



# Baw Baw Emergency Relief Directory

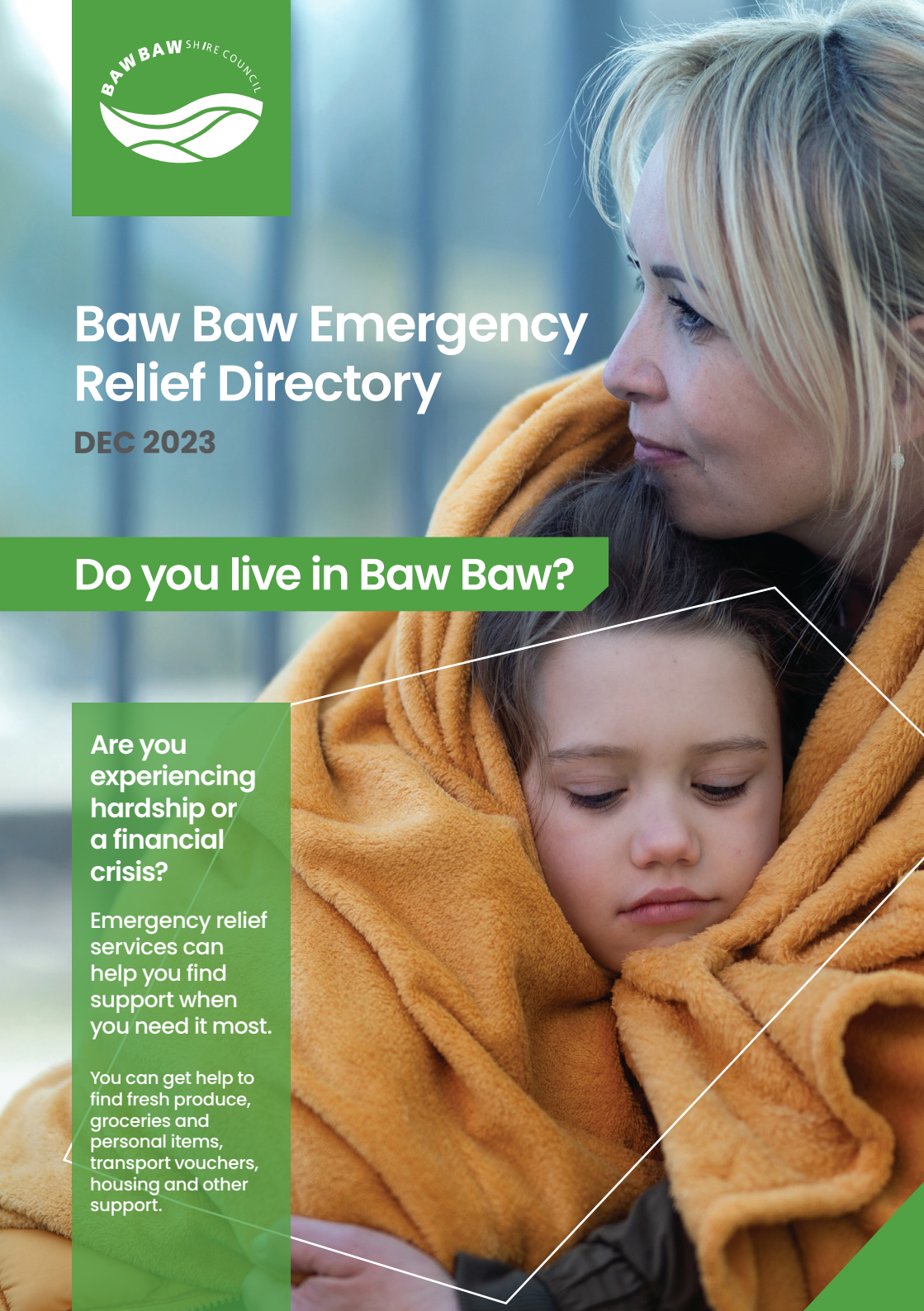
DEC 2023

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](http://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](mailto:info@bawbawfoodrelief.org)

Open: Mon - Fri 10:00am - 2:00pm

Op Shop

Open: Mon - Fri 9:00am - 3:00pm

### CatholicCare: Emergency Relief

Food and Petrol vouchers.





E: [gippsland@catholiccarevic.org.au](mailto:gippsland@catholiccarevic.org.au)

Ph: **1800 223 650**

Open: Mon - Fri 9.30am - 11.30am

### 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](mailto:brown01@dcsi.net.au)

Open: Every 2nd Friday from 9.00am - 12.00pm, all other times by appointment

Fb: [#Longwarry Lions Food Relief](https://www.facebook.com/LongwarryLionsFoodRelief)

## Food Bank

To find food support in your local area you can also visit [foodbank.org.au](http://foodbank.org.au) and click "Find Food".

.....

## 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

.....

## 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 and furniture.



### 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, 10.00am - 2.00pm

.....

## The Crossing Drop In Centre

Provide coffee and light meals.

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



A: 134a Princes Way, Drouin

E: [thecrossing@exemail.com.au](mailto: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](mailto:fcpgippsland@anglicarevic.org.au)

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

W: [anglicarevic.org.au](http://anglicarevic.org.au)

.....

### 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](mailto:info@bettermentall.com.au)

.....

### CatholicCare - Counselling



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.

E: [gippsland@catholiccarevic.org.au](mailto:gippsland@catholiccarevic.org.au)

Ph: **1800 522 076**

Open: Wed - Fri, 9.00am - 5.00pm

W: [catholiccarevic.org.au](http://catholiccarevic.org.au)

.....

### 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](mailto:admin@oliviasplace.org.au)

Ph: **5622 1022**

W: [oliviasplace.org.au](http://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](http://orangedoor.vic.gov.au)  
Open: Mon – Fri, 9.00am – 5.00pm

.....

## West Gippsland Healthcare Group : Warragul



Family support & family violence counselling.

A: 31-35 Gladstone St.  
Ph: **5624 3500**  
W: [wghg.com.au](http://wghg.com.au)  
Open: Mon – Fri, 9.00am – 5.00pm

.....

## HEALTH SERVICES

### Head to Health

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

W: [www.headtohealth.gov.au](http://www.headtohealth.gov.au)  
Ph: **1800 595 212**

.....

### Latrobe Community Health Service : Warragul

GP and dental clinic.

A: Corner of Mason & Palmerston St.  
Ph: **1800 242 696**

.....

### 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](http://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

.....

### 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

.....

### 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](mailto:bawbaw@ymca.org.au)  
Ph: **5623 4017**

# Support

Lifeline: .....13 11 14  
Suicide Call Back Service:.....1300 659 467  
Kids Helpline:.....1300 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](http://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](mailto:brown01@dcsi.net.au) or [healthy.bawbaw@bawbawshire.vic.gov.au](mailto: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:	<a href="http://www.healthdirect.gov.au">www.healthdirect.gov.au</a>
Doctors on Demand:	<a href="http://www.doctorsondemand.com.au">www.doctorsondemand.com.au</a>
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](http://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](http://www.legalaid.vic.gov.au)

## Partners

