



WELLINGTON  
SHIRE COUNCIL  
*The Heart of Gippsland*

# **Emergency Relief & Client Support Services**

# What is Emergency Relief?

Emergency relief services are delivered by community organisations and help people with basic needs in times of crisis. Emergency relief can act as a safety net for people in financial distress or hardship who have limited support.

## Who is eligible?

Wellington Shire residents experiencing financial or personal crisis.

## How to receive assistance:

- Make direct contact with a Relief Service by telephoning or visiting their service location.
- Be referred by support agencies who all provide an entry point into a range of services.

# Types of Assistance



Food



Volunteer Assistance



Showers



Housing Support



Transport Assistance



Household Goods



Vouchers & Financial Assistance



Clothing



Soup Kitchen / Meals

## Gormandale

### Gormandale Community House



32-34 Main St, Gormandale  
5197 7264

#### Services

Community produce stall, community garden, street library, supported shopping

#### Hours

Tuesday to Friday  
Low cost lunch Thursdays  
12.00 noon - 1.30pm - \$5

## Rosedale

### Rosedale Neighbourhood House



2-8 Cansick Street, Rosedale  
5199 2595

#### Services

Fare share meals delivered by volunteers  
Low-cost activities and advocacy

#### Hours

Monday to Friday 9.00am – 5.00pm  
Community lunch every Friday 12 noon

## Heyfield

### Heyfield Community Resource Centre



47 Temple Street, Heyfield  
5148 2358

#### Hours

Monday to Friday 9.00am – 4.00pm  
Saturday 9.00am – 12.00 noon

### St Vincent de Paul



47 Temple Street, Heyfield  
5148 2358

#### Hours

Monday to Friday 9.00am – 4.00pm  
Saturday 9.00am – 12.00 noon

## Dargo

### Dargo Neighbourhood House



177 Lind Ave, Dargo  
5140 1333 (Phone orders)

#### Services

Basic pantry essentials

#### Hours

Monday to Wednesday  
1.00pm-3.00pm

## Maffra

### St Vincent de Paul



28 Laura St, Maffra | 0407 472 904

#### Hours

Saturday 9.00am–11.00am

## Loch Sport

### Loch Sport Community Care Inc



91-101 National Park Rd, Loch Sport  
0417 499 345 - Phil Stephens

#### Hours

By appointment only

## Port Albert

### Port Albert Progress Association



0423 968 896

#### Services

Volunteers providing support and home deliveries

#### Hours

By appointment only

## Sale

### Central Gippsland Health



155 Guthridge Pde, Sale | 5143 8600

#### Services

Home and Community Care packages, Personal Care & Home Support, transport assistance

#### Hours

Monday to Friday 7.00am – 7.00pm

### Aqua Energy



1 Brayakulung Close, Sale | 5142 3700

#### Services

Report to Customer Service on arrival

#### Hours

Monday to Thursday 6.00am-9.00pm  
Friday 6.00am-8.00pm  
Sat/Sun 8.00am-5.00pm  
(operating hours subject to change)

### St Paul’s Cathedral



5144 2020

#### Services

Emergency food items

#### Hours

Arrangement by phone

### Marley Street Community Hub



Unit 2 81-83 Marley Street, Sale  
5143 2006

#### Services

Support, low-cost activities and advocacy service also available

#### Foodbank Hours

Wednesday 9.30am -1.30pm & Thursday 9.30am – 1.30pm  
Available to anyone who can’t afford to buy food for themselves and/or their family (donations appreciated)

### St Vincent de Paul



192/194 York Street, Sale  
0437 380 747 (Welfare line)  
5144 4183 (Shop)

#### Services

24 hrs answering service, they will call back to arrange an appointment

#### Hours

Open 7 Days 9.30am–5.00pm  
Shop only

### Uniting Gippsland



126 Raymond St, Sale | 5144 7777

#### Services

Family Support and counselling, case management

#### Hours

Monday to Friday 9.00am-5.00pm

### Sale Food Support Inc



Room 5 Derek Amos Community Hub  
55-78 Raymond St, Sale | 0493 588 594

#### Services

Food relief (initial registration required - \$10 donation)

#### Hours

Tuesday to Thursday 9.30am – 2.00pm  
Friday 9.30am – 12.30am

### Sale Rotary - Monday Tucker



Sale Memorial Hall, 88 Macalister St  
0412 331 946 - Michael Page

#### Services

Evening meals

#### Hours

Monday 5.00pm - 6.00pm

### Sale Baptist Church



Princes Hwy, Sale | 5143 2727

#### Services

Monthly \$10 Lunch and movie, bookings essential

#### Hours

Second Wednesday of every month  
12.00 noon

### Salvation Army - Sale



139 Cunninghame St, Sale | 5144 6374

#### Services

Food parcels available

#### Hours

Monday, Thursday & Friday  
9.30am – 12.00 noon & 1.00pm – 3.30pm

## Wurruk

### Wurruk Community House



5143 2292

#### Hours

By program & appointment only  
Wednesdays food relief – prior booking required

## Yarram

### Yarram & District Health Service



85 Commercial Rd, Yarram  
1800 934 722

#### Services

Home & community care packages, general counselling service

### Yarram Neighbourhood House



292 Commercial Rd, Yarram  
5182 6294

#### Hours

Tuesday to Friday 9.30am – 3.30pm  
Contact for food pantry

### Uniting Church Yarram



0408 313 610

#### Services

Yarram Monthly Men’s Breakfast  
Supper Room, Regent Theatre, Commercial Rd

Yarram Monthly Women’s Breakfast  
Coffee Palace, 305 Commercial Rd

#### Hours

Fourth Sunday each month  
8.00am (Men’s) | 9.00am (Women’s)

## Other Community Support Services

### **Ask Izzy**

Find relief services near you  
[www.askizzy.org.au](http://www.askizzy.org.au) (if you're on the Telstra mobile network, you can access Ask Izzy even if you don't have credit)

### **Crisis Support Services**

1800 Respect (family violence)  
1800 737 732 (24 hrs)

### **Beyond Blue**

1300 224 636 (24 hrs)

### **Headspace**

1800 650 890 (business hours)  
Support for young people aged 12-25 yrs  
Statewide homelessness crisis  
1800 825 955 (24 hrs)

### **Kids Helpline**

1800 551 800 (24 hrs)  
Support for young people aged 5-25 years

### **Lifeline**

13 11 14 (24 hrs)

### **Head to Health**

(03) 5143 7984  
(8.30am-5.30pm, Mon-Fri)  
Sale, Loch Sport, Yarram, Traralgon (face-to-face or telehealth available) supporting mental health

### **St Kilda Crisis Centre**

1800 627 727 (after 5pm)  
Homelessness intake across Victoria after hours

## Financial Support & Counselling

### **Services Australia (Centrelink)**

13 28 50 (business hours)  
Government payments & social workers

### **Good Shepherd Microfinance**

1300 770 550 (business hours)  
Free financial advice & counselling

### **Uniting Gippsland (Sale)**

5144 7777 (business hours)  
Crisis support, homelessness support, advice, case management

### **Rural Financial Counselling Service**

1300 045 747 (business hours)

## Legal Support

### **Consumer Affairs Victoria**

1300 558 181 (business hours)  
Consumer & tenancy advice

### **Legal Aid**

1300 792 387 (8am-6pm, Mon-Fri)  
Free information & advice

### **Gippsland Community**

#### **Legal Service**

1800 004 402 – intake line (9am-5pm, Mon-Fri) or via online request [www.gcls.org.au](http://www.gcls.org.au)  
Free legal advice

### **Wellington Shire Council**

1300 366 244,  
[wellington.vic.gov.au](http://wellington.vic.gov.au)

## Health & Wellbeing Support

### **Animal Respite Care**

1300 366 244 (24hrs)  
Wellington Shire Council  
– offered in exceptional circumstances only

### **Gippsland Women's Health**

1800 805 448  
Women's health information  
[www.gwhealth.asn.au](http://www.gwhealth.asn.au)

### **Latrobe Community Health Services**

1800 242 696 (24 hrs)  
NDIS, home care packages, gambling, alcohol, & drug support services

### **My Aged Care**

1800 200 422  
(8am-8pm Mon-Fri, 10am-2pm Sat)  
Home care packages, aged care  
[www.myyagedcare.gov.au](http://www.myyagedcare.gov.au)

### **National Disability Insurance Scheme (NDIS)**

1800 800 110 (8am-8pm weekdays)  
Support for eligible people with a disability

### **Gippsland Family Violence Alliance**

[www.gippslandfamilyviolencealliance.com.au/find-help/](http://www.gippslandfamilyviolencealliance.com.au/find-help/)

### **Counselling Support**

Medicare funded counselling services are available by contacting your local GP. If eligible, a Mental Health Care Plan can provide up to 10 counselling sessions per year

### **Ramahyuck**

5143 1644 (business hours)  
Indigenous health & community services

### **Quantum Support Services**

1800 243 455 (9am-5pm Mon-Fri)  
Family violence, youth services, homelessness, out of home care, tenancy advocacy & support, youth justice, community connections  
[www.quantum.org.au](http://www.quantum.org.au)

### **The Orange Door Services**

(1800 243 455 9am-5pm Mon-Fri)  
Help & support for women, children & families experiencing issues with family violence. Self-referral to family services & Child First referral pathway & intake. 104-108 Raymond St, Sale.  
[oga@orangedoor.vic.gov.au](mailto:oga@orangedoor.vic.gov.au)

### **Travellers Aid Melbourne**

(business hours)  
[www.travellersaid.org.au](http://www.travellersaid.org.au)  
Buggy service, medical companion, disability service  
Flinders St Station 1300 700 399 (luggage storage available)  
Southern Cross Station 9670 2072 (luggage lockers available)

### **Translating & Interpreting Service (TIS)**

13 14 59 (24 hrs, 7 days)

### **Hearing or Speech Loss**

TTY – 1800 555 677 or 13 36 77  
Speak & Listen – 1800 555 727



WELLINGTON  
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**Sale Service Centre**

18 Desailly Street (PO Box 506), Sale Victoria 3850  
Telephone 1300 366 244

**Yarram Service Centre**

156 Grant Street, Yarram Victoria 3971  
Telephone (03) 5182 5100

**Web** [www.wellington.vic.gov.au](http://www.wellington.vic.gov.au)

**Email** [enquiries@wellington.vic.gov.au](mailto:enquiries@wellington.vic.gov.au)

