



Baw Baw Emergency Relief Directory

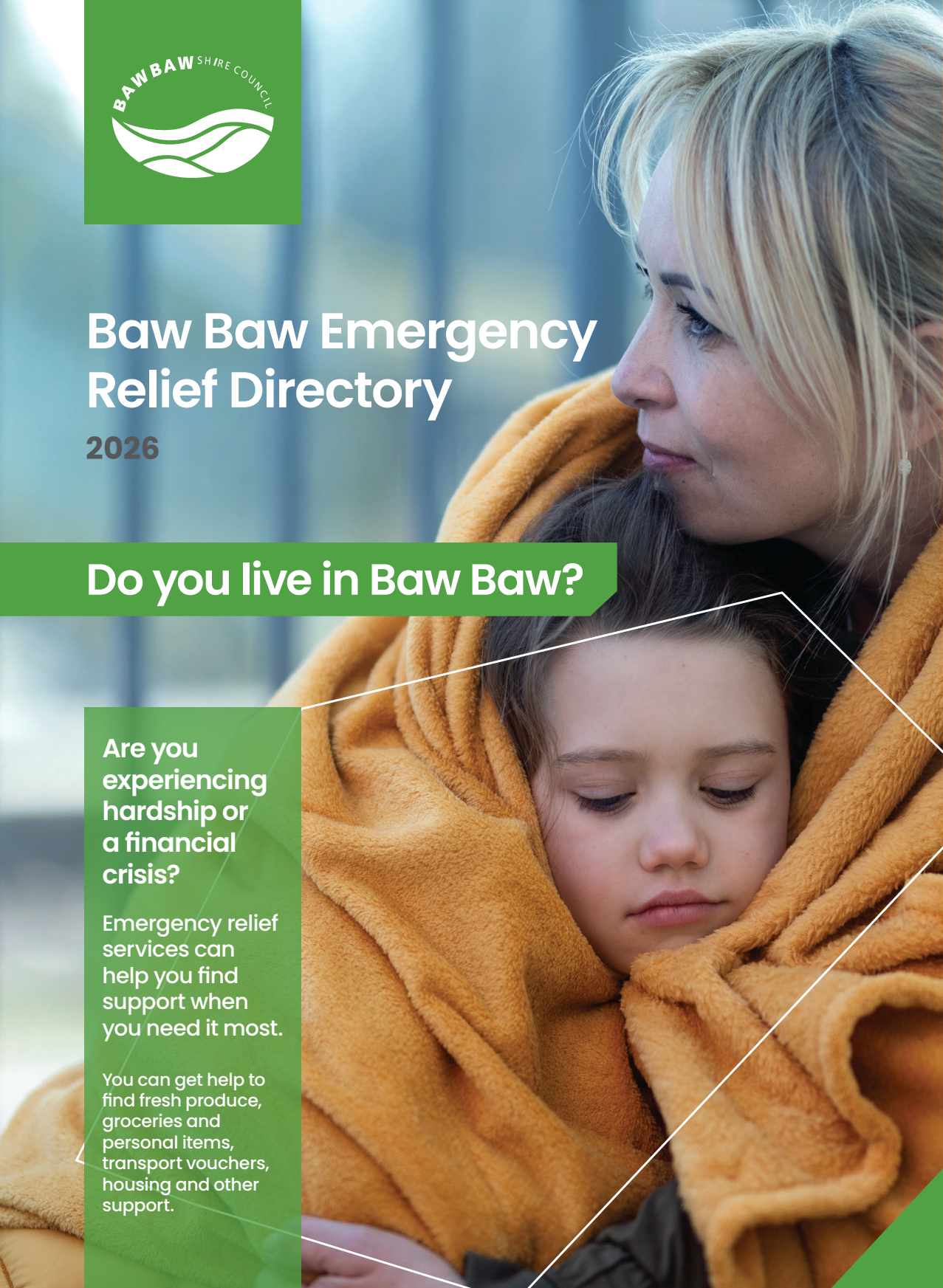
2026

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

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 10am - 1:30pm

Op Shop

Open: Mon - Fri 9am - 3pm

St Vincent De Paul Society : Victoria

Please call and leave your name and phone number. We will return your call to discuss the best way we can assist you.

We assist with food, household & education support.

We are volunteers who manage the phone when available.



Warragul

Ph: 0499 201 517
Open: Mon, Wed, Fri

Drouin

Ph: 5625 4715
Open: Mon, Wed, Fri. Ring before 12pm

Trafalgar

Ph: 0409 790 540
Open: Mon - Fri, 9am - 5pm

Food Relief : Neerim South



Support for the community with fresh and frozen produce and groceries.

Ph: 0427 711 844
(Coordinator Julie Sheehan)

Open: Thu 9am - 12pm
By appointment for other times.

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

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.

Please check Facebook for dates.

Longwarry Public Hall

A: 14 Kennedy St, Longwarry
Ph: 0408 515 628

E: brown01@dcsi.net.au
Open: Every 2nd Friday from
9am - 12pm, all other times
by appointment.

Fb: #Longwarry Lions Food Relief

Salvation Army : Warragul



For assistance first call the Salvos Phone Assistance Line for an assessment on (03) 8873 5288 between 9am – 4pm Monday to Friday and a day/time will be given to collect a voucher.



To speak to our case worker please phone (03) 5623 1090 on Tues, Wed, Thurs 10am – 2pm

A: 120 Burke St, Warragul

Ph: **(03) 5623 1090**

Open: Tue & Thu, 10am – 12pm

The Crossing Drop In Centre



Provide coffee and light meals.

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



A: 134a Princes Way, Drouin

E: thecrossingdrouin@gmail.com

Ph: **5625 2655**

Open: Mon, Wed – Fri, 10am – 3pm

Food Bank

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

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

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: Warragul Community House, 138 Normanby St, Warragul VIC 3820

E: gippsland@catholiccarevic.org.au

Ph: **1800 522 076**

Open: Tue – Thu, 9am – 3pm

W: catholiccarevic.org.au

The Orange Door : Inner Gippsland



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

Warragul office available by appointment only.

A: 163 Princes Dr, Morwell 3840

Ph: **1800 319 354**

W: orangedoor.vic.gov.au

Open: Mon – Fri, 9am – 5pm

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, 10am – 2pm

West Gippsland Healthcare Group : Warragul



Counselling services including family support and violence counselling.

A: 31-35 Gladstone St.

Ph: **5624 3500**

W: wghg.com.au

Open: Mon – Fri, 9am – 5pm

BettermentALL Australia Inc

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

Fb: **#Bettermentall Australia Inc**

HEALTH SERVICES

Head to Health : Baw Baw Hub

Free short term mental health support for individuals of all ages from the Baw Baw, Latrobe, Bass Coast & South Gippsland Shires. Walk in, GP & self-referrals welcome.

No Mental Health Treatment Plan required.

A: Warragul Specialist Centre
E: h2h.bawbaw@warragulspecialistcentre.com.au
W: headtohealth.gov.au
Ph: 5642 6666

For phone-only Intake appointments call Medicare Mental Health (previously known as Head to Health Intake) on 1800 595 212.

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, 9am – 5pm

Latrobe Community Health Service : Warragul

GP and dental clinic.

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

Warragul Urgent Care Clinic

A: Warragul Urgent Care Clinic
170 Normanby St. Warragul
Ph: 5642 6655
W: centralclinic.com.au/warragul-ucc/
Open: 8am – 10pm, 7 days per week.

Salvation Army Homelessness & Housing Services : Gippsland



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

Ph: 5667 5200
E: SalvoCare.Gippsland@salvationarmy.org.au

Open: Mon – 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, 9am – 4pm

Baw Baw Shire Council



Public Showers.

A: Shopping Complex Area Murie St. Rawson.
Turra Pavilion Trafalgar Recreation Reserve, Trafalgar.

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.

Fresh filtered water available and devices can be charged.

A: 21 Burke St, Warragul
E: bawbaw@ymca.org.au
Ph: 5623 4017

Support

Lifeline: **13 11 14**
Suicide Call Back Service:.... **1300 659 467**
Kids Helpline:..... **1800 551 800**
Beyond Blue:..... **1300 224 636**
Headspace:..... **1800 650 890**
Mens Line:..... **1300 789 978**
Aboriginal & Torres Strait Islander
Crisis Support Line:..... **13 92 76**
Reachout website: **reachout.com.au**

Free Pads and Tampons

The Victorian Government now provides free pads and tampons in public places.

Visit <https://www.betterhealth.vic.gov.au/free-pads-and-tampons> to find out where you can find free tampons and pads in our area.

Some sites include:

- TAFE Gippsland Warragul
- West Gippsland Health Care Group
41 Landsborough Street
- Warragul Library
- TAFE Gippsland Baw Baw Skills Centre
71 Wills Street
- Drouin Library



Baw Baw Shire

You can visit the Baw Baw Shire Council Website bawbawshire.vic.gov.au and search for the 'Community Support Services Near Me' page.

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 connected.communities@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 or telephone provider 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

