

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.

 (03) 5799 2583


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.

 (03) 5735 2000


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.

 1800 825 955

Disaster Legal Assistance

Provides free information about legal issues and options for ongoing assistance after an emergency.

 1800 113 432

disasterlegalhelp.org.au

VicEmergency

Provides information on a range of support services and programs.
emergency.vic.gov.au/relief

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.

 0437 725 512

After Hours emergencies:

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

 0419 572 425

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

 0407 509 413

State Emergency Service - SES

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.

 132 500

VicEmergency Hotline

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.

 1800 226 226

SINGLE INCIDENT EMERGENCY ASSISTANCE GUIDE



Murrindindi
Shire Council

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 are deaf, hard of hearing or have a speech impairment, you can contact VicEmergency Hotline through the National Relay Service on 1800 555 677.

If you don't speak English, call the Translating and Interpreting Service on 131 450.



Red Cross

Red Cross may be able to provide support for single incident emergencies, such as a single house fire, isolated flooding incident, storm damage or other incidents. This could include the following support:

- Trained local volunteers across the state available to support people experiencing a Single Incident Emergency.
- Provision of Psychological First Aid (PFA) for impacted people over the phone or in person.
- Provide impacted people with connections to relevant services to help support their recovery.

Support is available by calling the 24-hour Red Cross State Duty Officer.


 1800 232 969

Relief Assistance Payments

Emergency relief assistance payments are available to reduce personal hardship following an emergency. 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

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


Australian Red Cross: 1800 727 077

Victorian Legal Aid: 1800 677 402

VicEmergency Hotline: 1800 226 226

Nurse on Call

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

 1300 60 60 24

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 8.00 am - 5.00 pm Monday to Friday for more information:

Financial Information Services

 132 850

Exceptional Circumstances Relief Help

 132 300

Crisis Intervention and Counseling

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

 1300 773 352

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.

 1300 478 776