



BUSINESS RECOVERY SERVICES GUIDE

Version 2.0

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Jobs,
Precincts
and Regions

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Introduction

This guide is only available online. To ensure you have the latest version, [download at the Business Victoria website](#) in PDF and accessible Word documents.

Emergency Support (24/7)

Service/Provider	Contact Details
Police, Fire, Ambulance	000
Lifeline	131 114
SuicideLine	1300 651 251

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1 Tips and Tricks

Assuming you are open for business after an emergency, implementing these tasks in the weeks and months following will substantially assist with the recovery process.

1.1 Monitor your cash flow

Monitor your budget carefully in the weeks and months following a crisis. Compare your estimated turnover with actual figures so you can modify outgoing expenses accordingly.

1.2 Review the products or services you have to sell

If your business has been directly affected by the emergency, confirm the products/services that you do have to sell. You may need to come up with new options if your existing product has been damaged. Be creative and flexible. Allow yourself to venture into new territory. Look at ways of adding extra value to your existing products/services to encourage people to visit your business. Develop packages and remove minimum stay requirements. As a number of products and experiences in your region may no longer be operating, do some research to identify alternative options for visitors.

1.3 Revise your target markets

Reconsider your target markets in light of the product you have to sell. Identify markets that are most likely to visit your region/business after an emergency, such as your previous guests. You may need to devise new experiences to appeal to new markets if your normal markets are staying away.

1.4 Promote your business

Prepare a brief marketing action plan to guide your promotional activities. Promote your business as soon as it is open for trade again. Consider low-cost options, such as public relations activities, email blasts to your guest database, Google AdWords, regional marketing initiatives, etc.

1.5 Keep staff engaged

Involve your staff in the process of restoring your business to normal. Regular communication can help them to feel part of the team and to understand the reasons behind any tough decisions.



1.6 Review your staffing arrangements

Assess whether you need to restructure your staffing arrangements to cut down costs.

1.7 Review your emergency plan

Review your plan after an emergency and incorporate what you have learnt from your experiences into your future planning. Crisis preparedness is an ongoing process

2 General information

2.1 Emergency organisations

Service	Description	Available to	Timing	Contact details
Victoria State Emergency Service	Victoria State Emergency Service (VICSES) is a volunteer-based organisation, providing emergency assistance to minimise the impact of emergencies and strengthen the community's capacity to plan, respond and recover, when emergencies occur.	Everyone		ses.vic.gov.au/home
Vic Emergency	Vic Emergency is a centralised website for Victorians to find emergency information and warnings. You can also access preparedness and recovery information related to emergencies.	Everyone		emergency.vic.gov.au/relief/#/recovering_from_a_bushfire
BlazeAid	<p>BlazeAid is a volunteer-based organisation that works with families and individuals in rural Australia after natural disasters such as fires and floods. Working alongside the rural families, volunteers help to rebuild fences and other structures that have been damaged or destroyed.</p> <p>Equally important, volunteers also help to lift the spirits of people who are often facing their second or third flood event after years of drought, or devastating losses through bushfires. BlazeAid volunteers work in a disaster-affected area for many months, not only helping individuals and families, but also helping rebuild the local communities.</p>	Everyone		blazeaid.com.au/

2.2 Business support

Service	Description	Available to	Timing	Contact details
Business Victoria	<p>Business Victoria has a bushfire recovery page. It provides information about:</p> <ul style="list-style-type: none"> • Staying alert during a fire • Immediate assistance if you've been affected by a bushfire • Recovering quickly from a bushfire <p>Business Victoria also has a page specifically for tourism businesses. It provides access to:</p> <ul style="list-style-type: none"> • Tourism Business Fire Ready Kit • Bushfire information for your customers • Case studies • Further support and resources 	Businesses		<p>business.vic.gov.au/disputes-disasters-and-succession-planning/plan-prepare-for-fires/bushfire-recovery</p> <p>business.vic.gov.au/tourism-industry-resources/Business-Tools-and-Support/crisis-management-guide/assess-risks/preparing-your-business-for-bushfire</p>
Small Business Mentoring Service (SBMS)	SBMS is an incorporated not-for-profit association that provides mentoring services and business recovery advice to small business.	Businesses		<p>1300 816 817</p> <p>bms.org.au/</p>
Agriculture Victoria	Agriculture Victoria can provide information related to farm recovery.	Farmers and agricultural businesses		agriculture.vic.gov.au/agriculture-re/emergencies/recovery
Regional Development Victoria (RDV)	RDV is a statutory agency within the Department of Jobs, Precincts and Regions (DJPR). RDV offices are based throughout regional Victoria and are a local contact point for businesses, local government, not for profit and community groups wanting to access the programs and services provided by RDV. RDV offices can also provide information about other government services, grants and contacts that may assist regional businesses and organisations.	Businesses, local government and community organisations		rdv.vic.gov.au/

2.3 Health and personal support

Service	Description	Available to	Timing	Contact details
Mental Health support & Counselling	<p>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.</p> <p>In most cases, you should begin by visiting your local GP or Community Health Service.</p> <p>In the event of a mental health crisis, you should call 000 or contact your local Area Mental Health Service Psychological Triage number (below).</p> <p>A range of free phone and online counselling support services are also listed below.</p>			
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 General Practitioner (GP) or Community Health Service
Community Health Services	<p>The services funded and provided through the community health program include but are not limited to:</p> <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	head	<p>Gippsland Lakes Community Health</p> <p>03 5152 0052</p> <p>glch.org.au/</p>

2.3 Health and personal support

Service	Description	Available to	Timing	Contact details
Area Mental Health Services (Adults, Children and Adolescents)	<p>Psychiatric Triage numbers provided are those for Adult, Children and Adolescent Services.</p> <p>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.</p> <p>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.</p> <p>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.</p>	<p>0-18 years</p> <p>16-64 years</p> <p>65 + years</p>		<p>East Gippsland</p> <p>Bairnsdale Mental Health Services</p> <p>5152 8800</p> <p>Headspace Bairnsdale <i>(free, confidential support services for young people aged between 12 and 25 years)</i></p> <p>5141 6200</p>
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
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		1300 224 636 beyondblue.org.au
Safe Steps – Family Violence Response Centre	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 afesteps.org.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

2.3 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	<p>8.00am -9.00pm Monday - Friday.</p> <p>9:00am – 5:00pm Weekends</p>	1300 766 491 ntv.org.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		1300 364 277 relationshipsaustralia.com.au
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
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	13 22 89 education.vic.gov.au/parents/services-for-parents/Pages/parentline.aspx

2.3 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
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/primary-and-community-health/primary-care/nurse-on-call
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 health.vic.gov.au/ageing-and-aged-care/home-and-community-care</p>

2.4 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
Department of Health and Human Services	The Department of Health and Human Services has a financial counselling and assistance page . It has links to information about: <ul style="list-style-type: none"> • concessions • home owner and renter support • mortgage relief • private renter assistance. 	Everyone		1300 650 172 services.dhhs.vic.gov.au/finance
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
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

2.4 Financial and legal support

Service	Description	Available to	Timing	Contact details
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_community_legal_centre
Rural Financial Counselling Service (RFCS)	The Australian Government has committed more than \$70 million to the RFCS program (from 1 April 2016 to 30 June 2020). There are 12 service providers across Australia that employ rural financial counsellors to assist clients in need. Counsellors provide financial options and support to help farmers make the right decision for their business. The RFCS delivers intensive, individualised support to each client without them having to pay.	Farmers, fishing enterprises, forestry growers and harvesters, and small, related businesses.		1800 686 175 agriculture.gov.au/ag-farm-food/ drought/assistance/rural-financial- counselling-service

2.5 Accommodation and housing support

Service	Description	Available to	Timing	Contact details
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