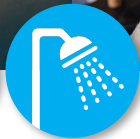


# Emergency Relief and Support Services

JANUARY 2024



# 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 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

## CHURCHILL

### Churchill Hub

9-11 Philip Parade, Churchill

**1300 367 700** or

### Churchill Neighbourhood Centre

**5120 3850**

Tuesdays and Thursdays

10am to 12noon

Appointment only.



### 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.



 **Ask Izzy**

<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.



## MORWELL

### Fossick & Find

72 George Street, Morwell

**4120 0840**

Monday to Thursday,  
10am to 3pm

Friday 10am to 2.45pm

Referral required by a Client Support Service.



### 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**

Tuesday and Thursday,  
9.30am to 3pm

No appointment required.



### “Re.Store” Enjoy Church

144-148 Maryvale Road,  
Morwell

**0400 244 102**

Friday, 10am to 12.30pm

Closed public holidays and  
Christmas school holidays  
unless an emergency.



### Salvation Army

57 Bridle Road, Morwell

**5126 7100**

Monday, Wednesday and  
Friday, 10am to 2pm

Appointments taken on  
the day. Please call 9am  
onwards. Caseworker also  
available on 0436 125 384.



### St Vincent De Paul Society

**5133 8226**

Monday, Wednesday and  
Friday, 9am to 11am

Leave a voicemail, for  
a return call. Foodbank  
accessed through Morwell  
Neighbourhood House.



### The Gathering Place

99 Buckley Street, Morwell

**4109 1428**

Monday to Friday,  
10am to 3pm

Foodbank can be accessed.  
Wednesday and Friday,  
10.30am to 1.30pm



### Heart Focus Community Care

46 Buckley Street, Morwell

**0421 841 250**

Monday, 10am to 1pm  
Tuesday, 10am to 1pm  
Thursday, 10am to 1pm  
and 3.30pm to 5.30pm

Donation and Health Care  
Card required.



### Uniting Vic Tas

25-27 Rintoull Street,  
Morwell

**9051 7000**

Monday to Friday,  
9.30am to 2.30pm

No appointment required.  
Health Care Card advisable.



## MOE

### Moe Neighbourhood House

1-11 James St, Moe

**5126 3123**

Monday to Friday  
9am to 3.30pm



### 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 2pm  
Support provided for people  
living in 3825 postcode  
area only. Closed school  
and public holidays.



winter only

### St Vincent De Paul Society

**5127 3696**

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



### TRCCG Abundant Life Parish, Moe

(Sunrise Foundation  
International)  
6 George Street, Moe

**5164 1017** or **0438 376 283**  
Thursday, 5.30pm to 6.30pm  
Extended operating hours  
on school holidays.



## TRARALGON

### Tabitha's Closet Van - Free Clothing Initiative

The Tabitha Van services  
6 sites across Gippsland.  
Locations and times can  
be found at  
[mytcc.com.au/tabitha/](http://mytcc.com.au/tabitha/) or  
by phoning **0429 977 847**



### 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, Wednesday and  
Friday, 10.30am to 1.30pm  
Support for people living  
in Traralgon area only.  
Home visits by appointment  
as needed. Closed public  
holidays and Christmas  
period.



### Heart Focus Community Care

7 Short Street, Traralgon

**0421 841 250**

Tuesday, 10am to 1pm  
Donation and Health Care  
Card required.





### **Gippsland Regional Aquatic Centre (GRAC)**

49 Breed Street, Traralgon

**1300 444 722**

Normal operating hours

Monday to Friday, 6am to 9pm

Saturday and Sunday, 8am to 6pm

### **Latrobe Leisure Morwell**

45 McDonald Street, Morwell

**5128 6144**

Monday to Thursday, 6am to 9pm

Friday, 6am to 8pm

Saturday and Sunday, 9am to 4pm

### **Gippsland Regional Indoor Sports Stadium**

Catterick Crescent, Traralgon

**5176 3000**

(Operating hours vary)

### **Latrobe Leisure Moe Newborough**

Cnr Old Sale Road and Southwell Avenue,  
Newborough

**5135 8580**

Monday to Thursday, 6am to 9pm

Friday, 6am to 8pm

Saturday and Sunday, 9am-4pm

### **Latrobe Leisure Churchill**

Cnr Northways Road and McDonald Way,  
Churchill

**5120 3888**

Monday to Thursday, 6am to 9pm

Friday, 6am to 7.30pm

Saturday, 9am to 4pm

Sunday, 10am to 3pm

## Ombudsman

If problems with an energy provider or telephone 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**

Energy and Water Ombudsman Victoria (EWOV) is a not-for-profit, independent and impartial dispute resolution service.

They provide Victorian energy and water customers with free, accessible, informal and fast dispute resolution.

### **Telecommunications**

**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 telephone or internet service.

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.

*To receive this information in languages other than English, or in other formats, please contact Latrobe City Council on 1300 367 700.*



Call TIS National for  
Translating and Interpreting  
Service on 13 14 50.

# Client Support Services

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## **ABORIGINAL AND TORRES STRAIT ISLANDER**

### **Ramahyuck District Aboriginal Corporation Morwell**

**Services:** GP providing primary healthcare and a range of allied health services, including koorie maternity service, diabetes high risk foot clinic, mental health clinician and chronic disease program. Community support including alcohol and drugs support, social and emotional wellbeing support and youth support.

Wanjana Lidj Family services providing extensive family support and Gunai Lidj Childrens Early Learning Centre.

15-17 Collins Street (Cnr Buckley and Collins Streets), Morwell  
5136 5100  
receptionmorwell@ramahyuck.org  
Monday to Friday, 9am to 5pm

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## **MEDICAL**

### **Head to Health**

**Services:** Head to Health is a free mental health and wellbeing referral service for anyone who needs support.

1800 595 212

<https://headtohealthvic.org.au/head-to-help/>

Monday to Friday, 8.30am to 5pm (except public holidays)

### **Latrobe Community Health Service (LCHS)**

**Services:** GP clinic, nursing services and dental services.

Sites located across Latrobe  
1800 242 696

### **Latrobe Priority Primary Care Centre**

**Services:** A walk-in service, no appointments are necessary and patients will be seen in order of priority.

42-44 Fowler Street, Moe  
5127 9111

Monday to Sunday, 7.30am to 11.30pm

### **Supercare Pharmacy Chemist Warehouse Traralgon**

**Services:** Extended hours for medicines, first aid equipment and non-emergency health advice or treatment. Free nursing service available 6pm-10pm for minor injuries and illnesses. No appointment or Medicare card required.

92 Franklin Street, Traralgon  
5174 2003

Monday to Sunday, 7am to 11pm

### **Phone and Online services for non-urgent health advice**

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.

Victorian Virtual Emergency Department:  
[www.ved.org.au](http://www.ved.org.au)

Healthdirect after-hours help line:  
1800 022 222

Nurse On Call: 1300 60 60 24

Healthdirect: [www.healthdirect.gov.au](http://www.healthdirect.gov.au)

Doctors On Demand:  
[www.doctorsondemand.com.au](http://www.doctorsondemand.com.au)

Maternal & Child Health Line: 13 22 29

Maternal & Child Health (MCH) App:  
Available from the Apple Store or  
Google Play.

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## CRISIS

### Lifeline

**Services:** Call 13 11 14 Crisis Support service available 24/7. Free, and anonymous. Online Chat at [www.lifeline.org.au](http://www.lifeline.org.au)  
Crisis support service available 24/7.  
Text: 0477 13 11 14 Crisis Support service available 24/7.

### The Orange Door

**Services:** Help and support for women, children and families experiencing issues with family violence. Self-referral to family services and Child First referral pathway and intake.

163 Princes Drive, Morwell  
1800 319 354  
[iga@orangedoor.vic.gov.au](mailto:iga@orangedoor.vic.gov.au)  
Monday to Friday, 9am to 5pm

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## LEGAL

### Consumer Affairs Victoria

**Services:** Consumer and tenancy advice.  
25 Ann Street, Morwell  
1300 55 81 81  
[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)  
Monday to Friday, 9am to 5pm

### 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 telephone line for free information and advice: 1300 792 387

4 Chapel Street, Morwell  
5126 6444 (appointment only)  
[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)  
Monday to Friday, 8.45am to 5.15pm

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## 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](http://www.chl.org.au)  
Monday to Friday, 9am to 5pm

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## FINANCIAL COUNSELLING

### National Debt Helpline

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

### Anglicare

**Services:** Free financial counselling and budgeting.

190 Commercial Road, Morwell  
1800 809 722  
[www.anglicarevic.org.au](http://www.anglicarevic.org.au)  
Monday to Friday, 9am to 5pm

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## GENERAL

### Anglicare Victoria

**Services:** Adoption, foster care, family services, Parentzone, Children's Contact Centre, youth justice group conferencing, Koorie youth justice.

190 Commercial Road, Morwell  
5135 9555  
[www.anglicarevic.org.au](http://www.anglicarevic.org.au)  
Monday to Friday, 9am to 5pm

## **Gippsland Community Legal Service**

**Services:** A free and confidential legal service, a program of Anglicare Victoria.

190 Commercial Road, Morwell  
1800 004 402

[www.gcls.org.au](http://www.gcls.org.au)

Monday to Friday, 9am to 5pm

## **Good Money**

**Services:** No interest loans, loans for emergency relief for whitegoods, household items, dental, medical, car repairs and registration.

10 Tarwin Street, Morwell  
1300 770 550

Monday to Friday, 9.30am to 3pm

## **Latrobe Community Health Service (LCHS)**

**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

[www.lchs.com.au](http://www.lchs.com.au)

## **Latrobe Mental Health and Wellbeing Local**

**Services:** Mental health and wellbeing supports for 26+ years for those living within Latrobe and experiencing mild to moderate mental health concerns.

All support is free and you don't need a Medicare card or referral from your doctor.

23 Hazelwood Road, Morwell  
1800 571 142

Monday to Friday, 9.30am to 7.30pm  
Saturday and Public Holidays,  
12.30pm to 7.30pm

## **Quantum Support Services**

**Services:** Support for those in the community experiencing or at risk of homelessness and family violence. Including family services support for children, youth and their parents/ caregivers.

227 Princes Drive, Morwell  
1800 243 455

[mail@quantum.org.au](mailto:mail@quantum.org.au)

[www.quantum.org.au](http://www.quantum.org.au)

Monday to Friday, 9am to 5pm

## **Services Australia (Centrelink)**

**Services:** Government payments and social workers.

Cnr Chapel and Elgin Street, Morwell  
132 850

[servicesaustralia.gov.au](http://servicesaustralia.gov.au)

Monday to Friday, 8.30am to 4.30pm

## **Uniting Vic Tas**

**Services:** Home and Community Care Services for young people (under the age of 65 years and their carers) and Bushlink Program delivering outreach support to families with children under the age of 5 years.

25-27 Rintoull Street, Morwell  
9051 7000

Monday to Friday, 9.30am to 2.30pm

## **The WES**

**Services:** Free wellbeing and emotional support for people feeling lonely or overwhelmed. No appointment or referral necessary. Call in for a chat or a quiet break.

239 Princes Drive, Morwell  
0400 770 494

[www.thewes.org.au](http://www.thewes.org.au)

Thursday and Friday, 12noon to 8pm  
Saturday, 10am to 6pm