

Emergency Assistance Guide



About this Guide

This guide has been prepared for those impacted by a disaster on a small scale, where individuals or families may have had their home or possessions severely damaged or destroyed, through an incident such as a house fire, localised flood, storm or vandalism.

If you need support as a result of an emergency, call the Municipal Recovery Manager on 0456 621 454

This service is available 24 hours a day.

Where possible it is recommended for affected people to stay with friends and relatives; this provides emotional support much needed at a traumatic time.

Services provided include:

- Accommodation – 2-3 nights motel accommodation
- Clothing – new essential items per household member
- Toiletries and groceries
- Bedding – new essential items per household member
- Emotional support and assistance contacting other organisations when required.

Council will connect you with the Department of Families Fairness and Housing for an assessment for a Personal Hardship Assistance Payment (PHAP).

Emergency Phone Contacts

In an emergency: ☎ 000

Strathbogie Shire Contacts

Municipal Recovery Manager (MRM):

The MRM is the first person you should contact after an emergency if your house is uninhabitable and you require assistance.

☎ 0456 621 454

After Hours Emergencies:

Local Laws – emergency situation such as stock on roads or dog attacks.

☎ 5795 0000

Engineering – emergency situation such as a collapsed bridge or trees over roads.

☎ 5795 0000

Vic Emergency Hotline

☎ 1800 226 226

Call for information on the Fire Danger Rating or other key bushfire information, the location of relief centres, recovery after a bushfire, community information guides and planned burning information.

If you have trouble understanding this leaflet:



Translating and Interpreting Service (TIS)

☎ 131 450

Vicdeaf

☎ (03) 9473 1111

SES is the control agency for floods, storms, and earthquakes

☎ 132 500

*This number is for those that need help during a flood or storm. For example, a large tree or branch has fallen and blocked access, your house has been damaged or your property flooded. **If the situation is life-threatening, call 000.***

Department of Families Fairness and Housing

The DFFH provides a 24-hour state-wide toll free phone services that can connect you with housing and support workers in your area.

☎ 1300 475 170

Disaster Legal Assistance

Disaster Legal Help Victoria provides free information about legal issues and options for ongoing assistance after an emergency.

☎ 1800 113 432

🌐 www.disasterlegalhelp.org.au

Vic Emergency Website

The Vic Emergency website provides information on a range of support services and programs.

🌐 www.emergency.vic.gov.au/relief

Relief Assistance Payments

Emergency Personal Hardship Assistance Payments (PHAP) are available to reduce personal hardship following an emergency. These payments help to meet the immediate essential health, safety and wellbeing needs of affected Victorians. Payments are available to eligible residents up to seven days following an emergency event.

Emergency relief assistance is provided on a needs assessment basis, and is available to assist eligible households after house fires, and after the following natural emergency events: bushfires, floods, severe storms and earthquakes

If you need further information about your eligibility for emergency relief assistance, please contact the

Vic Emergency Hotline

☎ 1800 226 226

Crisis Payments – Centrelink

A Crisis Payment may be available to assist those in severe financial hardship who have been forced to leave their home and establish a new one because of an extreme circumstance (domestic violence or their house burning down).

Contact Centrelink between 8am–5pm Monday to Friday for more information:

Exceptional Circumstances Relief Help

☎ 132 850

24-hour Health Support

Lifeline: 13 11 14

Beyond Blue: 1300 224 636

Men's Helpline: 1300 789 978

Kid's Helpline: 1800 551 800

Nurse On Call: 1300 606 024

For 24-hour health advice for the cost of a local call from anywhere in Victoria.

1800 RESPECT: 1800 737 732

(Family Violence Support)

Red Cross: 1800 232 969

Red Cross have trained volunteers across the state that can assist with;

- Immediate relief needs
 - Psychological first aid (phone/in person)
 - Advocacy for affected people
-

Further Assistance

Victorian Council of Churches: (03) 9654 1736

Energy Safe Victoria: 1800 800 158

Register. Find. Reunite.

Australian Red Cross: 1800 733 276

Victorian Legal Aid: 1300 792 387

Victorian Flood Recovery Support Hotline: 1800 560 760
