

# Emergency Relief & Support Services

JUNE 2023



# Client Support Services

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## 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](mailto: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, 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 Thursday, 9am to 5pm  
Friday, 9am to 3pm

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

## 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

## Quantum Support Services

**Services:** Tenant advocacy, family violence support, community strengthening, foster care and youth work.

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

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## CRISIS

### Lifeline

**Services:** Free 24-hour National Crisis Support Service (Ph: 13 11 14), online crisis chat at [www.lifeline.org.au](http://www.lifeline.org.au) available from 7pm to 12midnight (AEST/ AEDT) seven days a week.

## 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)

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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 286 260

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

Monday to Friday, 9am to 5pm

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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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## LEGAL

### Consumer Affairs Victoria

**Services:** Consumer and tenancy advice.

25 Ann Street, Morwell

1300 395 734

[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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## MEDICAL

### 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, so 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:** 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.

### 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)

# 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 12pm

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.



<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 2.30pm  
Appointments taken on  
the day. Please call 9am  
onwards.



### 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.



## 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

Call **0421 841 250**

between the below hours to  
arrange relief services.

Monday 10am to 1pm

Tuesday 10am to 1pm

Thursday 10am to 1pm and  
3.30pm to 5.30 pm

Donation and Health Care  
Card required.





## SHOWERS

### **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**

#### **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 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.

*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 as at June 2023 and is subject to change without prior notice.*