



**Useful contacts
for people affected
by the 2009 Victorian
Bushfires**

June 2011





A Message from the Deputy Premier and Minister for Bushfire Recovery, the Hon. Peter Ryan MP.

More than two years after the devastating 2009 Victorian bushfires, many people are still experiencing the ongoing effects brought about by this disaster.

Local, State and Federal government agencies, together with the community and not-for-profit sectors, are doing their bit to ensure programs and services continue to meet the needs of fire-affected individuals and families into the future.

The Victorian Government has also set up a dedicated Fire Recovery Unit which will operate from 1 July as a point of contact for fire-affected communities.

The new Unit will monitor and report on rebuilding progress and provide advice and support to communities and councils. It will provide leadership in developing new opportunities in fire-affected communities and will help ensure the reconstruction and recovery effort continues.

The Unit will complement and work closely with other areas of government, local councils and the Victorian Bushfire Appeal Fund. I hope that this Contact Guide will help individuals and families impacted by the bushfires to access the range of services available to meet their ongoing needs.

A handwritten signature in white ink, which appears to read "Peter Ryan". The signature is fluid and cursive, written over a dark blue background.



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Major Contacts

Fire Recovery Unit

Website: www.rdv.vic.gov.au/fire-recovery

Phone: 1800 240 667

Email: fire.recovery@rdv.vic.gov.au

The new Fire Recovery Unit will oversee the ongoing bushfire reconstruction and recovery effort and be a key contact point into the State Government for affected communities.

While programs and initiatives related to the bushfire reconstruction and recovery effort are being overseen by respective government departments or agencies, the Fire Recovery Unit will play an important role in monitoring and coordinating these ongoing recovery activities.

The Fire Recovery Unit will continue to deliver important services such as community engagement support, monitoring and reporting of rebuilding progress and provision of advice and support to communities and local government, and will act as an interface between government and affected communities regarding bushfire recovery.

The Unit will work closely with other areas of the Victorian Department of Planning and Community Development and the Victorian Bushfire Appeal Fund on specific initiatives developed to advance the medium to longer term recovery.

Victorian Bushfire Appeal Fund

Website: www.dhs.vic.gov.au/bushfireappeal

Phone: 1800 180 213

The Victorian Bushfire Appeal Fund was established on 8 February 2009, by the Victorian Government in partnership with the Australian Red Cross and the Commonwealth Government to support individuals and communities affected by the 2009 Victorian bushfires.

When the Appeal officially closed in April 2009, \$379 million had been raised from across Australia and the world to assist individuals, families and communities in the wake of this country's worst natural disaster. The Fund now stands at more than \$395 million, including interest.

The Fund has now been fully committed, with nearly \$314 million allocated for emergency, housing, physical, bereavement and psychological support gifts and programs for individuals and families, and \$81 million for a range of community projects.



To meet the ongoing needs of communities, a Community Advisory Committee has been appointed to provide advice to the Victorian Bushfire Appeal Fund Advisory Panel on a \$16 million gift allocation to assist with medium and long-term community projects.

The Committee comprises seven individuals from bushfire-affected communities and is chaired by the former Victorian Government Minister, the Hon. Alan Brown.

Bushfire Implementation Monitor

Email: brcim@justice.vic.gov.au

The Bushfires Royal Commission Implementation Monitor is responsible for assessing and reviewing the State's progress in implementing all 67 of the Victorian Bushfires Royal Commission's Final Report recommendations.

The Implementation Monitor is required to monitor and review the progress of agencies in carrying out implementation actions specified in the State's Implementation Plan, and their effectiveness. In addition, the Implementation Monitor will assess ongoing efforts to improve the interaction between agencies and councils for the purposes of planning and preparing for bushfires.

The Implementation Monitor is required under the Bushfire Royal Commission Implementation Monitor Act 2011 to provide two reports for tabling in Parliament – a progress report by 31 July 2011 and a final report by 31 July 2012.

Fire Services Commissioner

Website: www.firecommissioner.vic.gov.au

Phone: 8684 1388

Email: admin@firecommissioner.vic.gov.au

The Fire Services Commissioner Victoria was appointed in September 2009 in response to a recommendation of the 2009 Victorian Bushfires Royal Commission.

The Fire Services Commissioner is an independent statutory officer and works with the state's three fire services (Country Fire Authority, Metropolitan Fire Brigade and Department of Sustainability and Environment) to achieve continuous improvement and reform. The Fire Services Commissioner is the State Fire Controller for major fire in Victoria and the most senior operational firefighter in the state.

The Fire Services Commissioner has primary responsibility to oversee and work with Victoria's three fire services to lead, enable and facilitate changes to the way fire services work together with partners and the community.

Strong connections are integral between fire services, the community, local government, state government departments and emergency service partners so the community experiences a comprehensive and integrated approach to fire in Victoria before, during and after a fire.

Australian Centre for Grief and Bereavement

Website: www.grief.org.au

Phone: 9265 2100

The Australian Centre for Grief and Bereavement (ACGB) has been actively involved in responding to those affected by the bushfires.

The ACGB provides a statewide specialist bereavement counselling and support service for individuals, children and families who need assistance following the death of someone close to them.

A dedicated web page has been established for those who lost someone close to them in the fires which provides information on grief and bereavement organisations; telephone support services; compassion and bereavement payments; general information and resources including a range of useful websites.

If you have lost someone close to you and are seeking grief and bereavement support or information, please contact ACGB.



Bushfire Communities Support Program

Website: www.dhs.vic.gov.au/bushfiresupport

Bushfire Community Support Helpline: 1800 050 400

The Bushfire Communities Support Program provides assistance to people affected by the 2009 Victorian bushfires. The program provides flexible services that people can access when they need a hand in managing their personal recovery.

Services that are included under the Bushfire Communities Support Program are:

- The Bushfire Community Support Helpline
- Bushfire Community Support Workers
- Salvation Army Outreach
- Drop-in centres in bushfire-affected areas

The Bushfire Community Support Helpline

You can contact the Bushfire Community Support Helpline on 1800 050 400.

The Helpline is available Australia wide to all people affected by the 2009 Victorian Bushfires. Helpline staff can provide information, advice, support and referral with issues including:

- Accommodation
- Employment
- Health
- Finance
- Education
- Legal
- Personal Assistance
- Counselling

Friends and family members seeking assistance on behalf of bushfire-affected people can also contact the Helpline.

The Helpline is staffed by Mitchell Community Health Services which is based in a bushfire-affected area, where staff understand the needs of bushfire-affected people.

Bushfire Community Support Workers

Bushfire Community Support Workers provide locally based support to bushfire-affected people. Workers provide information on available services and link people into services, events and activities in their local community.

You can contact Bushfire Community Support Workers through your local providers as listed below, or through the Helpline on 1800 050 400.

Alpine Shire

**Ovens and King
Community Health Service**

Phone: 5723 2000

Baw Baw

West Gippsland Healthcare Group

Phone: 5624 3500

Bendigo and Redesdale

Centacare

Phone: 5443 9577

Eastern Murrindindi Shire

(includes Marysville and Triangle)

Berry Street

Phone: 5770 2200

Flowerdale Area and Mitchell Shire

Mitchell Community Health

Phone: 1300 773 352

Kinglake and Yea

FamilyCare

Phone: 1800 663 107

Latrobe City

Latrobe City Council

Phone: 1300 367 700

Nillumbik Shire

Nillumbik Community Health

Phone: 9430 9100

Wellington Shire

Wellington Shire Council

Phone: 1300 366 244

Whittlesea and Kinglake Ranges

Kildonan

Phone: 8401 0100

Yarra Ranges

Anglicare

Phone: 9735 4188



Salvation Army Outreach

The Salvation Army are providing outreach support to bushfire-affected people. Contact the Salvation Army on details below:

Mitchell and Murrindindi Shires

Salvation Army Pathways

Phone: 5799 2583

Whittlesea, Kinglake Ranges and Nillimbuk Shires

Salvation Army Crossroads

Phone: 9716 2065

Bushfire Community Support Drop in Centres

People can drop in to the following centres for information, advice and public facilities such as internet and photocopying.

Flowerdale Community Hall Annexe

3880 Whittlesea-Yea Road, Flowerdale
Open 9am-3pm Monday to Wednesday

Phone: 5780 2704

Hurstbridge Projects Office

36 Graysharps Road, Hurstbridge
Open 10am-4pm weekdays

Phone: 9433 3721

Kinglake Ranges Rebuilding Advisory Centre and Community Facility (RACCF)

2970 Heidelberg-Kinglake Road,
Kinglake

Open 9am-5pm weekdays

Phone: 5730 6101

Marysville Rebuilding Advisory Centre and Community Facility (RACCF)

Lot 5, Murchison Street, Marysville

Open 9am-5pm weekdays

Phone: 5908 1701

Whittlesea Community House

92 Church Street, Whittlesea

Open 10am-4pm weekdays

Phone: 9716 0045



Other Key Contacts – Personal and Counselling Assistance

Australian Red Cross

Website: www.redcross.org.au

Phone: 1800 246 850

Salvation Army

Website: www.salvos.org.au

Phone: 13 72 58

Beyondblue: the national depression initiative

Website: www.beyondblue.org.au

Phone: 1300 22 4636

Kids Helpline

Website: www.kidshelp.com.au

Phone: 1800 55 1800

Lifeline

Website: www.lifeline.org.au

Phone: 13 11 14

Mensline

Website: www.menslineaus.org.au

Phone: 1300 78 99 78

Parentline

Website: www.parentline.vic.gov.au

Phone: 13 22 89

NURSE-ON-CALL

Website:

www.health.vic.gov.au/nurseoncall

Phone: 1300 60 60 24

Relationships Australia (Victoria)

Website:

www.relationshipsvictoria.com.au

Phone: 1300 364 277

EACH

Website: www.each.com.au

Phone: 9871 1800

Mental Health Advice Line

Website: www.health.vic.gov.au/mhal

Phone: 1300 280 737

St Vincent de Paul

Website: www.vinnies.org.au

Phone: 9895 5800



Rebuilding Advice

Free specialist advice from a number of sources is available to people who are rebuilding their homes.

Building Commission

Website: www.buildingcommission.com.au
Bushfire Building Advice Line: 1300 360 320

The Building Commission provides information for people affected by bushfires, or for those who live in bushfire-prone areas, on topics such as rebuilding, temporary housing and retrofitting existing homes to protect against bushfire. The Building Commission is a statutory authority that oversees the building control system in Victoria.

Bushfire Response Planning Unit

Website: www.dpcd.vic.gov.au/planning/bushfire
Phone: 9098 8947

The Bushfire Response Planning Unit provides assistance to people impacted by the February 2009 bushfires by helping them to rebuild and to navigate the planning controls, building standards and vegetation rules now in place.

This includes providing guidance for building within the Wildfire Management Overlay.

The Bushfire Response Planning Unit helps landowners by:

- Facilitating and funding access to relevant professionals to help progress projects.
- Coordinating specialist expert advice from a range of disciplines, such as arborists, architects, building and quantity surveyors, legal services, planning, mediators, Bushfire Attack Level Assessors and fire safety engineers.
- Providing specialist advice to resolve planning issues encountered by landowners building in identified fire risk areas.

Mobile Rebuilding Advisory Service

Website: www.dpcd.vic.gov.au/planning/bushfire

Phone: 9098 8947

Information, advice and assistance on all aspects of rebuilding is available via a free mobile Rebuilding Advisory Service operating in all affected areas. The service visits communities to provide face-to-face assistance to anyone rebuilding their home or business.

Until 31 December 2011 the Rebuilding Advisory Service is based at:

Marysville Rebuilding Advisory Centre and Community Facility (RACCF)

Lot 5, Murchison Street, Marysville

Phone: 5908 1701

Kinglake Ranges Rebuilding Advisory Centre and Community Facility (RACCF)

2970 Heidelberg-Kinglake Road, Kinglake

Phone: 5730 6101

Bushfire Planning Provisions Team

Website: www.dpcd.vic.gov.au/planning/bushfire

Phone: 9452 5234 / 9452 5235

Email: planning.systems@dpcd.vic.gov.au

The Bushfire Planning Provisions Team has been established in the Department of Planning and Community Development to respond to the planning and building recommendations outlined in the report of the 2009 Victorian Bushfires Royal Commission.

The team is leading the development of changes to the Victoria Planning Provisions to strengthen the consideration of bushfire at different stages of the planning process and better integrate the planning and building systems. Changes to the planning provisions are scheduled for September 2011.

The team will also develop a new bushfire overlay to replace the existing Wildfire Management Overlay currently used in planning schemes.



Government Departments and Agencies

Commonwealth

Australian Tax Office

Website: www.ato.gov.au
Phone: 13 28 61 (personal tax matters)
Phone: 13 28 66 (business issues)

Centrelink

Website: www.centrelink.gov.au
Phone: 132 850

Department of Families,

Housing, Community Services
and Indigenous Affairs

Website: www.fahcsia.gov.au
Phone: 1300 653 227

Victorian

Consumer Affairs

Website: www.consumer.vic.gov.au
Phone: 1300 558 181

Country Fire Authority

Website: www.cfa.vic.gov.au
Phone: 1800 240 667
(Victorian Bushfire Information Line)

Department of Education and Early Childhood Development

Website: www.education.vic.gov.au
Phone: 1800 809 834 / 9637 2000

Department of Health

Website: www.health.vic.gov.au
Phone: 1300 253 942 / 9096 9000
(interstate, international and mobile)

Department of Human Services

Website: www.dhs.vic.gov.au
Phone: 1300 650 172 / 9096 0000

Department of Justice

Website: www.justice.vic.gov.au
Phone: 1300 365 111 (regional) / 8684 0000

Department of Planning and Community Development

Website: www.dpcd.vic.gov.au
Phone: 9208 3333
Information Victoria Call Centre:
Phone: 1300 366 356

Department of Primary Industries

Website: www.dpi.vic.gov.au
Phone: 136 186

**Department of Sustainability
and Environment**

Website: www.dse.vic.gov.au

Phone: 136 186

**Metropolitan Fire and Emergency
Services Board**

Website: www.mfb.vic.gov.au

Phone: 9662 2311

**Office of the Emergency
Services Commissioner**

Website: www.oesc.vic.gov.au

Phone: 8684 7900

Parks Victoria

Website: www.parkweb.vic.gov.au

Phone: 131 963

Regional Development Victoria

Website: www.rdv.vic.gov.au

Phone: 13 22 15 State Coroner's Office

Website: www.coronerscourt.vic.gov.au

Phone: 1300 309 519

State Revenue Office

Website: www.sro.vic.gov.au

Phone: 132 161

Tourism Victoria

Website: www.tourism.vic.gov.au

Phone: 9653 9777 / 132 842

VicRoads

Website: www.vicroads.vic.gov.au

Phone: 131 171

Victoria Police

Website: www.police.vic.gov.au

Phone: 9247 6666



Environment

Landcare Groups

Goulburn Broken Landcare

Website:

goulburnbroken.landcarevic.net.au

Phone: 5761 1619

North Central Landcare

Website: northcentral.landcarevic.net.au

Phone: 5440 1883

North East Landcare

Website: northeast.landcarevic.net.au

Phone: (02) 6024 9107

Port Philip & Westernport Landcare

Website:

portphillipwesternport.landcarevic.net.au

Phone: 9296 4662

Catchment Management Authorities

West Gippsland Catchment Management Authority

Website: www.wgcma.vic.gov.au

Phone: 1300 094 262

Email: westgippy@wgcm.vic.gov.au

North Central Catchment Management Authority

Website: www.nccma.vic.gov.au

Phone: 5448 7124

Email: info@nccma.vic.gov.au

North East Catchment Management Authority

Website: www.necma.vic.gov.au

Phone: (02) 6043 7600

Email: webinquiry@necma.vic.gov.au

Goulburn Broken Catchment Management Authority

Website: www.gbcma.vic.gov.au

Phone: 5820 1100

Email: reception@gbcma.vic.gov.au

Port Philip & Westernport Catchment Management Authority

Website: www.ppwcm.vic.gov.au

Phone: 8781 7900

Email: enquiries@ppwcm.vic.gov.au

Water Authorities

Melbourne Water

100 Wellington Parade,
East Melbourne Vic 3002
P.O. Box 4342 Melbourne Vic 3001
Website: www.melbournewater.com.au
General Enquiries: 131 722
After Hours / Emergency: 132 446

Yarra Valley Water

Private Bag 1 Lucknow Street,
Mitcham Vic 3132
Website: www.yvw.com.au
General Enquiries: 13 17 21
24 hr Emergency & Faults: 13 27 62
Email: enquiry@yvw.com.au

Gippsland Water

Hazelwood Road, Traralgon Vic 3844
P.O Box 348, Traralgon VIC 3844
Website: www.gippswater.com.au
General Enquiries: 5177 4600
Free Call (Vic only): 1800 066 401
24 Hour Emergency: 1800 057 057

Goulburn-Murray Water

40 Casey Street, Tatura Vic 3616
P.O. Box 165 Tatura VIC 3616
Website: www.g-mwater.com.au
General Enquiries: 5833 5500
24 Hr Emergency: 1800 064 184
Email: reception@g-mwater.com.au

Southern Rural Water

88 Johnson Street, Maffra Vic 3860
P.O. Box 153 Maffra VIC 3860
Website: www.srw.com.au
General Enquiries: 5139 3100
Free Call: 1300 139 510
After Hours / Emergency: 5139 3150
Email: srw@srw.com.au



Business Assistance Contacts

Small Business Mentoring Service and Victorian Business Line

Website: www.business.vic.gov.au

Phone: 13 22 15

This service has been assisting hundreds of businesses affected by the 2009 Victorian bushfires by providing mentoring services and business advice on grant availability by steering business owners to support services.

Rural Finance Corporation – Bushfire Business Grants and Loans

Website: www.ruralfinance.com.au

Phone: 5448 2600

Victorian Business Centres Regional Contacts:

www.business.vic.gov.au

Ballarat VBC

48 Sturt Street

Ballarat VIC 3350

Phone: 5320 5900

Bendigo VBC

46 Edward Street

Bendigo VIC 3550

Phone: 5442 4100

Melbourne CBD

Victorian Consumer and Business Centre

113 Exhibition Street

Melbourne VIC 3000

Phone: 13 22 15

Southern Metropolitan Region

314A Thomas Street

Dandenong VIC 3175

Phone: 9938 0100

Eastern Metropolitan Region

520 Canterbury Road

Vermont VIC 3133

Phone: 9938 0100

Traralgon VBC

33 Breed Street

Traralgon VIC 3844

Phone: 5174 9233

Wangaratta VBC

27-29 Faithfull Street

Wangaratta VIC 3677

Phone: 5721 6988

Local Councils in Bushfire-Affected Areas

Alpine Shire Council

Website: www.alpineshire.vic.gov.au

Phone: 5755 0555

Baw Baw Shire Council

Website: www.bawbawshire.vic.gov.au

Phone: 5624 2411

Bendigo City Council

(City of Greater Bendigo)

Website: www.bendigo.vic.gov.au

Phone: 5434 6000

Cardinia Shire Council

Website: www.cardinia.vic.gov.au

Phone: 1300 787 624

Casey City Council

(City of Casey)

Website: www.casey.vic.gov.au

Phone: 9705 5200

Corangamite Shire Council

Website: www.corangamite.vic.gov.au

Phone: 5593 7100

Hepburn Shire Council

Website: www.hepburn.vic.gov.au

Phone: 5348 2306

Horsham Rural City Council

Website: www.hrcc.vic.gov.au

Phone: 5382 9777

Indigo Shire Council

Website: www.indigoshire.vic.gov.au

Phone: 5728 8000

Latrobe City Council

Website: www.latrobe.vic.gov.au

Phone: 1300 367 700

Macedon Ranges Shire Council

Website: www.mrsc.vic.gov.au

Phone: 5422 0333

Mitchell Shire Council

Website: www.mitchellshire.vic.gov.au

Phone: 5734 6200



Murrindindi Shire Council

Website: www.murrindindi.vic.gov.au

Phone: 5772 0333

Mt Alexander Shire Council

Website:

www.mountalexander.vic.gov.au

Phone: 5471 1700

Nillumbik Shire Council

Website: www.nillumbik.vic.gov.au

Phone: 9433 3111

South Gippsland Shire Council

Website: www.southgippsland.vic.gov.au

Phone: 5662 9200

South Grampians Shire Council

Website: www.sthgrampians.vic.gov.au

Phone: 5573 0444

Wangaratta Rural City

Website: www.wangaratta.vic.gov.au

Phone: 5722 0888

Wellington Shire Council

Website: www.wellington.vic.gov.au

Phone: 1300 366 244

City of Whittlesea

Website: www.whittlesea.vic.gov.au

Phone: 9217 2170

Yarra Ranges Shire Council

Website: www.yarraranges.vic.gov.au

Phone: 1300 368 333

Members of Parliament

Federal Government:

Prime Minister of Australia

Hon Julia Gillard MHR
Parliament House
Canberra ACT 2600
Phone: (02) 6277 7700
Email: www.pm.gov.au/contact-your-pm
Website: www.pm.gov.au

Hon Jenny Macklin MHR

Minister for Families, Housing,
Community Services
and Indigenous Affairs
Commonwealth Parliamentary Offices
Level 2, 4 Treasury Place
East Melbourne Vic 3002
Phone: 9639 8077
Email: jenny.macklin@fahcsia.gov.au
Website: www.aph.gov.au

State Government:

Premier of Victoria

Hon Ted Baillieu MLA
1 Treasury Place
East Melbourne Vic 3002
Phone: 9651 5000
Email: ted.baillieu@parliament.vic.gov.au
Website: www.premier.vic.gov.au

Hon Peter Ryan MLA

Deputy Premier
Minister for Bushfire Response
Minister for Police and
Emergency Services
Minister for Regional and Rural
Development
1 Treasury Place
East Melbourne Vic 3002
Phone: 9651 1222
Email: peter.ryan@parliament.vic.gov.au
Website: www.parliament.vic.gov.au

Hon Wendy Lovell MLC

Minister for Housing
Minister for Children and Early
Childhood Development
Level 22, 50 Lonsdale Street
Melbourne Vic 3000
Phone: 9096 0301
Email: wendy.lovell@parliament.vic.gov.au
Website: www.parliament.vic.gov.au

Hon Mary Wooldridge MLA

Minister for Mental Health
Minister for Women's Affairs
Minister for Community Services
Level 22, 50 Lonsdale Street
Melbourne Vic 3000
Phone: 9096 7500
Email: @parliament.vic.gov.au
Website: www.parliament.vic.gov.au



Other Useful Contact Numbers

Victorian Bushfire Accommodation Line

1800 006 468

Victorian Legal Aid - Bushfire Legal Help

1800 113 432

Centrelink – Employment Services

132 850

Centrelink – Youth and Student Services

132 490

Centrelink – Family Assistance and Parenting Payments

136 150

Centrelink – Disability, Sickness and Carers

132 717

Child Support Agency

131 272

Your Local Contacts

Your local emergency radio station: _____

Name: _____

Organisation: _____

Phone Number: _____

Address: _____

Name: _____

Organisation: _____

Phone Number: _____

Address: _____

Name: _____

Organisation: _____

Phone Number: _____

Address: _____

Name: _____

Organisation: _____

Phone Number: _____

Address: _____

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The information and telephone numbers are
correct as at time of print. Due to the ongoing
nature of the reconstruction and rebuilding
effort they are subject to change.

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Information Line on 1800 240 667

