

# 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](http://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, Local Justice Worker Program, 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](http://www.llg.org.au)), online crisis chat at [www.lifeline.org.au](http://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](http://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](mailto:iga@orangedoor.vic.gov.au)

## FINANCIAL COUNSELLING

### National Debt Helpline

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

### Anglicare

**Services:** Free financial counselling, budgeting and no interest loans. 190 Commercial Road, Morwell 1800 286 260  
[www.anglicarevic.gov.au](http://www.anglicarevic.gov.au)  
 Monday to Friday, 9am to 5pm

## 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. 190 Commercial Road, Morwell 1800 286 260  
[www.anglicarevic.gov.au](http://www.anglicarevic.gov.au)  
 Monday to Friday, 9am to 5pm

### Good Money

**Services:** No interest loans and more. 10 Tarwin Street, Morwell 1300 770 550  
 Monday to Friday, 9.30am to 4.30pm

### 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

### Services Australia (Centrelink)

**Services:** Government payments and social workers. Cnr Chapel and Elgin Street, Morwell 132 850  
[www.humanservices.gov.au](http://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](http://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](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 phone 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

## MEDICAL

### Latrobe Community Health Service (LCHS)

**Services:** GP clinic, nursing services and dental services. Sites located across Latrobe. 1800 242 696

### Moe After-Hours Medical Service (MAHMS)

**Services:** 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, 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 6pm-10pm for minor injuries and illnesses. No appointment or Medicare card required. 92 Franklin Street, Traralgon 5174 2003

### 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. 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.

# Emergency Relief & Support Services

MARCH 2021



**\*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**

Friday 10am to 12.30pm  
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 2pm

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



winter only

### 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.



### 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

### Heart Focus Community Care

Unit 5, 13-15 Standing Drive, Traralgon

**0421 841 250**

Tuesday, 10am to 1pm and Thursday, 4pm to 6pm.  
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 for people living in Traralgon area only. Home visits by appointment as needed.  
Closed public holidays and Christmas period.



## SHORT TERM COVID-19 SERVICES

### HeadtoHelp

If you are struggling with stress or finding your mental health condition peaking and unsure where to turn, trained mental health staff (psychologists, mental health nurses and occupational therapists) can support you for FREE.

2/12 Deakin Street, Traralgon

**1800 595 212**

Monday to Friday, 8.30am to 5.30pm

After Hours Victorian Coronavirus Hotline:  
**1800 675 398.**

### Community Activation and Social Isolation Program (CASI)

If you have been impacted by COVID-19 and feeling isolated, a range of social, emotional and practical supports are available for FREE.  
Latrobe City Council COVID-19 Helpline  
**1300 367 700**

Monday to Friday, 8.30am to 5pm  
COVID19Helpline@latrobe.vic.gov.au

## 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.

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

### Energy and Water 1800 500 509

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.

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 March 2021 and is subject to change without prior notice.*