

# 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**



Housing

Support

& Financial



Volunteer Assistance

Transport

Assistance

Clothing



Showers



Household



# **Gormandale**

# Gormandale **Community House**





32-34 Main St. Gormandale 5197 7264

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

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

# Heyfield

# **Heyfield Community Resource Centre**



47 Temple Street, Hevfield 5148 2358

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

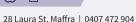
Monday to Wednesday 1.00pm-3.00pm

# **Maffra**

## St Vincent de Paul







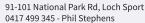
## Hours

Saturday 9.00am-11.00am

# **Loch Sport**

# **Loch Sport Community** Care Inc





## 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

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 281-83 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



### Services

Family Support and counselling, case management

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

Tuesday to Thursday 9.30am - 2.00pm

# Tucker



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

### Services **Evening meals**

Hours

# **Sale Baptist Church**



Princes Hwy, Sale | 5143 2727

## Monthly \$10 Lunch and movie,

Hours

# 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 **(7)**

5143 2292

#### Hours

By program & appointment only Wednesdays food relief - prior booking reauired

# **Yarram**

# **Yarram & District Health Service**



85 Commercial Rd. Yarram

# Services

1800 934 722

Home & community care packages, general counselling service

# **Yarram Neighbourhood**



292 Commercial Rd, Yarram 5182 6294

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

# Yarram



### Services

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

Coffee Palace, 305 Commercial Rd

#### Hours

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



Services

# bookings essential

Second Wednesday of every month 12.00 noon

# House

Hours

# **Uniting Church**



Yarram Monthly Women's Breakfast

# **Uniting Gippsland**



126 Raymond St, Sale | 5144 7777

# Food relief (initial registration required

Friday 9.30am - 12.30am

# - \$10 donation) Hours

# **Sale Rotary - Monday**



Monday 5.00pm - 6.00pm

# **Other Community Support Services**

## Ask Izzy

Find relief services near you 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 Free legal advice

# **Wellington Shire Council**

1300 366 244, 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

# 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

# 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/

## **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

## Ramahvuck

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

## The Orange Door Services

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

# Travellers Aid Melbourne

(business hours) 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

Information within this document was correct at August 2023 and is subject to change without prior notice. Changes to service provision should be emailed to: emergencymanagement@wellington.vic.gov.au



## **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 Email enquiries@wellington.vic.gov.au









