

Bushfire Recovery Relief Support Information

Issue	Support	Contact Details
<p>Emergency Accommodation</p> <p>Crisis Housing</p>	<p>AirBnb is offering free accommodation until 16/01/2020</p> <p>North East Victoria</p> <p>East Gippsland</p>	<p>www.airbnb.com/victoriabushfires20</p> <p>Beyond Housing – 5722 8000</p> <p>Quantum – 1800 243 455</p>
<p>Financial</p>	<p>Personal Hardship Assistance Payment (PHAP) this includes emergency relief assistance payments</p> <p>Disaster Recovery Payment and Disaster Recovery Allowance</p>	<p>Go to a relief centre to be assessed by DHHS</p> <p>OR</p> <p>For eligibility and if can't get to relief centre call temporary hotline number 1800 961 054</p> <p>Assessment info on Vic bushfire sheet 180 22 66</p>
<p>Financial/Debt</p>	<p>Financial Counselling</p>	<p>National Debt Hotline: 1800 007 007</p> <p>We can complete referral to: Annette Lumsden (Bushfire Project Officer) alumsden@fcr.org.au (alumsden@fcvic.org.au from 20/1/20)</p>
<p>Hazardous Tress</p>	<p>Only for trees on the ground</p>	<p>Local LGA</p> <p>SES 1800 340 667</p>
<p>Financial</p>	<p>Criteria: Primary house destroyed or extensive damage.</p>	<p>Tzu Chi Compassion & Relief Foundation Mei Cockerall mcockerall@hotmail.com</p>

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	<p><u>Obtain consent from resident to refer by email name and phone number then Tzu Chi will make contact</u></p> <p>Providing up to \$800 financial assistance</p>	
Fencing	Clear and rebuild fencing but may need to provide your own materials	<p>Blaze Aid Kevin Butler – 0418 530 471 admin@blazeaid.com.au</p>
Stock Animals	<p>Free stock feed</p> <p>Fodder and Agistment</p>	<p>Need for Feed Disaster – 0459 444 111</p> <p>Victorian Farmers Federation 1300 882 833 fodder@vff.org.au</p>
Wellbeing Support Services	Free phone counselling	<p>LifeLine: 13 11 14</p> <p>ParentHelpline: 13 22 89</p> <p>Kids HelpLine: 1800 55 1800</p> <p>Accessing local GP for Mental Health Care Plan</p> <p>APM Counselling: 1800 276 113</p>
Injured Animals	<p>Injured livestock/animal welfare assessments</p> <p>Injured Pets</p> <p>Wandering Livestock</p> <p>Injured Wildlife</p>	<p>AgVic 1800 226 226</p> <p>RSPCA: 9224 2222</p> <p>Call LGA East Gippsland: 5153 9500</p> <p>Wildlife Vic – 8400 7300</p>
Small Business	Small Business Assistance. Information	<p>Small Business Victoria 132215. Recovering from a bushfire</p>
Identity documents destroyed/damaged	Call for free replacement, need some form of ID	<p>Births, Death and Marriages 1300 369 367</p>
Centrelink		132 850
Financial Counselling for farmers and related small businesses	Rural Financial Counselling Service – free financial counselling for farms and small related business at risk of financial hardship	<p>1300 735 578</p> <p>1300 045 747</p>

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Financial Hardship for Farmers	Farm Household Allowance – payment for farming families in financial hardship	132 316
Superannuation	Early access on compassionate grounds	1300 131 060
Legal Support	Victorian Disaster Legal Aid	1800 677 402
Insurance Support	Insurance Council of Australia	1300 728 228
Telstra	Register for relief package and/or assistance with free interim services during recovery period	132 203
Information on rights and obligations following an emergency	Consumer Affairs Victoria	1300 558 181 www.consumer.vic.gov.au/disasterhelp
Damage from firefighters or between private land and state park	1.Repair or make good damage to land or assets caused by firefighting operations 2.Repair bushfire damaged fences on boundary of State Park Email name and address, type of impact and contact details	136 186 (if no email address) No email as yet: Email name and address, type of impact and contact details
Water Issues	Water issues or bills Drinking water Emergency relief water and tank water flush Contaminated Water	Contact your local water authority for any issues or potential concessions East Gippsland: 1300 134 202 North East Water: 1300 361 622 Free water available at recovery centres South East Water 131 851 Council Environment Health Team 5153 9500 EPA – 1300 372 842

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	Replacement of water used for firefighting purposes by CFA or DELWP	DELWP: 1800 226 226 Bushfire.recovery@delwp.vic.gov.au
Power Issues	Safety Issues Reconnection	AusNet: 13 17 99 Your Distribution Company

East Gippsland Relief Centres

Bairnsdale Football Pavilion	Dalmahoy Street	Bairnsdale
Bairnsdale Racecourse	Forge Creek Road	Bairnsdale
Kernot Hall	50-70 Princess Drive	Morwell
Sale Baptist Church	Cnr Princes Hwy and Cobains Rd	Sale
10-3pm for First Nations People providing food, toiletries and water	Corner Carpenter street and Esplanade	Lakes Entrance

North East Relief Centres

Performing Arts Centre	Ford Street	Wangaratta
Tallangatta Memorial Hall	Towong Street	Tallangatta
The Cube Building		Wodonga
Corryong High School	27-45 Towong Road	Corryong