

LEGAL

Consumer Affairs Victoria

Services: Consumer and tenancy advice.

25 Ann Street, Morwell
1300 395 734

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

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

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

NOVEMBER 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 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

 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.



CHURCHILL

Churchill Hub

9-11 Philip Parade, Churchill
1300 367 700 or

Churchill Neighbourhood Centre

5120 3850

Monday to Friday, 8.30am to 5.15pm
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.



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.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 and 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 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
www.lchs.com.au

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

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

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, justice worker, mental health counsellors, 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, Local Justice Worker Program, Aboriginal community gambling awareness program, out of home care, kinship and foster care, men's group, advocacy and referrals to other support services and assistance for Aboriginal men leaving prison with linkages to health and medical services.

162-164 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), 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

1800 243 455

mail@quantum.org.au

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. Self-referral to family services and Child First referral pathway and intake.

163 Princes Drive, Morwell

1800 319 354

iga@orangedoor.vic.gov.au

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.



Latrobe Community Health Service

81-87 Buckley Street, Morwell

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).

Operation hours and availability subject to change dependent on COVID-19 restrictions and vaccination requirements.



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

0400 022 431

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,

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



The Gathering Place

99 Buckley Street, Morwell

0409 301 481

Wednesday, dependent on COVID-19 restrictions.



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.



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
Operation dependent on COVID-19 restrictions.



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 (not during COVID-19). Closed public holidays and Christmas period.



SHOWERS

Operation hours and availability subject to change dependent on COVID-19 restrictions and vaccination requirements.

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 30000

(Operating hours vary)

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.

Telehealth consultations can be accessed on **1800 595 212** up until June 2022.

2/12 Deakin Street, Traralgon.

Monday to Friday, 8.30am to 5.30pm

After Hours Victorian Coronavirus Hotline:

1800 675 398

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
and Sunday, 10am to 3pm

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

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.

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 November 2021 and is subject to change without prior notice.