



BUSHFIRE RECOVERY SERVICES GUIDE

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Reviewed and updated on a six-monthly basis by Regional Development Victoria.

This guide may be of assistance to you. However, the State of Victoria and its employees do not guarantee that the guide is without flaw of any kind or is wholly appropriate for your particular purposes, and therefore disclaims all liability for any error, loss or other consequences which may arise from you relying on any information in this guide.

The guide is issued by the Fire Recovery Unit.

www.rdv.vic.gov.au/fire-recovery-unit

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Introduction

The individuals, families and communities affected by the 2009 Victorian bushfires continue to rebuild their lives, homes, towns and communities through hard work and perseverance.

The purpose of this Bushfire Recovery Services Guide is to assist you in locating relevant government and non-government services that may help in your ongoing rebuilding and recovery.

This guide is only available online.

To ensure you have the latest version, download the FINAL Issue (06 June 2017) at:
rdv.vic.gov.au/fire-recovery-unit

This guide is only available online.

Emergency support (24/7)

Service/provider	Contact details
Police, Ambulance, Fire Brigade	000
Lifeline	131 114
SuicideLine	1300 651 251

SECTION 1 – SPECIFIC 2009 BUSHFIRE RECOVERY INFORMATION AND SERVICES

1.1 Bushfire recovery information and services

Service	Description	Available to	Contact details
Small Grants Program	Bushfire-affected communities can apply to the Foundation for Rural and Regional Renewal (FRRR) for the Grants for Resilience and Wellness program to run a wide variety of localised programs and projects that meet the recovery needs of their residents. This program is funded by the Victorian Bushfire Appeal Fund (VBAF).	All communities affected by the 2009 Victorian bushfires.	1800 170 020 frrr.org.au recovery@frrr.org.au
Skills and Capacity Program	Community Group Futures: Grants to support local community groups to increase their capacity, capability, and viability.	Community groups, community foundations and groups with a social enterprise purpose.	1800 170 020 frrr.org.au recovery@frrr.org.au
Community Foundations	The VBAF has made contributions to several independent, locally run community foundations in bushfire-affected communities. The foundations manage grant rounds, provide services to the community and undertake community leadership and partnership activities to address a wide variety of needs in their service areas in the longer term.	Communities affected by the 2009 Victorian bushfires.	Into our Hands Foundation (Alpine, Indigo and Wangaratta Shires) intourhandsfoundation.com.au/ Kinglake Ranges Foundation krfoundation.org.au/ Marysville and Triangle Community Foundation marysvilletrianglefoundation.org.au/

1.1 Bushfire recovery information and services

Service	Description	Available to	Contact details
			<p>Mitchell Community Resources and Advocacy Group (MCRAAG Trust) https://mcrag.smartygrants.com.au/</p> <p>Strathewen Bushfire Relief Trust strathewen.com.au/trust/</p>
Planning provisions for temporary accommodation and streamlined planning process	<p><i>2009 Bushfire – Replacement Buildings</i> were introduced to support the rebuilding of dwellings, dependent persons' units and buildings used for agriculture damaged or destroyed by the 2009 Victorian bushfires. These provisions streamlined the planning process to fast track rebuilding and recovery. While these provisions ceased on 30 September 2017, landowners may still go through the regular planning process.</p> <p><i>2009 Bushfire Recovery</i> planning provisions were introduced to support immediate recovery operations including site clean-up, and to enable occupation of temporary accommodation. These provisions expire on 30 September 2018. Landowner living in temporary accommodation will be required to transition to permanent arrangements by this date.</p> <p>Please note: <i>New temporary accommodation cannot be constructed without a planning permit from council.</i></p>	Communities affected by the 2009 Victorian bushfires.	<p>Planning provisions information: https://www.planning.vic.gov.au/policy-and-strategy/bushfire-protection/rebuilding-and-recovery</p> <p>Local council websites can be located at: knowyourcouncil.vic.gov.au/councils</p>
Victorian Building Authority	The Victorian Building Authority provides information about mapping of bushfire prone areas, the Australian Standard for building in bushfire prone areas, bushfire attack level (BAL) assessments and private bushfire shelters (bunkers).	Everyone	1300 815 127 vba.vic.gov.au
Building advice and conciliation	<p>Consumer Affairs Victoria's website provides detailed information about:</p> <ul style="list-style-type: none"> • building disputes, defects and delays • warranties and guarantees on building • domestic building insurance and insolvency. 	Everyone	Consumer Affairs Victoria 1300 557 559 consumer.vic.gov.au/housing-and-accommodation/building-and-renovating

1.1 Bushfire recovery information and services

Service	Description	Available to	Contact details
Planning and building for bushfire protection	The Department of Environment, Land, Water and Planning (DELWP) website has a range of information on its Planning and Building for Bushfire Protection page, including more detailed information about Victoria's Bushfire Planning and Building Framework .	Everyone	DELWP website link: https://www.planning.vic.gov.au/policy-and-strategy/bushfire-protection/victorias-bushfire-planning-and-building-framework

SECTION 2 – GENERAL INFORMATION

Mental health support and counselling

There are a range of ways that people can access support for anxiety, depression, trauma related symptoms, relationship issues and difficulties with alcohol and other drugs or gambling. These are listed in the sections below.

In most cases, you should begin by visiting your local GP or Community Health Service.

In the event of a mental health crisis, you should call 000 or contact your local Area Mental Health Service Psychological Triage number (below).

A range of free phone and online counselling support services are also listed below.

2.1 Health and personal support

Service	Description	Available to	Timing	Contact details
General Practitioner (GP) referral	You can obtain access to professional psychological and counselling services through a referral from a GP or local Community Health Service.	Everyone		Visit your local GP or Community Health Service
Community Health Services	The services funded and provided through the community health program include but are not limited to: <ul style="list-style-type: none"> • counselling • child health services • dental health services • drug and alcohol services • health promotion • medical (GP) services • allied health services. 	Everyone		Kinglake Region: Nexus Primary Health 1300 773 352 Marysville and Triangle Region: Alexandra District Health (03) 5772 0900 Nexus Primary Health 1300 773 352

2.1 Health and personal support

Service	Description	Available to	Timing	Contact details
Community Health Services (cont'd)				Yarra Ranges Region: EACH Social and Community Health Ringwood 1300 003 224 Yarra Valley Community Health Healesville 1300 130 381 Inspiro Community Health Lilydale (03) 9738 8801 Alpine Region: Alpine Health Myrtleford (03) 5751 9300 Gateway Health Wangaratta (03) 5723 2000 Strathewen, St Andrews and Christmas Hills Region: healthAbility Eltham (03) 9430 9100 Plenty Valley Community Health Epping (03) 9409 8787 Whittlesea (03) 9716 9444

2.1 Health and personal support

Service	Description	Available to	Timing	Contact details
Community Health Services (cont'd)				<p>Gippsland Region:</p> <p>Latrobe Community Health Service Morwell, Moe, Churchill, Traralgon, Warragul 1800 242 696</p> <p>Southern Health Service Leongatha (03) 5667 5555</p> <p>Yarram and District Health Service (03) 5182 0222</p> <p>Central Gippsland Health Service, Sale (03) 5143 8800</p> <p>West Gippsland Healthcare Group Warragul (03) 5624 3500</p>

2.1 Health and personal support

Service	Description	Available to	Timing	Contact details
Area Mental Health Services (adults, children and adolescents)	Psychiatric Triage numbers provided are those for adult, children and adolescent services.			Murrindindi, Mitchell – Seymour, Shepparton 1300 369 005
	Child and Adolescent Mental Health Services (CAMHS) work directly with children and adolescents to provide treatment and care for those with significant mental health issues.	0-18 years		Whittlesea – Epping 1300 874 243
	Adult specialist mental health services are aimed at people with serious mental illness or mental disorder who have significant levels of disturbance and psychosocial disability due to their illness or disorder.	16-64 years		Nillumbik – Heidelberg 1300 859 789
	Aged persons mental health services are for people with a long-standing mental illness who are now over 65 years of age, or who have developed functional illnesses such as depression and psychosis in later life.	65 + years		Yarra Ranges – Box Hill 1300 721 927
				Latrobe, Wellington, Baw Baw, South Gippsland 1300 363 322
				Greater Bendigo, Mount Alexander, Macedon 1300 363 788
				Alpine, Indigo, Wangaratta 1300 881 104
			Horsham, Hepburn 1300 661 323	
			Southern Grampians, Corangamite 1800 808 284	
Australian Centre for Grief and Bereavement (ACGB)	The ACGB provides a state-wide specialist bereavement counselling and support service for individuals, children and families who need assistance following the death of someone close to them.	Everyone		(03) 9265 2100 grief.org.au

2.1 Health and personal support

Service	Description	Available to	Timing	Contact details
Beyondblue	Beyondblue provides information on depression, how to recognise it, how to get help, how to help someone else and how to stay well.	Everyone	24/7	1300 224 636 beyondblue.org.au
24/7 Family Violence Response	The service provides telephone crisis counselling, family violence risk assessment, referral, advocacy and crisis accommodation to women and children experiencing family violence.	Women and children experiencing family violence who require immediate crisis intervention.	24/7	24 hrs crisis line 1800 015 188 - freecall wdvcs.org.au
Home and Community Care (HACC)	<p>The HACC Program provides a range of basic support services to frail older people and people with disabilities who are experiencing difficulties in managing daily tasks but who wish to continue living at home.</p> <p>The main types of service include:</p> <ul style="list-style-type: none"> • home help or housekeeping • personal care and respite services • community and home nursing • allied health services • meals on wheels • property maintenance • friendly visits, respite and transport services provided by volunteers. 	<p>Frail older people and people with disabilities.</p> <p>Eligibility is determined on assessment.</p> <p>The program also supports carers and families.</p>		<p>Contact your local council to locate a service close to you:</p> <p>knowyourcouncil.vic.gov.au/councils</p> <p>health.vic.gov.au/hacc/hacc_victoria/index</p>
Kids Helpline	Kids Helpline is a free, confidential and anonymous telephone service. It also provides email and online real-time counselling	Young people aged between 5 and 25	24/7	1800 551 800 kidshelp.com.au
Lifeline	Lifeline is a phone service that offers confidential support and advice for people dealing with stress and personal challenges.	Everyone	24/7	13 11 14 lifeline.org.au/

2.1 Health and personal support

Service	Description	Available to	Timing	Contact details
MensLine	MensLine is a telephone support, information and referral service, designed to help men to deal with relationship problems.	Men	24/7	1300 78 99 78 mensline.org.au
Men's Referral Service	<p>The Men's Referral Service provides a free, confidential and anonymous telephone counselling service for:</p> <ul style="list-style-type: none"> • Men who might be using violence and controlling behaviour towards a partner or family member. • Women wishing to find information about male family violence for their partners or for themselves. • Friends, family or colleagues of people who are either using or experiencing family violence. • Professionals wishing to support a male or female client. 	Men, women and professionals supporting clients	9.00am -9.00pm Monday - Friday	1300 766 491 mrs.org.au
NURSE-ON-CALL	The NURSE-ON-CALL telephone service provides immediate, expert health advice from a registered nurse.	Everyone	24/7	1300 606 024 health.vic.gov.au/nurseoncall
Parentline	Parentline is a state-wide telephone counselling service for parents.	Parents and carers of children aged from birth to 18 years	8am-midnight Monday-Friday 10am-10pm Weekends	13 22 89 parentline.vic.gov.au
Relationships Australia	Relationships Australia (Victoria) provides specialist relationship services to enhance the lives of families and communities by helping them build strong relationships.	Everyone	8am-8pm Monday-Friday 10am-4pm Saturday	1300 364 277 relationships victoria.com.au

2.1 Health and personal support

Service	Description	Available to	Timing	Contact details
SuicideLine	Counsellors at SuicideLine provide specialist telephone counselling and information to anyone at risk of or affected by suicide.	Everyone	24/7	1300 651 251 suicideline.org.au
Suicide Callback Service	The Suicide Call Back Service provides telephone crisis counselling to people at risk of suicide. People who are not already linked in with current professional support can access up to six sessions of counselling.	Everyone	24/7	1300 659 467 suicidecallbackservice.org.au
Support After Suicide	Support After Suicide is a free service providing counselling and group support for adults and children bereaved by the suicide of someone close to them or have been a witness to a suicide.	Everyone	Monday-Friday 9am – 5pm	(03) 9421 7640 supportaftersuicide.org.au

2.2 Financial and legal support

Service	Description	Available to	Timing	Contact details
Consumer Affairs Victoria	Consumer Affairs Victoria provides referrals to financial counselling as well as advice on renting, repairs, rebuilding, damaged vehicles, scams, fundraising and dealing with insurance, banking or financial hardship.	Everyone		1300 558 181 consumer.vic.gov.au
MoneySmart	MoneySmart offers tips and tools to help you make the most of your money. MoneySmart can help you locate a financial adviser .	Everyone		1300 300 630 moneysmart.gov.au
MoneyHelp	MoneyHelp offers free, confidential and independent financial information for people experiencing difficulty paying their rent or mortgage or facing job loss.	Everyone		1800 007 007 moneyhelp.org.au

2.2 Financial and legal support

Service	Description	Available to	Timing	Contact details
Financial Ombudsman Service	To support individuals and businesses following a natural disaster, the Financial Ombudsman Service has set up a dedicated hotline to provide information on financial hardship, insurance claims and other financial issues experienced as a result of extreme weather events.	Everyone		1300 78 08 08 fos.org.au
Victorian Legal Aid	Victorian Legal Aid can provide legal help on insurance and related issues. Their focus is on helping and protecting the rights of socially and economically disadvantaged Victorians.	Eligible clients	8.45am-5.15pm Monday-Friday	1300 792 387 legalaid.vic.gov.au
Community Legal Centres	Community Legal Centres are independent community organisations that provide free legal services to clients who face economic, social or cultural disadvantage, whose life circumstances are often severely affected by their legal problem and who are often unable to access other legal services.	Eligible clients		Federation of Community Legal Centres Victoria (03) 9652 1500 Find your local Community Legal centre: fclc.org.au/find_a_clc.php

2.3 Accommodation and housing support

Service	Description	Available to	Timing	Contact details
Crisis Help Network: Melbourne Homeless Services	Crisis Help Network is a web site dedicated to providing information about organisations able to help people in crisis, homeless or at risk.	Eligible clients		Crisis accommodation information line: 1800 627 727 (Free call) 10 am till 12 midnight 7 days melbourne.homeless.org.au
Housing assistance: DHHS	The Department of Health and Human Services provides comprehensive information on public housing, community housing, emergency and crisis accommodation, disability-supported accommodation services, renting and other accommodation-related support for Victorians most in need through its Housing website .	Individuals, families and households		General housing enquiries: 1300 650 172 housing.vic.gov.au