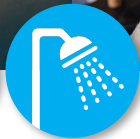


Emergency Relief and Support Services

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/ or
by phoning **0492 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

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

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

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.

CRISIS

Lifeline

Services: Call 13 11 14 Crisis Support service available 24/7. Free, and anonymous. Online Chat at 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
Monday to Friday, 9am to 5pm

LEGAL

Consumer Affairs Victoria

Services: Consumer and tenancy advice.
25 Ann Street, Morwell
1300 55 81 81
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
Monday to Friday, 8.45am to 5.15pm

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

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
Monday to Friday, 9am to 5pm

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
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

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

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

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

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

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