

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

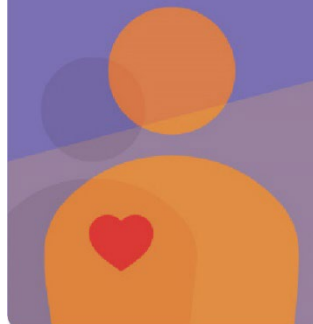


Clothing



<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

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.



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.



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/ or by phoning 0432 320 855.



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

Moe Neighbourhood House

1-11 James Street, Moe
5126 3123

Monday to Friday, 9am to 3.30pm.



Paid Forward – Willow House Community Support

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



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.



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.



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.



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.



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 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.

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.

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.

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.

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

Monday to Friday, 9am to 5pm.

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.

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.

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.

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.

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/

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

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.

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.