

### SalvoCare

SalvoCare provide support to families and individuals experiencing homelessness or at risk of homelessness and immediate crisis. This service also offers food assistance to people in immediate financial crisis in the Seymour District area.

**Phone: (03) 5799 2583**

### Beyond Housing

Beyond Housing provides assistance to people who are homeless or at risk of homelessness. The service includes financial assistance, transitional housing, advocacy and assistance with both public and private housing applications. The service is free and available to all Hume region residents.

**Phone: (03) 5735 2000**

### Department of Health and Human Services

The Department of Health and Human Services provides a 24-hour state-wide toll free phone services that can connect you with housing and support workers in your area. If the call is outside business hours, it will be directed to Salvation Army Crisis Services.

**Phone: 1800 825 955**

### Disaster Legal Assistance

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

**Phone: 1800 113 432** or see [www.disasterlegalhelp.org.au](http://www.disasterlegalhelp.org.au)

### VIC Emergency

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

**See [www.emergency.vic.gov.au/relief](http://www.emergency.vic.gov.au/relief)**



**SES is the control agency for storms, flood and earthquakes**

The 132 500 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.

### Emergency Phone Contacts



**In an emergency: Dial 000**

**Murrindindi Shire Council 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.

**Phone: 0437 725 512**

#### After Hours emergencies

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

**Phone: 0419 572 425**

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

**Phone: 0407 509 413**

#### 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

#### If you have trouble understanding this leaflet:

- Translating and Interpreting Service (TIS) 131 450
- Vicdeaf (03) 9473 1118



**Murrindindi**  
Shire Council



**Single Incident  
Emergency  
Assistance  
Guide**



## Single Incident Emergency Assistance

A single incident emergency is defined as an event that has occurred 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 0437 725 512**

**Red Cross** help people affected by an emergency with immediate needs during the first few days following an incident.



The service is designed to assist for the immediate term only. This service is available 24 hours a day. There is a budgetary limit that can be spent per person and where possible it is recommended for affected people to stay with friends and relatives; this provides emotional support much needed at a traumatic time. Red Cross can assist with short term accommodation if this is not possible.

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.

## Relief Assistance Payments

Emergency relief assistance payments 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**

**Phone: 1800 226 226**

## Key Phone Numbers

- Lifeline: 131 114
- Victorian Council of Churches: (03) 9654 1736
- Mental Health Assistance Line : 1300 280 737
- Beyondblue Information Line: 1300 224 636
- Centrelink: 132 850
- Energy Safe Victoria: 1800 800 158
- Register. Find. Reunite. Australian Red Cross: 1800 727 077
- Victorian Legal Aid: 1800 677 402
- 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:

- Financial Information Services  
**Phone: 132 300**
- Exceptional Circumstances Relief Help  
**Phone 132 850**

## Crisis Intervention and Counseling

You can access Emergency Relief and Crisis Intervention and Counselling Services in Murrindindi Shire by contacting Nexus Primary Health

**Phone: 1300 773 352**

## Nurse on Call

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

**Phone: 1300 60 60 24**

## Fire Foundation Assistance

Fire Foundation is a Registered Australian Charitable Organisation solely for fire and burns Victims. The Fire Foundation is a Not-For-Profit entity that supports all forms of fire victims, in any form, throughout Australia. The Fire Foundation can provide many levels of immediate assistance including but not limited to: immediate accommodation, emergency funds, basic living essentials, medical incidentals and proof of identification.

**Phone: 1300 478 776**