

Client Support Services

ABORIGINAL AND TORRES STRAIT ISLANDER

Central Gippsland Aboriginal Health Services

Services: GP clinic, dental services, Koorie maternity services, Aboriginal health workers, a full range of family services, social and emotional wellbeing services, alcohol and other drugs service, Best Start, day care centre, playgroup and parenting programs. 15-17 Collins Street (Cnr Buckley and Collins Streets), Morwell 5136 5128

mreception@nindedana.net
www.ramahyuck.org
Monday to Friday, 9am to 5pm

Gippsland and East Gippsland Aboriginal Cooperative (GEGAC) – Morwell Site

Services: Alcohol and other drugs counselling and support, Safe Gambling Program, Men's Group, advocacy and referrals to other support services and assistance for Aboriginal men leaving prison with linkages to health and medical services.

162 Commercial Road, Morwell 5134 3816
Monday to Friday, 9am to 5pm

CRISIS

Lifeline

Services: Free 24-hour National Crisis Support Service (Ph: 13 11 14), Connect Call Back free phone-based crisis intervention program in Gippsland up to eight weeks (Ph: 5136 3500 or self-refer via website www.llg.org.au), online crisis chat at www.lifeline.org.au available from 7pm to 12midnight (AEST/ AEDT) seven days a week.

Quantum Support Services

Services: Housing and homelessness support, tenant advocacy, family violence support, community strengthening, foster care and youth work.

227 Princes Drive, Morwell 5120 2000
www.quantum.org.au
Monday to Friday, 9am to 5pm

The Orange Door

Services: Help and support for women, children and families experiencing issues with family violence.

163 Princes Drive, Morwell 1800 319 354
iga@orangedoor.vic.gov.au

FINANCIAL COUNSELLING

National Debt Helpline

Services: Free Financial counselling that is independent and confidential. 1800 007 007

Good Money

Services: No Interest and StepUP Loan Schemes, free financial counselling (Ph 1300 148 028) to book a phone or face to face appointment.

10 Tarwin Street, Morwell 1300 770 550
Monday to Friday, 9.30am to 4.30pm

Anglicare

190 Commercial Road, Morwell 1800 286 260
www.anglicarevic.gov.au
Monday to Friday, 9am to 5pm

Better Place Australia

41 Grey Street, Traralgon 1800 639 523 or 5175 9333

Latrobe Community Health Service (LCHS)

Sites located across Latrobe. 1800 242 696

GENERAL

Anglicare Victoria

Services: Adoption, foster care, family services, Parentzone, Children's Contact Centre, Child First, community legal service, youth justice group conferencing, Koorie youth justice, free financial counselling and No Interest Loan Scheme (NILS).

190 Commercial Road, Morwell 1800 286 260

www.anglicarevic.gov.au
Monday to Friday, 9am to 5pm

Services Australia (Centrelink)

Services: Government payments and social workers.

Cnr Chapel and Elgin Street, Morwell 132 850
www.humanservices.gov.au
Monday to Friday, 8.30am to 4.30pm

HOUSING

Community Housing Ltd

Services: Housing information, advocacy and referral, assessments for financial assistance, applications for public and private rental assistance. 12-14 Church Street, Morwell 5120 4800
www.chl.org.au
Monday to Friday, 9am to 5pm

LEGAL

Consumer Affairs Victoria

Services: Consumer and tenancy advice. 25 Ann Street, Morwell 5116 5701
www.consumer.vic.gov.au
Monday to Friday, 9am to 5pm

Better Place Australia

Services: Free financial counselling and mediation services at a subsidised rate. Financial counselling outreach available in Moe.

41 Grey Street, Traralgon (Free Call) 1800 639 523 or 5175 9333

Victoria Legal Aid

Services: Legal assistance for criminal and family law, child protection, family violence, tenancy, guardianship and administration, fines, Centrelink debt, victims of crime and mental health. Legal Help phone line for free information and advice: 1300 792 387
4 Chapel Street, Morwell. 5126 6444 (appointment only)
www.legalaid.vic.gov.au
Monday to Friday, 8.45am to 5.15pm

MEDICAL

Moe After-Hours Medical Service (MAHMS)

Services: MAHMS is a walk-in service, so no appointments are necessary and patients will be seen in order of priority. MAHMS is located at Latrobe Community Health Service. 42-44 Fowler Street, Moe 5127 9111
Monday to Friday, 7.30pm to 10pm
Saturday, 4.30pm to 10pm
Sunday and public holidays, 2.30pm to 10pm

Supercare Pharmacy Chemist Warehouse Traralgon

Services: 24-hour pharmacist for medicines, first aid equipment and non-emergency health advice or treatment. Free nursing service available 6.00pm-10.00pm for minor injuries and illnesses. No appointment or Medicare card required.

92 Franklin Street, Traralgon 5174 2003

Open 24-hours a day, seven days a week.

Includes a private consulting room with free nursing service between 6pm and 10pm every day for minor illness and injuries.

Latrobe Community Health Service (LCHS)

Services: GP clinic, nursing services, dental services, alcohol and other drug treatment services, NDIS, allied health, aged care assessment services, carer programs, counselling, volunteers, gamblers help, and refugee and settlement support.

Sites located across Latrobe. 1800 242 696

Phone and Online services for non-urgent health advice

Services: These services have trained health professionals who can provide immediate, expert health advice 24 hours a day, 7 days a week. These services are free and confidential. Healthdirect after-hours help line: 1800 022 222
Nurse On Call: 1300 60 60 24
Healthdirect: www.healthdirect.gov.au
Doctors On Demand
www.doctorsondemand.com.au
Maternal & Child Health Line: 13 22 29
Maternal & Child Health (MCH) App: Available from the Apple Store or Google Play.

Emergency Relief & Support Services

JULY 2020



*Please note

During COVID-19 restrictions some services may be operating differently, it is advisable to make contact first"

Emergency Relief Services

What is Emergency Relief?

Material or financial aid provided to assist someone to deal with their immediate needs while experiencing financial crisis or personal hardship.

Who is eligible?

Latrobe City residents experiencing personal hardship.

Please note some services restrict their assistance to people with a Health Care Card and who live within a certain town/postcode. Due to demand and resource availability, the number of times a person can receive assistance may also be limited.

How to receive assistance?

- Make direct contact with a Relief Service by telephoning or visiting their service location.
- Be referred for assistance by a someone you work with or a health professional.

Types of Assistance

-  Food
-  Pharmacy assistance
-  Vouchers/financial assistance
-  Soup kitchen/meals
-  Household goods
-  Clothing
-  Shower/bathroom facilities

 AskIzzy

<https://askizzy.org.au/>

Ask Izzy is a mobile website that connects people in need with support services including housing, a meal, money help, counselling and more.

CHURCHILL

Churchill Hub

9-11 Philip Parade, Churchill
1300 367 700
Monday to Friday, 8am to 6pm
Some supplies may be available (towel and toiletries).



Latrobe Community Health Service

20-24 Philip Parade, Churchill
1800 242 696
Monday to Friday, 8.30am to 5pm
Appointments taken on the day. Please call at 8.30am.



St Vincent De Paul Society

Home visits only by appointment
5122 3979
Tuesday, Wednesday and Friday
Leave a voicemail, contact will be made within 48-hours.



MORWELL

Fossick & Find

72 George Street, Morwell
5133 9786
Monday to Friday, 9am to 4pm
Referral required by a Client Support Service.



Latrobe Community Health Service

81-87 Buckley Street, Morwell
1800 242 696
Monday to Friday, 8.30am to 5pm
Appointments taken on the day. Please call at 8.30am.



Morwell Library

63-65 Elgin Street, Morwell
5128 6131
Monday to Friday, 8.30am to 5.15pm
Saturday, 9am to 12noon
Some supplies may be available (towel and toiletries).



Morwell Neighbourhood House

48-50 Beattie Crescent, Morwell
5134 5488
Monday, Wednesday and Friday, 10am to 2pm



"Re.Store" Enjoy Church

144-148 Maryvale Road, Morwell
5134 1088
Tuesday, 9.30am to 1pm
Gold coin donation and Health Care Card required. Closed public holidays and Christmas school holidays.



Salvation Army

57 Bridle Road, Morwell
5126 7100
Monday, Wednesday, Thursday and Friday, 9.30am to 3.30pm
Appointments taken on the day. Please call 9am onwards. Closed from 12noon to 12.30pm.



St Vincent De Paul Society

5133 8226
Monday, Wednesday and Friday
Leave a voicemail, contact will be made within 48-hours.



The Gathering Place

99 Buckley Street
0409 301 481
Monday and Wednesday 10am-1pm



Heart Focus Community Care

24 George Street, Morwell
0421 841 250
Monday and Thursday 10am to 1pm (other times by appointment only)
Donation required.



MOE

GCC Community Care

Level 1, 36 George Street, Moe (Shaw's Arcade, via lift)
5126 1647 or **0447 393 198**
Wednesday and Thursday, 10am to 3pm
Support provided for people living in 3825 postcode area only. Closed school and public holidays.



Latrobe Community Health Service

42-44 Fowler Street, Moe
1800 242 696
Monday to Friday, 8.30am to 5pm
Appointments taken on the day. Please call at 8.30am.



Moe-Newborough Anglican Parish

49 South Street, Moe (St Luke's Anglican Church)
5127 1119
Monday, Wednesday and Friday, 9.30am to 12noon
Closed public holidays.



Salvation Army

79-81 Dinwoodie Drive, Newborough
5126 1391
Tuesday, 10am to 3.30pm
Please call from 9.30am to make an appointment. Closed from 12noon to 12.30pm.



St Vincent De Paul Society

5127 3696
Monday, Wednesday and Friday
Please call between 10am to 12noon to make an appointment.



TCB Living to Thrive Moe Community Groups Hub

Kirk Street, Moe
0407 832 361
Thursday and Friday, 1.30pm to 3pm (subject to availability)
Appointments taken on the day. Please call between 10am to 12noon.



TRARALGON

Heart Focus Community Care

Unit 5, 13-15 Standing Drive, Traralgon
0488 484 263
Tuesday, 10am to 1pm
Donation and Health Care Card required.



Latrobe Community Health Service

Cnr Princes Highway and Seymour Street, Traralgon
1800 242 696
Monday to Friday, 8.30am to 5pm
Appointments taken on the day. Please call at 8.30am.



Mick's Kitchen

(St Michael's Parish)
43 Kay Street, Traralgon
5174 2060
Thursday, 6pm to 7pm



St Vincent De Paul Society Assistance Centre

43 Kay Street, Traralgon
5174 2278
Monday to Friday, 10.30am to 2.30pm
Support provided for people living in Traralgon area only. Home visits by appointment as needed. Closed public holidays and Christmas period.



Ombudsman

If problems with an energy provider or telephone company continue after speaking with the company you can speak with an Ombudsman. Problems could be related to billing, payment, disconnection, debt or connection. Financial Counselling can also support complaints to the Ombudsman.

Energy and Water 1800 500 509

EWOV is a not-for-profit, independent and impartial dispute resolution service. We handle most complaints about energy and water issues, providing Victorian customers with free, accessible, informal and fast dispute resolution.

Telecommunications Ombudsman 1800 062 058

The Telecommunications Ombudsman provides a fair, independent and accessible external dispute resolution service for residential consumers and small businesses who have an unresolved complaint about their phone or internet service.

The distribution of Emergency Relief in Latrobe would not be possible without the dedicated work of volunteers and community donations. We ask that recipients are respectful of volunteers and staff at all times.

For general enquiries or to obtain this information in languages other than English or in other formats (including audio, electronic, Braille or large print), phone Latrobe City Council on 1300 367 700.

Information within this document was correct at June 2020 and is subject to change without prior notice.