



# Emergency Assistance Service

7 February 2019

Dear Resident,

Council's Recovery Assessment team dropped past to visit you and we have missed you while you were out. If you or your family have been affected by the Walhalla Fires and you need assistance and support, there are a number of services available listed on this flyer that could assist you.

**In an emergency – call 000 for Police, Fire and Ambulance.  
– call 132 500 for SES in a Flood or Storm.**

## Information on this flyer includes:

|                       |                                       |
|-----------------------|---------------------------------------|
| Baw Baw Shire Council | Financial Assistance                  |
| Power Outages         | Non-Urgent Medical Assistance         |
| Water Supply          | Emergency Relief and Recovery         |
| Vic Emergency         | State Government Agencies             |
| Counselling Services  | Wildlife                              |
|                       | Translation and Interpreting Services |

## Baw Baw Shire Council

|                                   |                               |
|-----------------------------------|-------------------------------|
| Council's Customer Service Number | 1300 BAW BAW (1300 229 229)   |
| Operating Hours                   | Monday – Friday 8.30am to 5pm |
| After Hours Emergency Number      | 1300 BAW BAW (1300 229 229)   |

## Power Outages

|           |          |
|-----------|----------|
| SP Ausnet | 13 17 99 |
|-----------|----------|

## Water Supply

|                      |              |
|----------------------|--------------|
| Gippsland Water      | 1800 050 500 |
| Melbourne Water      | 131 722      |
| Southern Rural Water | 1300 139 510 |

## Vic Emergency

|               |  |
|---------------|--|
| Vic Emergency | 1800 226 266<br><a href="http://www.emergency.vic.gov.au">www.emergency.vic.gov.au</a> |
|---------------|--|

## Counselling Services

|   |              |
|---|--------------|
| Lifeline  | 131 114      |
| Men's Line Australia  | 1300 789 978 |
| Parentline Telephone Support<br>Counselling for families with<br>children up to 18 years. | 132 289      |
| Kids Help Line  | 1800 551 800 |
| Headspace   | 1800 650 890 |
| Safe Steps Family Violence Support  | 1800 015 188 |
| BeyondBlue Information Line   | 1300 224 636 |

## Financial Assistance

|   |   |
|---|---|
| Centrelink  | 132 850   |
| Department of Health and Human Services<br>Financial Help | <a href="http://www.dhs.vic.gov.au/for-individuals/financial-support">www.dhs.vic.gov.au/for-individuals/<br/>financial-support</a> |
| Insurance Council of Australia                            | 1300 728 228  |
| State Trustees  | 1300 138 672  |
| Superannuation<br>(early access on compassionate grounds) | 1300 131 060  |
| Victorian Disaster Legal Aid                              | 1800 677 402  |

## Non-Urgent Medical Assistance

|                        |               |
|------------------------|---------------|
| Contact your GP Clinic | .....         |
| Nurse-On-Call          | 1300 60 60 24 |

## Emergency Relief and Recovery

|   |  |
|---|--|
| Victorian Emergency Recovery Information Line | 1300 799 232<br><a href="http://www.recovery.vic.gov.au">www.recovery.vic.gov.au</a> |
|---|--|

## State Government Agencies

|   |   |
|---|---|
| Department of Environment, Land, Water and Planning (DEWLP) | 136 186<br><a href="http://www.dewlp.vic.gov.au">www.dewlp.vic.gov.au</a>                 |
| VicRoads<br>(Licensing and Registration advice)             | 131 171   |
| VicRoads<br>Information on Road Closures                    | 131 170<br><a href="http://www.vicroads.vic.gov.au">www.vicroads.vic.gov.au</a>           |
| Regional Roads Victoria<br>Information on Road Closures     | 133 778<br><a href="http://www.regionalroads.vic.gov.au">www.regionalroads.vic.gov.au</a> |
| Energy Safe Victoria  | 1800 800 158  |

## Wildlife

|                   |              |
|-------------------|--------------|
| Wildlife Victoria | 03 8400 7300 |
|-------------------|--------------|

## Translation and Interpreting Services

|                        |              |
|------------------------|--------------|
| National Relay Service | 13 36 77     |
| Speak & Listen         | 1300 555 727 |
| SMS Relay              | 0423 677 767 |
| TIS National           | 13 14 50     |

Notes:

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