

# Emergency Relief & Support Services

May 2025



# 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



Vouchers/financial assistance



Household goods



Shower/bathroom facilities



Pharmacy assistance



Soup kitchen/meals

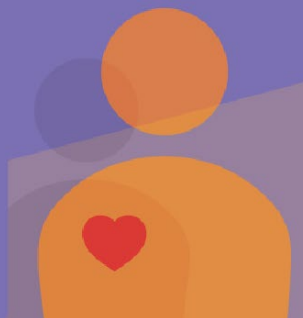


Clothing



<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.



## 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.**



## Churchill

### Churchill Hub

9-11 Philip Parade, Churchill  
1300 367 700

### 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.



## Traralgon

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

The Tabitha Van services six sites across Gippsland.

Locations and times can be found at  
[www.mytcc.com.au/tabitha/](http://www.mytcc.com.au/tabitha/) or by phoning  
0432 320 855.



### 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.



### Mick's Kitchen

(St Michael's Parish)  
43 Kay Street, Traralgon  
5174 2060  
Thursday, 6pm to 7pm.



## Moe

### Moe Neighbourhood House

1-11 James Street, 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.



### Paid Forward – Willow House Community Support

27 Boolarra Avenue, Newborough  
0402 009 146  
Monday, Tuesday, Thursday and Friday,  
9am to 2pm.



## 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 and 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.



## 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 Lidi Family services providing extensive family support and Gunai Lidi Childrens Early Learning Centre.

15-17 Collins Street (Cnr Buckley and Collins Streets), Morwell  
5136 5100

[receptionmorwell@ramahyuck.org](mailto: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

[www.headtohealthvic.org.au/head-to-help/](http://www.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 Community Health Service (LCHS)**

Services: Alcohol and other drug treatment services, NDIS, allied health, aged care assessment services, carer programs, counselling, volunteers, gamblers help, 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 do not 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.

### 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.

#### **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.

### 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.

#### **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.

## **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.

## **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.

## **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.

### **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.

## **General**

### **Anglicare Victoria**

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

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

## **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 to 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.