



Baw Baw Emergency Relief Directory

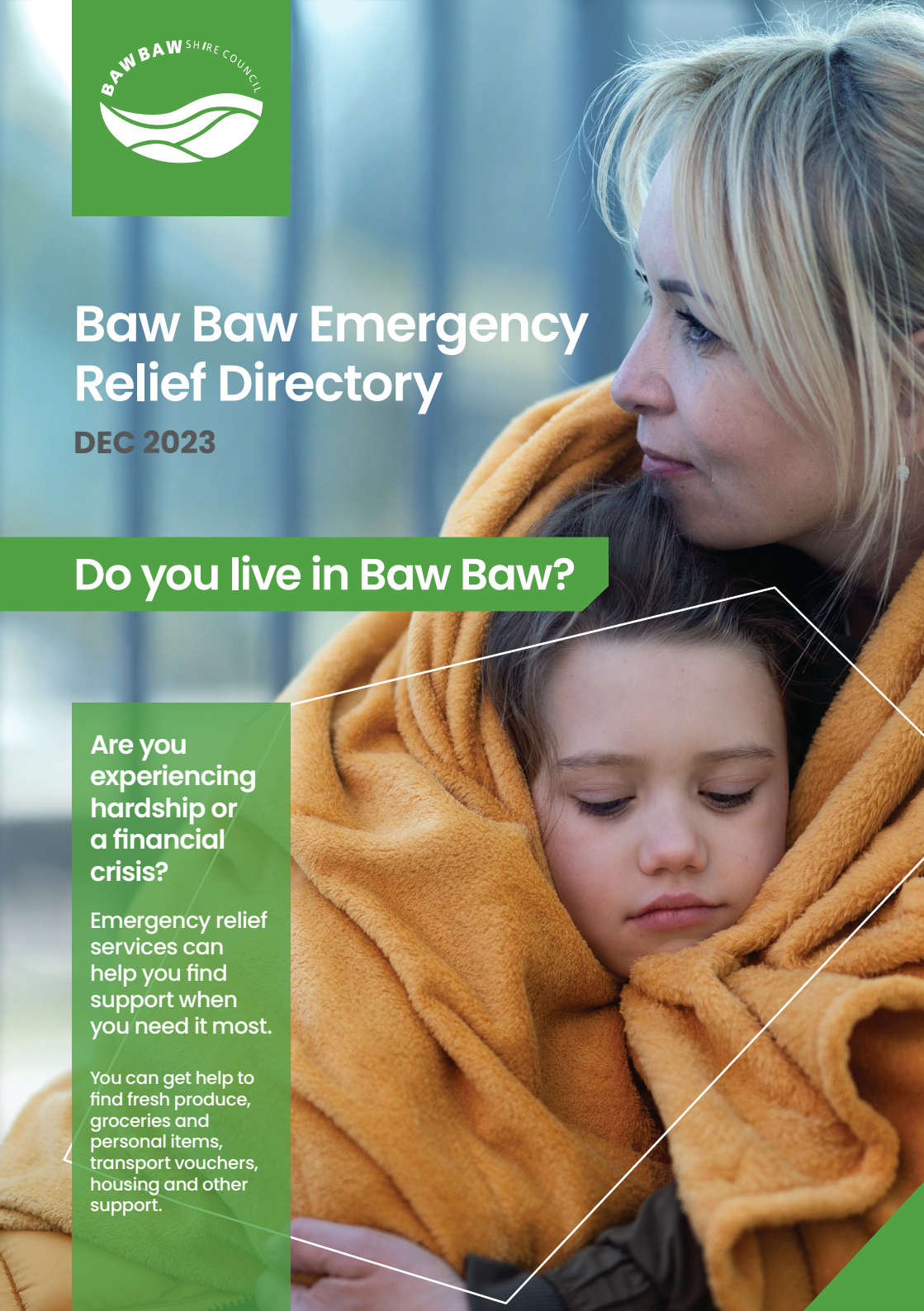
DEC 2023

Do you live in Baw Baw?

Are you experiencing hardship or a financial crisis?

Emergency relief services can help you find support when you need it most.

You can get help to find fresh produce, groceries and personal items, transport vouchers, housing and other support.



Types of Assistance



Fresh food & pantry items



Food hampers



Fuel, food or vouchers



Clothing



Furniture



Washer & dryer facilities



Overdue utility bills



Assistance with housing



Bathroom facilities



Family support & counselling



Parenting orders program



Financial counselling

FOOD & VOUCHERS

Ask Izzy

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. It is free and anonymous, with thousands of services listed across Australia.

You can visit the Ask Izzy website which can help you.

W: askizzy.org.au

Food Relief : Neerim South



Support for the community with fresh and frozen produce and groceries. Christmas hampers & children's gifts.



Ph: **0400 791 325**

Open: Thu 9.00am – 12.00pm

By appointment for other times

Baw Baw Food Relief : Warragul

Feeding the need in the community providing fresh food and groceries.



A: 6/11 Pearse St.

Ph: **5622 3891**

E: info@bawbawfoodrelief.org

Open: Mon – Fri 10:00am – 2:00pm

Op Shop

Open: Mon – Fri 9:00am – 3:00pm

Lions Club – Emergency Food Relief : Longwarry & District



Providing fresh & frozen foods, pantry items, toiletries, nappies, sanitary & incontinence items & hampers (no cost).



Hamper deliveries available in the local area if needed.

Longwarry Public Hall

A: 14 Kennedy St, Longwarry

Ph: **0408 515 628**

E: brown01@dcsi.net.au

Open: Every 2nd Friday from

9.00am – 12.00pm, all other times by appointment

Fb: [#Longwarry Lions Food Relief](#)

CatholicCare: Emergency Relief

Food pantry, Myki cards



E: gippsland@catholiccarevic.org.au

Ph: **1800 123 228**

Open: Mon – Fri 9.30am – 11.30am

Food Bank

To find food support in your local area you can also visit foodbank.org.au and click "Find Food".

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Salvation Army : Warragul



Call to make an appointment to collect pantry items, food and other vouchers.



A: 120 Burke St, Warragul

Ph: **5623 1090**

Open: Mon & Tue, 9:30am – 2:30pm

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St Vincent De Paul Society Victoria

Warragul & Drouin: Call to arrange assistance for food items, household items, clothing, household and education support. Please leave your name and contact number. Someone will return your call.

Trafalgar: Fresh fruit and pantry items, vouchers, furniture and support



Warragul

Ph: **0499 201 517**

Open: Mon, Wed, Fri, 9.00am – 5.00pm

Drouin

Ph: **5625 4715**

Open: Mon, Wed, Fri, 9.00am – 12.00pm

Trafalgar

Ph: **0409 790 540**

Open: Mon – Fri, 9.00am – 5.00pm

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The Crossing Drop In Centre

Provide coffee and light meals.

- Wednesday community lunch.
- Free Soup on Thursdays
- Food bank provides emergency food.
- Frozen meals to take away and a bookshop.



A: 134a Princes Way, Drouin

E: thecrossing@exemail.com.au

Ph: **5625 2655**

Open: Mon, Wed – Fri, 10.00am – 3.00pm

FAMILY SUPPORT & COUNSELLING

Anglicare Victoria



Support for community members with financial counselling, debt issues / options, utility issues, mortgage issues and negotiating with creditors.

A: Suite 2, 3 Barkly St, Warragul

E: fcpgippsland@anglicarevic.org.au

Ph: **1800 286 260** : By appointment

W: anglicarevic.org.au

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BettermentALL

Encouraging people to speak more freely about their mental health challenges and the struggles they're enduring.

A: 36 Contingent St, Trafalgar

Ph: **0412 418 431**

E: info@bettermentall.com.au

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CatholicCare – Counselling Warragul



Life can be challenging & it's normal to be overwhelmed by stress at times.



If you're struggling, reach out to us, you may qualify for free counselling.

A: 19 Connor St, Warragul

E: gippsland@catholiccarevic.org.au

Ph: **1800 522 076**

Open: Wed – Fri, 9.00am – 5.00pm

W: catholiccarevic.org.au

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Olivia's Place

Here to support and encourage families during pregnancy and early parenting through community engagement and the provision of resources, education and professional services.

A: 2-4 Calway St Drouin 3818

E: admin@oliviasplace.org.au

Ph: **5622 1022**

W: oliviasplace.org.au

Open: Mon-Tue, Thu- Fri, 10.00am – 2.00pm

The Orange Door Inner Gippsland



Intake and assessment services for family violence support, perpetrator services & child well-being concerns.

A: 163 Princes Dr, Morwell 3840

Ph: **1800 319 354**

W: orangedoor.vic.gov.au

Open: Mon – Fri, 9.00am – 5.00pm

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West Gippsland Healthcare Group : Warragul



Family support & family violence counselling.

A: 31-35 Gladstone St.

Ph: **5624 3500**

W: wghg.com.au

Open: Mon – Fri, 9.00am – 5.00pm

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HEALTH SERVICES

Head to Health

Mental health and wellbeing referral service for anyone who needs support.

W: www.headtohealth.gov.au

Ph: **1800 595 212**

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Latrobe Community Health Service : Warragul

GP and dental clinic.

A: Corner of Mason & Palmerston St.

Ph: **1800 242 696**

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Priority Primary Care Centre Baw Baw

If you need urgent care & it's not an emergency.

A: 170 Normanby St Warragul

Ph: **5622 3377**

W: centralclinic.com.au/baw-baw-ppc

Open: 8.00am – Midnight 7 days a week

HOUSING

Quantum Support Services Warragul



Support for those in the community experiencing or at risk of homelessness & family violence. Including family services support for children, youth & their parents/caregivers.

A: 36 Williams St, Warragul

Ph: **1800 243 455**

Open: Mon – Fri, 9.00am – 5.00pm

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Salvation Army Homelessness & Housing Services : Gippsland



Homelessness intake, assessments & planning, re Housing options for youth, single adults, couples & families. Housing Establishment Funds.



Ph: **5662 6400** | Open: Mon, Tue & Fri

Salvation Army Crisis Service

Call 1800 825 955 after hours, overnight & weekends

SHOWER & LAUNDRY FACILITIES

Community House: Warragul

Bathroom, washer & dryer facilities available as well as financial counselling.



A: 138 Normanby St, Warragul

Ph: **5623 6032**

Open: Mon – Fri, 9.00am – 4.00pm

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YMCA : Warragul Leisure Centre



Bathroom available during opening hours with a preference from 12.30pm till 4pm. Please be mindful that you may need to wait.

A: 21 Burke St, Warragul

E: bawbaw@ymca.org.au

Ph: **5623 4017**

Support

- Lifeline:13 11 12
- Suicide Call Back Service:.....1300 659 467
- Kids Helpline:.....551 800
- Beyond Blue:1300 224 636
- Headspace:.....1800 650 890
- Reachout:reachout.com.au
- Mens Line:.....1300 789 978
- Aboriginal & Torres Strait
Islander Crisis Support Line:.....13 92 76



Baw Baw Shire

You can visit the Baw Baw Shire Council website bawbawshire.vic.gov.au and type “Food Relief” into the search bar.

Who is eligible?

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.

Emergency Relief Provider

If you are an emergency relief provider and would like to become involved please email **brown01@dcsi.net.au** or **healthy.bawbaw@bawbawshire.vic.gov.au**

Phone & Online services for non-urgent health advice

These services have trained health professionals who can provide immediate, expert health advice 24 hours a day, 7 days a week.

These services are free and confidential.

Healthdirect after hours help line:	1800 022 222
Nurse on Call:	1300 606 024
Healthdirect:	www.healthdirect.gov.au
Doctors on Demand:	www.doctorsondemand.com.au
Maternal & Child Health Line:	13 22 29
Maternal & Child Health (MCH) App:	Available from the Apple Store or Google Play

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

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 Ombudsman: **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.

Legal

Consumer Affairs Victoria

Services: Consumer and tenancy advice

Ph: 1300 395 734

W: www.consumer.vic.gov.au

Open: 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:

Ph: 1300 792 387

W: www.legalaid.vic.gov.au

Partners

