-and-services/gp-access-after-hours
	Clinics Monday to Friday from 6pm onwards Saturday from 1pm onwards Sundays and public holidays from 9am onwards	Belmont Clinic Belmont Hospital 16 Croudace Bay Road, Belmont		
		Calvary Mater Clinic Calvary Mater Newcastle Hospital Edith Street and Platt Street, Waratah		
		John Hunter Clinic John Hunter Hospital Lookout Road, New Lambton Heights		
		Maitland Clinic Maitland Hospital 560 High Street, Maitland		
		Toronto Polyclinic Westlakes Community Health Centre 6 James Street, Toronto		
Greenhills GP After Hours Service – After Hours Surgery	Monday to Friday 6pm – 10pm. Calls taken from 5pm. Saturday 12pm midday – 10pm. Calls taken from 11am. Sunday and public holidays 9am – 10pm. Calls taken from 8am.	8b, 19 Mitchell Drive, East Maitland	(02) 4018 7180	http://www.greenhillsafterhours.com.au
Newcastle After Hours Medical Service – After Hours Surgery	Monday to Friday 5.30pm – 9pm Saturday 12pm midday – 9pm Sunday and public holidays 9am – 9pm Christmas day 5pm – 9pm	154 Lambton Road, Broadmeadow	(02) 4957 7778	http://www.nahms.com.au/after-hours-clinic

After Hours Home Visiting Services

After hours home visiting doctor services are doctors who provide medical treatment in your home.

Service Name	Opening Hours	Phone Number	Website
Central Coast region			
Dial a Home Doctor	Monday to Friday 6pm – 8am. Calls taken from 4pm. Saturday from 12pm midday onwards. Calls taken from 10am. Sunday and public holidays 24 hours	13 99 99	http://www.myhomedoctor.com.au
Doctor on Duty	Monday to Friday 6pm – 8am. Calls taken from 4pm. Saturday from 12pm midday onwards. Calls taken from 10am. Sunday and public holidays 24 hours	1300 225 547	https://doctoronduty.com.au
National Home Doctor Service – 13SICK	Monday to Friday 6pm – 8am. Calls taken from 4pm. Saturday from 12pm midday onwards. Calls taken from 10am. Sunday and public holidays 24 hours	13 74 25	https://homedoctor.com.au
Hunter region			
GP Access After Hours Provide home visits for patients of participating GPs and in limited circumstances where it is medically required and not possible for patient to attend a GP Access After Hours clinic.	Call Centre Monday to Friday 5.30pm – 8am Weekends 12pm midday Saturday to 8am Monday Public holidays 24 hours	1300 130 147	https://hunterprimarycare.com.au/programs-and-services/gp-access-after-hours
Dial a Home Doctor Newcastle, Cessnock regions	Monday to Friday 6pm – 8am. Calls taken from 4pm. Saturday from 12pm midday onwards. Calls taken from 10am. Sunday and public holidays 24 hours	13 99 99	http://www.myhomedoctor.com.au
Doctor on Duty Lower Lake Macquarie region	Monday to Friday 6pm – 8am. Calls taken from 4pm. Saturday from 12pm midday onwards. Calls taken from 10am. Sunday and public holidays 24 hours	1300 225 547	https://doctoronduty.com.au
Greenhills GP After Hours Service – House Call Doctor 24/7 Cessnock, Kurri Kurri, Maitland, Newcastle regions	Monday to Friday 6pm – 8am. Calls taken from 5pm. Weekends 12pm midday Saturday – 8am Monday. Calls taken from 11am Saturday onwards. Public holidays 24 hours	(02) 4018 7180	http://www.greenhillsafterhours.com.au/home-visits

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Service Name	Opening Hours	Phone Number	Website
Hunter region			
National Home Doctor Service – 13SICK Newcastle region	Monday to Friday 6pm – 8am. Calls taken from 4pm. Saturday from 12pm midday onwards. Calls taken from 10am. Sunday and public holidays 24 hours	13 74 25	https://homedoctor.com.au
Newcastle After Hours Medical Service – Mobile Medic Newcastle, Lake Macquarie regions	Monday to Friday 6pm – 7am. Calls taken from 4pm. Weekends 12pm midday Saturday – 7am Monday. Calls taken from 10am Saturday onwards. Public holidays 24 hours	(02) 4943 6666	http://www.nahms.com.au/mobile-medic
New England region			
Dial a Home Doctor Armidale, Uralla regions	Monday to Friday 6pm – 8am. Calls taken from 4pm. Saturday from 12pm midday onwards. Calls taken from 10am. Sunday and public holidays 24 hours	13 99 99	http://www.myhomedoctor.com.au

Emergencies

In an emergency, for example a life threatening condition, phone **000 (triple zero)** immediately for an ambulance, or go straight to the closest hospital Emergency Department if it is safe for you to travel.

To find hospital Emergency Departments search the HealthDirect National Health Services Directory - <https://about.healthdirect.gov.au/nhsd>. For mobile phones visit <https://www.healthdirect.gov.au/australian-health-services> or use the [HealthDirect app](#) for [Apple](#) and [Android](#) devices.

To find out about public hospital Emergency Department waiting times visit <https://www.emergencywait.health.nsw.gov.au>.

Is it an emergency?

Examples of emergencies include:

- loss of consciousness or suffering a seizure (fit)
- severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- if you think you are having a stroke
- if you have been the victim of a severe accident.

For more information on what is considered an emergency, visit NSW Ambulance:

- [When to call triple zero \(000\)](#)
- [Right call, right care](#)

Phone Support Lines

Service Name	Description	Phone Number	Opening Hours	Website
HealthDirect After Hours GP Helpline	Medical advice over the phone, 7 days a week.	1800 022 222 Phone 000 (Emergency Services) if life is in danger.	If you are calling from outside the major cities: Monday to Friday 6pm – 7.30am Saturday from 12pm midday Sunday and public holidays 24 hours If you are calling from within a major city: Monday to Friday 11pm – 7.30am Saturday from 6pm Sunday and public holidays 24 hours	https://www.healthdirect.gov.au/after-hours-gp-helpline
Palliative Care After Hours Helpline	NSW patients receiving palliative care, their carers and families, have access to a service for additional advice and support during the after hours period.	1800 548 225	Monday to Friday 5pm – 9am Weekends 5pm Friday – 9am Monday Public holidays (National and NSW) from 5pm the day before to 9am the following business day.	http://www.health.nsw.gov.au/palliativecare/Pages/after-hours-helpline.aspx
NSW Poisons Information Centre	Provides poisons information and advice.	13 11 26 Phone 000 (Emergency Services) if life is in danger.	24 hours a day, 7 days a week.	https://www.poisonsinfo.nsw.gov.au
Medicines Line – 1300 MEDICINE	Phone service providing information on prescription, over the counter and complementary (herbal, 'natural', vitamin and mineral) medicines.	1300 633 424 Phone 000 (Emergency Services) if life is in danger. Phone 13 11 26 if suspected overdose or poisoning.	Monday to Friday 9am – 5pm (excluding NSW public holidays).	https://www.nps.org.au/medicines-line
NSW Mental Health Line	Statewide phone support staffed by mental health professionals who can put you in contact with the local mental health services, including crisis or acute care teams. Also provides advice about clinical symptoms, the urgency of the need for care, and local treatment options and service providers.	1800 011 511 Phone 000 (Emergency Services) if life is in danger.	24 hours a day, 7 days a week.	

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Service Name	Description	Phone Number	Opening Hours	Website
Lifeline	Support and counselling available to anyone across Australia experiencing a personal crisis or thinking about suicide. Online Crisis Support Chat and helpful resources also available.	13 11 14 Phone 000 (Emergency Services) if life is in danger.	Phone Line 24 hours a day, 7 days a week. Online Crisis Support Chat 7 days a week, 7pm – 12am midnight.	https://www.lifeline.org.au https://www.lifeline.org.au/get-help/online-services/crisis-chat
Kids Helpline	Provides specialised help and counselling for kids and young people aged 5 to 25 years, and is staffed by professional counsellors. Web Chat Counselling and Email Counselling also available.	1800 551 800 Phone 000 (Emergency Services) if life is in danger.	Phone Line 24 hours a day, 7 days a week. Web Chat Counselling 7 days a week, 8am – 12am midnight. Email Counselling Anytime via: counsellor@kidshelpline.com.au	https://kidshelpline.com.au https://kidshelpline.com.au/kids/get-help/webchat-counselling
Suicide Call Back Service	Counselling for people 15 years and over who are at risk of suicide, family members/carers, or bereaved by suicide. People who are not linked in with current professional support can also access up to 6 sessions of ongoing counselling with the same counsellor. Online Chat Counselling and Video Chat Counselling also available.	1300 659 467 Phone 000 (Emergency Services) if life is in danger.	Phone Line 24 hours a day, 7 days a week. Online Chat Counselling 24 hours a day, 7 days a week. Video Chat Counselling 24 hours a day, 7 days a week.	https://www.suicidecallbackservice.org.au https://www.suicidecallbackservice.org.au/registration https://www.suicidecallbackservice.org.au/online-counselling https://www.suicidecallbackservice.org.au/video-counselling
MensLine Australia	Phone and online support, information and referral service for men with family and relationship concerns. Callback Service providing up to 6 follow-up counselling sessions with the same counsellor to provide ongoing support, Online Chat Counselling and Video Chat Counselling also available.	1300 789 978	Phone Line 24 hours a day, 7 days a week. Callback Service Online Chat Counselling Video Chat Counselling	http://mensline.org.au https://mensline.org.au/want-to-talk

Service Name	Description	Phone Number	Opening Hours	Website
MotherSafe	<p>Phone service providing a comprehensive counselling service for women concerned about exposures during pregnancy and breastfeeding, including:</p> <ul style="list-style-type: none"> • prescription drugs • over the counter medications • recreational drugs • infections • radiation • occupational exposures. 	<p>1800 647 848 or (02) 9382 6539</p>	<p>Monday to Friday 9.00am – 5.00pm (excluding public holidays).</p>	<p>http://www.seslhd.health.nsw.gov.au/mothersafe</p>
HealthDirect Pregnancy, Birth and Baby Helpline	<p>Supports parents on the journey from pregnancy, to baby, and pre-school (for children up to 5 years of age). Provides non-judgemental emotional support and reassurance, guidance on children’s growth, behaviour and development, and can refer parents to local services. Video Call also available.</p>	<p>1800 882 436</p>	<p>Phone Line 7 days a week, 7am – 12am midnight. Video Call 7 days a week, 7am – 12am midnight.</p>	<p>http://www.pregnancybirthbaby.org.au/pregnancy-birth-baby-helpline https://www.pregnancybirthbaby.org.au/video-call</p>
Carer Gateway	<p>National online and phone service that provides practical information and resources to support carers. The interactive service finder helps carers connect to local support services.</p>	<p>1800 422 737</p>	<p>Monday to Friday 8am – 6pm</p>	<p>https://www.carergateway.gov.au</p>
My Aged Care	<p>Phone line and website that provides information and help to access aged care services for yourself, a family member, friend or someone you’re caring for.</p>	<p>1800 200 422</p>	<p>Monday to Friday 8am – 8pm Saturday 10am – 2pm (Excluding national public holidays.)</p>	<p>https://www.myagedcare.gov.au</p>
Commonwealth Respite and Carelink Centre	<p>Facilitate access to information, respite care, and other support for carers and the people they care for. Provides a link to carer support services and assists carers to arrange short-term and emergency respite.</p>	<p>1800 052 222 or 1800 059 059 for emergency respite support.</p>	<p>During standard business hours. Outside standard business hours – available on weeknights, weekends, and public holidays.</p>	<p>https://www.dss.gov.au/disability-and-carers/programmes-services/for-carers/commonwealth-respite-and-carelink-centres</p>

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Service Name	Description	Phone Number	Opening Hours	Website
1800RESPECT	National sexual assault, domestic and family violence counselling service. For people experiencing or at risk of experiencing sexual assault, domestic or family violence, and their friends and family. Web Chat Counselling also available.	1800 737 732 Phone 000 (Emergency Services) if anybody is at immediate risk of harm.	Phone Line 24 hours a day, 7 days a week. Web Chat Counselling 24 hours a day, 7 days a week.	https://www.1800respect.org.au https://chat.1800respect.org.au/webmodules/chat/initialinformation.aspx
NSW Domestic Violence Line	Provides phone counselling, information and referrals to local support services, for people who are experiencing or have experienced domestic violence.	1800 656 463 Phone 000 (Emergency Services) if anybody is at immediate risk of harm.	24 hours a day, 7 days a week.	http://www.community.nsw.gov.au/parents,-carers-and-families/domestic-and-family-violence/domestic-violence-line
NSW Rape Crisis Centre and Sexual Assault Counselling Australia	Counselling service for anyone in NSW who has experienced or is at risk of sexual assault, and their non-offending supporters. Online Chat Counselling also available.	NSW Rape Crisis Centre 1800 424 017 Phone 000 (Emergency Services) if anybody is at immediate risk of harm.	Phone Line 24 hours a day, 7 days a week. Online Chat Counselling 24 hours a day, 7 days a week.	http://www.rape-dvservices.org.au http://nswrapecrisis.com.au http://www.rape-dvservices.org.au/Get-Help/Our-Services/Online-Counselling
	Provides counselling support to anyone who is involved in or considering participating in the Royal Commission into Institutional Responses to Child Sexual Abuse. Also provides support for anyone who decides to process their trauma as a result of the Royal Commission, and anyone who is supporting someone who is participating. Online Chat Counselling also available.	Sexual Assault Counselling Australia 1800 211 028	Phone Line Monday to Friday 8am – 11pm. Online Chat Counselling 24 hours a day, 7 days a week.	http://www.sexualassaultcounselling.org.au