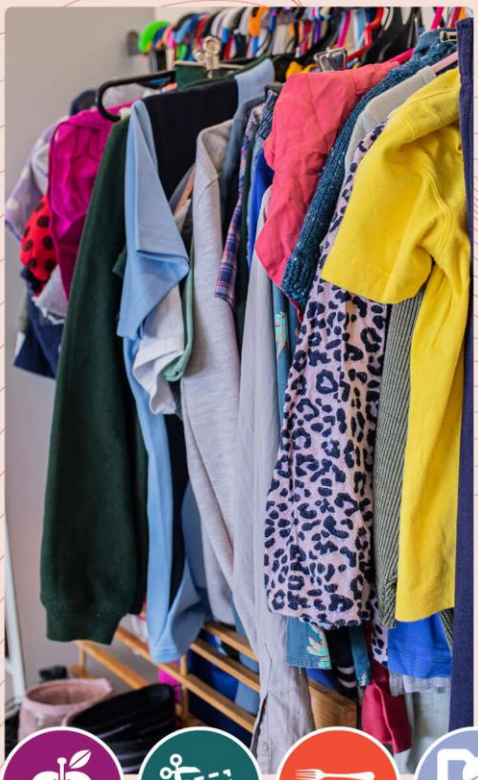
LATROBE CITY COUNCIL

# Emergency Relief & Support Services

## September 2026








# 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.

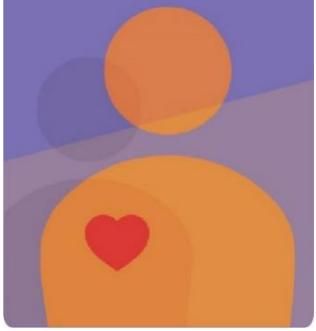
## Types of Assistance

- Food
- Vouchers/financial assistance
- Household goods
- Shower/bathroom facilities
- Pharmacy assistance
- Soup kitchen/meals
- Clothing

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.



# 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.

# Thank-you

Emergency Relief in Latrobe would not be possible without the dedicated work of volunteers and community donations. We ask that recipients are always respectful of volunteers and staff.

## Translation Services

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 Neighbourhood Centre

9-11 Philip Parade, Churchill
5120 3850
Food Bank is open Tuesdays and Thursdays, 10am to 12pm
Appointment only.
For other services, opening hours are 10am to 3pm.
See supports available at www.churchill.org.au



### St Vincent De Paul Society

Home visits only by appointment.
Leave a voicemail, contact within 48hrs
5122 3979
Tuesday, Wednesday and Friday



### Vinnies Soup Van Street Service

Wednesdays
6pm, 37 White Parade, Churchill
6.30pm, 9 Illawonga Court, Churchill



# Traralgon

### Heart Focus Community Care

7 Short Street, Traralgon
0421 841 250
Tuesday, 10am to 1pm and Friday, 10am to 12pm
Donation and hardship proof 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, Thursday and Friday,
10.30am to 1.30pm.
Support for 3844 postcode only.
Closed public holidays and Christmas period.



### Vinnies Soup Van Street Service

43 Cameron Street, Traralgon (outside Cameron Street pre-school)
5174 2278
Tuesday 5.45pm onwards



### Tabitha's Closet Australia -

Free quality men, women and children's clothing, servicing Traralgon, Churchill, Moe and Morwell monthly.
Locations and times can be found at: www.mytcc.com.au/tabithas-closet-van



## Moe

### Community Focus Foodbank

Level 1, 36 George Street, Moe (Shaw's Arcade, via lift)
5126 1647 or 0407 842 299
Wednesday and Thursday
10am to 2pm
Closed Public Holidays and Thursdays during School Holidays.
School holidays on Wednesdays
10am – 1pm



### Moe Neighbourhood House

Pantry items, frozen meals and fresh produce accessible Mond, Wed, Fri 10am – 1pm.Social groups, community garden, community lunches available.
Monthly access to free clothing (Tabitha's Closet)
1-11 James Street, Moe
5126 3123
www.moeneighbourhoodhouse.org
Monday to Friday,8.30am - 3.30pm



### Willow House Community Support LTD

Moe Library community kitchen
1–29 George Street, Moe
Monday and Thursday
10.00am to 11.00am



### St Vincent De Paul Society

5127 3696
Monday, Wednesday and Friday
Please call between 10am to 12pm to make an appointment.



# Moe

### TRCCG Abundant Life Parish, Moe

6 George Street, Moe
5164 1017 or 0438 376 283
Thursday, 5.30pm to 6.30pm

Extended operating hours on school holidays.



### Moe Baptist Church

62 Fowler Street, Moe VIC 3825

5126 2182

Basic food necessities, domestic violence support bags and social connection available.

Monday, 12pm to 1pm.



### GCS – Raising awareness one drive at a time INC

Mobile community support service based in Moe, servicing the whole of Latrobe Valley. Food, clothing, hygiene products, baby items, swags and tents for those experiencing homelessness or sleeping rough.

7 days a week, offering after hours support.

0435 033 721 or direct message via Facebook



# 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 Thursday, 10am to 1pm
Donation and Health Care Card required.



# Morwell

### Morwell Neighbourhood House

48-50 Beattie Crescent, Morwell
5134 5488
Free showers available Monday- Friday.

Foodbank is available Tuesday and Thursday 9.00am – 2:45pm and Wednesdays 9.00am – 12.00pm

No appointment required.



### ReStore Pantry - Enjoy Church Gippsland

144-148 Maryvale Road, Morwell
0400 244 102 or Email: gippsland@enjoy.church for any enquiries.
Friday, 9am to 12pm

Closed public holidays and two weeks during July and Christmas school holidays.



### Salvation Army

57 Bridle Road, Morwell
5126 7100
Monday, Wednesday and Friday, 10am to 2pm

Provide emergency relief and holistic case management.



### St Vincent De Paul Society

5133 8226
Tuesday and Thursday, 9am to 11am Leave a voicemail, for a return call. Foodbank accessed through Morwell Neighbourhood House.



### Uniting Vic Tas

131 Princes Drive, Morwell
9051 7000
Monday to Friday, 9.30am to 2.30pm

Health Care Card advisable.



### Filipino Community Council of Victoria, Inc. (FCCVi)

In partnership with Foodbank
71 George Street, Morwell VIC 3840
(03) 9687 9011 | 0450 399 011
clientcare@fccvi.org.au
Foodbank distribution: Fortnightly on Thursdays at 11AM to 1PM

No appointment required.

Open to all community members, subject to availability (until supplies last)



# Client Support Services

## Aboriginal and Torres Strait Islander

### Ramahyuck District Aboriginal Corporation Morwell

GP, allied health, koorie maternity service, diabetes high risk foot clinic, mental health clinician, chronic disease program, alcohol and drugs support, wellbeing support and youth support. Wanjana Lidj Family services for extensive family support and Gunai Lidj Childrens Early Learning Centre.

126 George street, Morwell

5136 5100

receptionmorwell@ramahyuck.org

Monday to Friday, 9am to 5pm.

### Victorian Aboriginal Child and Community Agency (VACCA) Morwell

Youth mental health case management, specialist disability support, private rental assistance, family violence crisis accommodation and support via Orange Door for Aboriginal and Torres Strait Islanders.

21 Hazelwood Road, Morwell

5135 6055

www.VACCA.org

Monday to Friday, 9am to 5pm.

### NGWALA – Public Intoxication Response Unit

24/7 Intake Service for public intoxicated Aboriginal and Torres Strait Islander people.

Sober centre 94-96 Buckley street, Morwell

03 7043 9175

## Crisis

### Lifeline

24/7 crisis mental health support. Free and anonymous.

Call 13 11 14 or

Text 0477 13 11 14.

Online Chat at www.lifeline.org.au

### The Orange Door

Help for people who are experiencing or using family violence or who need support with the care and wellbeing of children and young people.
163 Princes Drive, Morwell
1800 319 354
iga@orangedoor.vic.gov.au
Monday to Friday, 9am to 5pm.

## Financial Counselling

### Anglicare Victoria

Free and confidential financial information, counselling and advocacy.
190 Commercial Road, Morwell
1800 809 722
www.anglicarevic.org.au
Monday to Friday, 9am to 5pm.

### Good Money

No interest loans, for whitegoods, household items, medical, car repairs and registration.

10 Tarwin Street, Morwell
1300 770 550
Monday to Friday, 9.30am to 3pm.

### Latrobe Community Health Service

Gambler's Help financial counselling.

81/87 Buckley Street, Morwell

1800 242 696

GamblingSupportServices@lchs.com.au
Monday to Friday, 9am to 5pm.

### National Debt Helpline

Free financial counselling that is independent and confidential.

1800 007 007, Monday to Friday, 9.30am to 4.30pm

Online chat www.ndh.org.au
Monday to Friday, 9am to 8pm.

### Salvation Army Phone Assistance Line

Crisis financial assistance, not available in stores.

03 8873 5288

Monday to Friday 9am to 4pm.

## General

### Anglicare Victoria

Adoption, Foster Care, ParentZone, Children's Contact Centre, Family and Community Support.

190 Commercial Road, Morwell
5135 9555
www.anglicarevic.org.au
Monday to Friday, 9am to 5pm.

## Housing

### Community Housing Ltd

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.

### Statewide Housing Support

**Department of Families, Fairness and Housing**

Call 1800 825 955

Free call, 24 hours

## Legal

### Consumer Affairs Victoria

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

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

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

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)

GP clinic, nursing services, dental, alcohol and other drug treatment services, NDIS support, 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

Mental health and wellbeing support for 26+ years living within Latrobe. 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, 9am to 7.30pm
Saturday and Public Holidays, 12.30pm to 7.30pm.

### Latrobe Urgent Care Clinic (UCC)

GP-led care for urgent, non-life-threatening conditions including mild to moderate infections, asthma attacks, respiratory symptoms, fever, pain, gastrointestinal concerns, headaches, brief fainting, allergies, pregnancy-related bleeding, urinary pain, minor fractures, sprains, cuts, burns and bites.

42-44 Fowler Street, Moe

5127 9111

https://www.lchs.com.au/services/general-health/latrobe-urgent-care-clinic-ucc/

Open seven days a week.

8am to 10pm

## Showers

### 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.

### 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.

### Gippsland Regional Indoor Sports Stadium (GRISS)

Catterick Crescent, Traralgon
5176 3000 (Operating hours vary).

### 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.

### Morwell Neighbourhood House

48- 50 Beattie Crescent, Morwell
5134 5488
Monday to Friday 9.30am to 2.30pm
Shower, washing machine and device charging available.

### Churchill Neighbourhood Centre

9-11 Philip Parade, Churchill
5120 3850
Monday to Friday, 10am to 3pm.

# LATROBE CITY COUNCIL

**Phone** 1300 367 700
**Post** PO Box 264. Morwell 3840
**Email** latrobe@latrobe.vic.gov.au
www.latrobe.vic.gov.au

## Service Centres & Libraries

### Morwell

**Corporate Headquarters**
141 Commercial Road, Morwell

**Morwell Library**
63-65 Elgin Street, Morwell

### Moe

**Moe Service Centre and Library**
1-29 George Street, Moe

### Traralgon

**Traralgon Service Centre and Library**
34-38 Kay Street, Traralgon

### Churchill

**Churchill Community Hub**
9-11 Philip Parade, Churchill

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