

# How to access health care services during holiday seasons

## Hunter, New England, and Central Coast regions

If you need to access health care services during holiday seasons, 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
<b>Central Coast region</b>				
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)	<b>Erina</b> Erina Community Health Centre 169 The Entrance Road, Erina	<b>(02) 4367 9699</b>	<a href="http://www.ccpc.com.au/programs-services/bridges-gp-after-hours-2">http://www.ccpc.com.au/programs-services/bridges-gp-after-hours-2</a>
	Monday to Friday 7pm – 10.30pm Saturday 3pm – 10.30pm Sunday 1pm – 6pm Public holidays 1pm – 6pm (excluding Christmas day)	<b>Kanwal</b> Wyong Hospital Grounds Block D, Health Services Building, 664 Pacific Highway, Hamlyn Terrace	<b>(02) 4394 7333</b>	
Woy Woy After Hours Medical Service	Monday to Friday 7pm – 10pm Saturday 1pm – 5pm Sunday 9am – 6pm Closed public holidays	Woy Woy Hospital Ocean Beach Road, Woy Woy	<b>(02) 4344 8444</b>	

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Service Name	Opening Hours	Address	Phone Number	Website
<b>Hunter region</b>				
GP Access After Hours	<b>Call Centre</b> 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.	<b>1300 130 147</b> for an appointment at one of the 5 clinics	<a href="https://hunterprimarycare.com.au/programs-and-services/gp-access-after-hours">https://hunterprimarycare.com.au/programs-and-services/gp-access-after-hours</a>
	<b>Clinics</b> Monday to Friday from 6pm onwards Saturday from 1pm onwards Sundays and public holidays from 9am onwards	<b>Belmont Clinic</b> Belmont Hospital 16 Croudace Bay Road, Belmont		
		<b>Calvary Mater Clinic</b> Calvary Mater Newcastle Hospital Edith Street and Platt Street, Waratah		
		<b>John Hunter Clinic</b> John Hunter Hospital Lookout Road, New Lambton Heights		
		<b>Maitland Clinic</b> Maitland Hospital 560 High Street, Maitland		
		<b>Toronto Polyclinic</b> 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	<b>(02) 4018 7180</b>	<a href="http://www.greenhillsafterhours.com.au">http://www.greenhillsafterhours.com.au</a>
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	<b>(02) 4957 7778</b>	<a href="http://www.nahms.com.au/after-hours-clinic">http://www.nahms.com.au/after-hours-clinic</a>

## 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
<b>Central Coast region</b>			
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	<a href="http://www.myhomedoctor.com.au">http://www.myhomedoctor.com.au</a>
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	<a href="https://homedoctor.com.au">https://homedoctor.com.au</a>
<b>Hunter region</b>			
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.	<b>Call Centre</b> Monday to Friday 5.30pm – 8am Weekends 12pm midday Saturday to 8am Monday Public holidays 24 hours	1300 130 147	<a href="https://hunterprimarycare.com.au/programs-and-services/gp-access-after-hours">https://hunterprimarycare.com.au/programs-and-services/gp-access-after-hours</a>
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	<a href="http://www.myhomedoctor.com.au">http://www.myhomedoctor.com.au</a>
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	<a href="http://www.greenhillsafterhours.com.au/home-visits">http://www.greenhillsafterhours.com.au/home-visits</a>
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	<a href="https://homedoctor.com.au">https://homedoctor.com.au</a>

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Service Name	Opening Hours	Phone Number	Website
<b>Hunter region</b>			
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	<a href="http://www.nahms.com.au/mobile-medic">http://www.nahms.com.au/mobile-medic</a>
<b>New England region</b>			
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	<a href="http://www.myhomedoctor.com.au">http://www.myhomedoctor.com.au</a>

### 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.	<b>1800 022 222</b> Phone <b>000</b> (Emergency Services) if life is in danger.	<b>If you are calling from outside the major cities:</b> Monday to Friday 6pm – 7.30am Saturday from 12pm midday Sunday and public holidays 24 hours <b>If you are calling from within a major city:</b> Monday to Friday 11pm – 7.30am Saturday from 6pm Sunday and public holidays 24 hours	<a href="https://www.healthdirect.gov.au/after-hours-gp-helpline">https://www.healthdirect.gov.au/after-hours-gp-helpline</a>
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.	<b>1800 548 225</b>	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.	<a href="http://www.health.nsw.gov.au/palliativecare/Pages/after-hours-helpline.aspx">http://www.health.nsw.gov.au/palliativecare/Pages/after-hours-helpline.aspx</a>
NSW Poisons Information Centre	Provides poisons information and advice.	<b>13 11 26</b> Phone <b>000</b> (Emergency Services) if life is in danger.	24 hours a day, 7 days a week.	<a href="https://www.poisonsinfo.nsw.gov.au">https://www.poisonsinfo.nsw.gov.au</a>
Medicines Line – 1300 MEDICINE	Phone service providing information on prescription, over the counter and complementary (herbal, 'natural', vitamin and mineral) medicines.	<b>1300 633 424</b> Phone <b>000</b> (Emergency Services) if life is in danger. Phone <b>13 11 26</b> if suspected overdose or poisoning.	Monday to Friday 9am – 5pm (excluding NSW public holidays).	<a href="https://www.nps.org.au/medicines-line">https://www.nps.org.au/medicines-line</a>
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.	<b>1800 011 511</b> Phone <b>000</b> (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. <a href="#">Online Crisis Support Chat</a> and <a href="#">helpful resources</a> also available.	<b>13 11 14</b> Phone <b>000</b> (Emergency Services) if life is in danger.	<b>Phone Line</b> 24 hours a day, 7 days a week. <b>Online Crisis Support Chat</b> 7 days a week, 7pm – 12am midnight.	<a href="https://www.lifeline.org.au">https://www.lifeline.org.au</a>  <a href="https://www.lifeline.org.au/get-help/online-services/crisis-chat">https://www.lifeline.org.au/get-help/online-services/crisis-chat</a>
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. <a href="#">Online Chat Counselling</a> and <a href="#">Video Chat Counselling</a> also available.	<b>1300 659 467</b> Phone <b>000</b> (Emergency Services) if life is in danger.	<b>Phone Line</b> 24 hours a day, 7 days a week. <b>Online Chat Counselling</b> 24 hours a day, 7 days a week. <b>Video Chat Counselling</b> 24 hours a day, 7 days a week.	<a href="https://www.suicidecallbackservice.org.au">https://www.suicidecallbackservice.org.au</a>  <a href="https://www.suicidecallbackservice.org.au/registration">https://www.suicidecallbackservice.org.au/registration</a>  <a href="https://www.suicidecallbackservice.org.au/online-counselling">https://www.suicidecallbackservice.org.au/online-counselling</a>  <a href="https://www.suicidecallbackservice.org.au/video-counselling">https://www.suicidecallbackservice.org.au/video-counselling</a>
Kids Helpline	Provides specialised help and counselling for kids and young people aged 5 to 25 years, and is staffed by professional counsellors. <a href="#">Web Chat Counselling</a> and <a href="#">Email Counselling</a> also available.	<b>1800 551 800</b> Phone <b>000</b> (Emergency Services) if life is in danger.	<b>Phone Line</b> 24 hours a day, 7 days a week. <b>Web Chat Counselling</b> 7 days a week, 8am – 12am midnight. <b>Email Counselling</b> Anytime via: <a href="mailto:counsellor@kidshelpline.com.au">counsellor@kidshelpline.com.au</a>	<a href="https://kidshelpline.com.au">https://kidshelpline.com.au</a>  <a href="https://kidshelpline.com.au/kids/get-help/webchat-counselling">https://kidshelpline.com.au/kids/get-help/webchat-counselling</a>
MensLine Australia	Phone and online support, information and referral service for men with family and relationship concerns. <a href="#">Callback Service</a> providing up to 6 follow-up counselling sessions with the same counsellor to provide ongoing support, <a href="#">Online Chat Counselling</a> and <a href="#">Video Chat Counselling</a> also available.	<b>1300 789 978</b>	<b>Phone Line</b> 24 hours a day, 7 days a week. <b>Callback Service</b> <b>Online Chat Counselling</b> <b>Video Chat Counselling</b>	<a href="http://mensline.org.au">http://mensline.org.au</a>  <a href="https://mensline.org.au/want-to-talk">https://mensline.org.au/want-to-talk</a>
My Aged Care	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.	<b>1800 200 422</b>	Monday to Friday 8am – 8pm Saturday 10am – 2pm (Excluding national public holidays.)	<a href="https://www.myagedcare.gov.au">https://www.myagedcare.gov.au</a>

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Service Name	Description	Phone Number	Opening Hours	Website
Commonwealth Respite and Carelink Centre	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.	<b>1800 052 222</b> or <b>1800 059 059</b> for emergency respite support.	During standard business hours.  Outside standard business hours – available on weeknights, weekends, and public holidays.	<a href="https://www.dss.gov.au/disability-and-carers/programmes-services/for-carers/commonwealth-respite-and-carelink-centres">https://www.dss.gov.au/disability-and-carers/programmes-services/for-carers/commonwealth-respite-and-carelink-centres</a>
Carer Gateway	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.	<b>1800 422 737</b>	Monday to Friday 8am – 6pm	<a href="https://www.carergateway.gov.au">https://www.carergateway.gov.au</a>
National Dementia Helpline	A free, confidential service that provides support to those living with dementia, their carers and family, to help manage the impact of dementia. The helpline also provides information about dementia and support services in your area.	<b>1800 100 500</b>	<b>Phone Line</b> Monday to Friday 9am – 5pm (excluding public holidays). <a href="https://www.dementia.org.au/helpline/webchat">Helpline Web Chat</a> Monday to Friday 9am – 5pm (excluding public holidays).	<a href="https://www.dementia.org.au/helpline">https://www.dementia.org.au/helpline</a>  <a href="https://www.dementia.org.au/helpline/webchat">https://www.dementia.org.au/helpline/webchat</a>
Dementia Support Australia Helpline	Aims to improve the quality of life and care of people living with dementia and their carers by offering over the phone advice in managing changes in behaviour. Can also refer you to other support services that can help you.	<b>1800 699 799</b>	24 hours a day, 7 days a week.	<a href="https://www.dementia.com.au">https://www.dementia.com.au</a>
MotherSafe	Phone service providing a comprehensive counselling service for women concerned about exposures during pregnancy and breastfeeding, including: <ul style="list-style-type: none"> <li>• prescription drugs</li> <li>• over the counter medications</li> <li>• recreational drugs</li> <li>• infections</li> <li>• radiation</li> <li>• occupational exposures.</li> </ul>	<b>1800 647 848</b> or <b>(02) 9382 6539</b>	Monday to Friday 9.00am – 5.00pm (excluding public holidays).	<a href="http://www.seslhd.health.nsw.gov.au/mothersafe">http://www.seslhd.health.nsw.gov.au/mothersafe</a>

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Service Name	Description	Phone Number	Opening Hours	Website
HealthDirect Pregnancy, Birth and Baby Helpline	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. <a href="#">Video Call</a> also available.	<b>1800 882 436</b>	<b>Phone Line</b> 7 days a week, 7am – 12am midnight. <b>Video Call</b> 7 days a week, 7am – 12am midnight.	<a href="http://www.pregnancybirthbaby.org.au/pregnancy-birth-baby-helpline">http://www.pregnancybirthbaby.org.au/pregnancy-birth-baby-helpline</a>  <a href="https://www.pregnancybirthbaby.org.au/video-call">https://www.pregnancybirthbaby.org.au/video-call</a>
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. <a href="#">Web Chat Counselling</a> also available.	<b>1800 737 732</b> Phone <b>000</b> (Emergency Services) if anybody is at immediate risk of harm.	<b>Phone Line</b> 24 hours a day, 7 days a week. <b>Web Chat Counselling</b> 24 hours a day, 7 days a week.	<a href="https://www.1800respect.org.au">https://www.1800respect.org.au</a>  <a href="https://chat.1800respect.org.au/webmodules/chat/initialinformation.aspx">https://chat.1800respect.org.au/webmodules/chat/initialinformation.aspx</a>
NSW Domestic Violence Line	Provides phone counselling, information and referrals to local support services, for people who are experiencing or have experienced domestic violence.	<b>1800 656 463</b> Phone <b>000</b> (Emergency Services) if anybody is at immediate risk of harm.	24 hours a day, 7 days a week.	<a href="http://www.community.nsw.gov.au/parents,-carers-and-families/domestic-and-family-violence/domestic-violence-line">http://www.community.nsw.gov.au/parents,-carers-and-families/domestic-and-family-violence/domestic-violence-line</a>
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. <a href="#">Online Chat Counselling</a> also available.	NSW Rape Crisis Centre <b>1800 424 017</b> Phone <b>000</b> (Emergency Services) if anybody is at immediate risk of harm.	<b>Phone Line</b> 24 hours a day, 7 days a week. <b>Online Chat Counselling</b> 24 hours a day, 7 days a week.	<a href="http://www.rape-dvservices.org.au">http://www.rape-dvservices.org.au</a>  <a href="http://nswrapecrisis.com.au">http://nswrapecrisis.com.au</a>  <a href="http://www.rape-dvservices.org.au/Get-Help/Our-Services/Online-Counselling">http://www.rape-dvservices.org.au/Get-Help/Our-Services/Online-Counselling</a>
	Provides counselling support to anyone who is involved in or considering participating in the Royal Commission into Institutional Responses to Child Sexual Abuse, anyone who decides to process their trauma, and anyone who is supporting someone who is participating. <a href="#">Online Chat Counselling</a> also available.	Sexual Assault Counselling Australia <b>1800 211 028</b>	<b>Phone Line</b> Monday to Friday 8am – 11pm. <b>Online Chat Counselling</b> 24 hours a day, 7 days a week.	<a href="http://www.sexualassaultcounselling.org.au">http://www.sexualassaultcounselling.org.au</a>