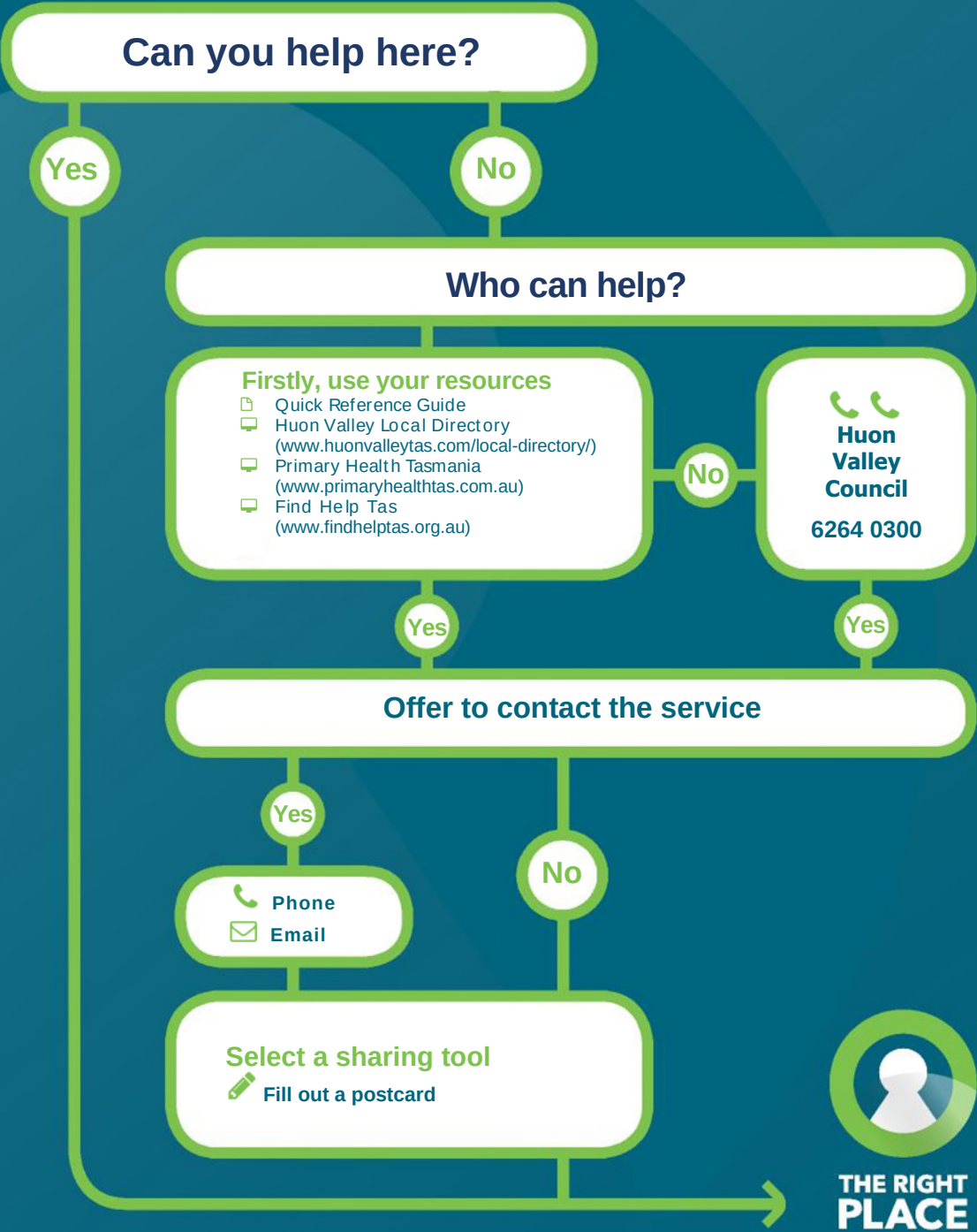


FREQUENTLY ASKED QUESTIONS

| Do I have to know every service in the community?                                                                                                                                                                                                                | Do I just tell the person where the service is?                                                                                                                                                                                             | Do I have to give the person all the choices?                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Not at all! It's not about knowing all the services – it's about knowing how to find them. Tools are available to assist you to find The Right Place to meet the person's needs.                                                                                 | The Right Place is about connecting people to the right service, rather than just directing them. It will sometimes mean offering a couple of options and it will usually involve you making a quick phone call and writing out a postcard. | Usually one or two options will be enough. Too many options can become overwhelming – remember the person has asked for help.                                                                                  |
| What if I don't know where to refer someone?                                                                                                                                                                                                                     | Will this increase my workload?                                                                                                                                                                                                             | What happens if I am too busy to provide this help?                                                                                                                                                            |
| You don't have to know! You just need to know how to find out. Use the list of resources provided. If you can't locate the best service call the Huon Valley Council on 6264 0300                                                                                | If a person only has to enquire at one place and tell their story once, it may actually decrease everyone's workload. Remember, your organisation wants to be part of this community initiative!                                            | You may already have ways that you prioritise enquiries when things get busy. Even if you can't help someone straight away, it's helpful to say "Yes, I can help you in just a minute." It's the power of YES! |
| How is this different from what I already do?                                                                                                                                                                                                                    | How will I know if the person got there?                                                                                                                                                                                                    | What if there is a medical emergency?                                                                                                                                                                          |
| For some people, this may be exactly what you already do! For others, it's just an extra phone call and writing a postcard. It's about thinking beyond ourselves and being an active part of a community that has a shared approach to supporting the community. | Sometimes you won't know. The important thing is that you've provided the person the information they need when they asked. If you are concerned about a person's safety to attend another service, you may wish to accompany them.         | For all medical emergencies, call an ambulance on 000.                                                                                                                                                         |

ENQUIRY FLOWCHART



Managed in the Huon Valley by  
Huon Valley Council  
[www.huonvalleytas.gov.au](http://www.huonvalleytas.gov.au)  
[health@huonvalleytas.gov.au](mailto:health@huonvalleytas.gov.au)

Revised: 3 October 2025



Managed State-wide by  
Tasmanian Government  
Public Health Services  
[www.therightplace.org.au](http://www.therightplace.org.au)



Connecting people with health and  
community services

24 HOUR  
SERVICES  
GUIDE

| SERVICE                                                                            | FOR...                                                                            | CONTACT                                                                                                                   |
|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| Suicide Call Back Service                                                          | people at risk of suicide, concerned about someone at risk or bereaved by suicide | Call 1300 659 467 or Online Chat <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a> |
| Lifeline                                                                           | people going through a crisis, feeling overwhelmed or having suicidal thoughts    | Call 13 11 14 or Text 0477 13 11 14 or Online Chat <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>           |
| Standby Support After Suicide                                                      | people bereaved or impacted by suicide                                            | Call 1300 727 247                                                                                                         |
| Kids Helpline                                                                      | children and young people seeking free and confidential counselling support       | Call 1800 55 1800 or Web Chat <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>                        |
| Parent Line                                                                        | parents seeking support and information                                           | Call 1300 808 178                                                                                                         |
| Sexual Assault Support Service                                                     | people affected by any form of sexual violence                                    | Call 1800 697 877 (1800 MYSUPPORT)                                                                                        |
| 1800 Respect                                                                       | people affected by family or domestic violence                                    | Call 1800 737 732                                                                                                         |
| Health Direct                                                                      | people seeking quality health information or advice                               | Call 1800 022 222                                                                                                         |
| Pharmacist                                                                         | after hours advice line                                                           | Call 1300 742 769                                                                                                         |
| Poisons Info Centre                                                                | latest poisons information                                                        | Call 13 11 26                                                                                                             |
| TasAlert                                                                           | up to date information about local emergencies                                    | <a href="http://www.alert.tas.gov.au">www.alert.tas.gov.au</a>                                                            |
| State Emergency Service (SES)                                                      | flood and storm assistance                                                        | Call 132 500                                                                                                              |
| Emergency Services                                                                 | in a life-threatening situation                                                   | Call 000                                                                                                                  |
| ABC Radio                                                                          | your emergency broadcaster                                                        | 936 AM or <a href="http://www.abc.net.au/emergency">www.abc.net.au/emergency</a>                                          |
| Tas Police                                                                         | Non-Emergency                                                                     | 131 444                                                                                                                   |
| Translating & Interpreting Service (TIS National)                                  | Free Interpreting Service (Registration required)                                 | 131 450                                                                                                                   |
| DROP IN FOR MORE INFORMATION                                                       |                                                                                   |                                                                                                                           |
| Dover Food Relief Pantry<br>Friday, 1-3pm, Fortnightly                             | Dover Oval Club Rooms                                                             | 0407 981 066                                                                                                              |
| Huon Community Health Centre<br>Mon – Friday, 8.30am – 4.30pm                      | 7-9 Sale Street, Huonville                                                        | 6121 7050                                                                                                                 |
| Geeveston Community Centre (GeCo)<br>Mon – Thursday 8.30 – 4pm & Friday 8.30 – 3pm | 9b School Road, Geeveston                                                         | 6297 1616                                                                                                                 |
| wayraparattee Child & Family Learning Centre<br>Mon – Friday, 9am – 4pm            | 4879 Huon Highway, Geeveston                                                      | 6297 0052                                                                                                                 |
| Salvation Army Doorways<br>Thursdays, 10am - 12pm                                  | 31 Wilmot Road, Huonville                                                         | 0416 098 627                                                                                                              |
| South East Tasmanian Aboriginal Corporation<br>Mon – Friday, 9am – 4pm             | 7393 Channel Highway, Cygnet<br>60 Lymington Rd, Coming Soon                      | 6295 1125                                                                                                                 |
| Cygnet Community Health Centre<br>Mon – Friday, 8.30am – 4.30pm                    | 1 Frederick Street, Cygnet                                                        | 6121 7002                                                                                                                 |

## LOCAL SERVICES

| AREA OF NEED                                       | TOWN                                      | SERVICE                                                                                                                                                                                                                                                                                                     | ADDRESS                                                                   | PHONE                                                                                                     |
|----------------------------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Community Health Services                          | All Areas<br>Cygnet                       | National Disability Insurance Scheme (NDIS) - <i>Support for Australians with a disability</i><br>Cygnet Community Health Centre<br>South East Tasmanian Aboriginal Corp (SETAC)                                                                                                                            | 1 Frederick Street<br>7393 Channel Highway                                | 1800 290 555<br>6121 7002<br>6295 1125                                                                    |
|                                                    | Huonville                                 | Huon Community Health Centre                                                                                                                                                                                                                                                                                | 7-9 Sale Street                                                           | 6121 7050                                                                                                 |
| Drug, Alcohol & Gambling                           | All areas                                 | Bridge Centre - Salvation Army<br>Anglicare's Drug & Alcohol Treatment Service<br>Al-Anon - <i>1300 ALANON</i><br>Gamblers Help Service                                                                                                                                                                     | Outreach Service                                                          | 6232 2900<br>1800 161 266<br>1300 252 666<br>1800 245 232                                                 |
|                                                    | Huonville                                 | Holyoake                                                                                                                                                                                                                                                                                                    | 7-9 Sales Street                                                          | 6224 1777                                                                                                 |
| Education & Literacy                               | All Areas<br>Cygnet<br>Dover<br>Geeveston | 26 Ten - <i>Improving Adult Literacy</i><br>Cygnet Library<br>Dover Online Access Centre - <i>Access Centrelink</i><br>Geeveston Community Centre (GeCo)<br>Geeveston Library                                                                                                                               | 27 Mary Street<br>6987 Huon Highway<br>9B School Road<br>11 Church Street | 1300 00 2610<br>6121 7017<br>6298 1552<br>6297 1616<br>6297 1582                                          |
|                                                    | Huonville                                 | Huonville Library                                                                                                                                                                                                                                                                                           | 1 Skinner Drive                                                           | 6121 7010                                                                                                 |
|                                                    | All Areas                                 | Huon Domestic Violence Service                                                                                                                                                                                                                                                                              |                                                                           | 6264 2222                                                                                                 |
|                                                    | All Areas                                 | National Debt Helpline – Anglicare Tasmania<br>NILS - No Interest Loans Scheme                                                                                                                                                                                                                              |                                                                           | 1800 007 007<br>1300 301 650                                                                              |
| Family Violence<br>Financial Support & Counselling | Huonville                                 | Centrelink                                                                                                                                                                                                                                                                                                  | 1 Skinner Drive                                                           | 6121 7010                                                                                                 |
|                                                    | Cygnet                                    | Uniting Care - <i>Thurs 11am-1pm or by Appointment</i><br>St Vincent de Paul                                                                                                                                                                                                                                | Uniting Church, Mary Street<br>9 Mary Street                              | 0437 868 431<br>6234 4244                                                                                 |
| Food, Clothing & Financial Help                    | Dover                                     | Dover Food Pantry - <i>Fridays 1pm - 3pm</i>                                                                                                                                                                                                                                                                | Dover Oval Clubrooms                                                      | 0400 134 388                                                                                              |
|                                                    | Geeveston                                 | Geeveston Community Centre (GeCo)                                                                                                                                                                                                                                                                           | 9B School Road                                                            | 6297 1616                                                                                                 |
|                                                    | Huonville                                 | Haven Valley Op Shop                                                                                                                                                                                                                                                                                        | School Road                                                               | 0439 961 234                                                                                              |
|                                                    |                                           | City Mission Op Shop                                                                                                                                                                                                                                                                                        | 3 Wilmot Road                                                             | 0435 529 024                                                                                              |
|                                                    |                                           | Huon Anglican Op Shop & Connect Ctr                                                                                                                                                                                                                                                                         | 19-21 Wilmot Road                                                         | 0417 011 447                                                                                              |
|                                                    |                                           | Salvation Army Huon – <i>Emergency Relief Thu by appt</i><br>Salvation Army Store<br>St Vincent de Paul                                                                                                                                                                                                     | 31 Wilmot Road<br>Shop 20, 79 Main Street<br>41 Main Street               | 6229 8058<br>6264 2572<br>6234 4244                                                                       |
| Housing                                            | All Areas                                 | Housing Connect                                                                                                                                                                                                                                                                                             |                                                                           | 1800 800 588                                                                                              |
| Legal Issues                                       | All Areas                                 | Legal Aid<br>Tasmanian Aboriginal Legal Services<br>Tenants' Union of Tasmania                                                                                                                                                                                                                              |                                                                           | 1300 366 611<br>1800 595 162<br>1300 652 641                                                              |
|                                                    | Cygnet                                    | Cygnet Family Practice<br>Ochre Medical Group                                                                                                                                                                                                                                                               | 5 Thorpe Street<br>14 George Street                                       | 6295 1460<br>6264 2800                                                                                    |
| Medical Practices                                  | Dover                                     | Dover Medical Centre                                                                                                                                                                                                                                                                                        | 15 Chapman Avenue                                                         | 6124 2505                                                                                                 |
|                                                    | Geeveston                                 | Geeveston Medical Centre                                                                                                                                                                                                                                                                                    | 19 Arve Road                                                              | 6124 2505                                                                                                 |
|                                                    | Huonville                                 | Huon Doctors Surgery                                                                                                                                                                                                                                                                                        | 49 Main Street                                                            | 6264 1666                                                                                                 |
|                                                    |                                           | Ochre Medical Group                                                                                                                                                                                                                                                                                         | 85 Main Street                                                            | 6264 2800                                                                                                 |
| Migrant Services<br>Pharmacies                     | All Areas                                 | Migrant Resource Centre                                                                                                                                                                                                                                                                                     |                                                                           | 6221 0999                                                                                                 |
|                                                    | Cygnet                                    | Cygnet Pharmacy                                                                                                                                                                                                                                                                                             | 43 Mary Street                                                            | 6295 1600                                                                                                 |
|                                                    | Dover                                     | Dover Pharmacy                                                                                                                                                                                                                                                                                              | Southgate Shopping Centre                                                 | 6298 1517                                                                                                 |
|                                                    | Geeveston                                 | Geeveston Pharmacy                                                                                                                                                                                                                                                                                          | 4 Church Street                                                           | 6297 1256                                                                                                 |
|                                                    | Huonville                                 | Huon Arcade Pharmacy<br>Huonville Pharmacy                                                                                                                                                                                                                                                                  | Shop 6, Huon Arcade, 13 Main St<br>59 Main Street                         | 6264 2226<br>6264 1196                                                                                    |
| Residential & Home Care                            | Dover                                     | Huon Regional Care                                                                                                                                                                                                                                                                                          | 15 Chapman Avenue                                                         | 6298 9200                                                                                                 |
|                                                    | Franklin                                  | Huon Regional Care                                                                                                                                                                                                                                                                                          | 3278 Huon Highway                                                         | 6264 7100                                                                                                 |
|                                                    | All Areas                                 | My Aged Care - <i>Information on ageing &amp; aged care</i><br>Care Finder - <i>Aged care support search</i>                                                                                                                                                                                                |                                                                           | 1800 200 422<br>1800 518 048                                                                              |
| Support & Counselling                              | All Areas                                 | A Tasmanian Lifeline<br>LGBTIQ+ Support - <i>Working it Out</i><br>Open Arms - <i>Veterans &amp; Families</i><br>care2serve Carer Gateway - <i>Information and support for carers</i><br>Rural Alive & Well (RAW)<br>Jari's Place – <i>Support for men and their children</i><br>National Dementia Helpline |                                                                           | 1800 984 434<br>6231 1200<br>1800 011 046<br>1800 422 737<br>1800 729 827<br>0407 508 606<br>1800 100 500 |
|                                                    | All Areas                                 | Community Transport Services Tasmania Inc<br>Area Connect – <i>transport to work or training.</i><br>Red Cross Transport - <i>HACC only</i>                                                                                                                                                                 |                                                                           | 1800 781 033<br>1300 651 948<br>1300 557 549                                                              |