

SOUTHWEST FIRE SUPPORT

INFORMATION FOR INDIVIDUALS, FARM FAMILIES & SMALL BUSINESSES

21 March 2018

Victorian and Australian Government assistance is available to help affected communities recover from the fires affecting South West Victoria. Affected individuals, farm families and small businesses can access the range of government and industry support available immediately and outlined below.

Initiative	Description	More information
HOUSEHOLD AND INDIVIDUAL SUPPORT		
Personal Hardship Assistance Payments	Payments of up to \$540 per adult and \$270 per child (up to a maximum of \$1,890 per household) are available to help meet immediate needs, including emergency food, shelter, clothing, and personal items.	Visit www.emergency.vic.gov.au/relief or www.disasterassist.gov.au
Emergency Re-establishment Grants	Payments of up to \$40,700 per eligible household that has been affected by fire at their primary place of residence. The grants are available for eligible clean-up, emergency accommodation, repairs, rebuilding (a principal place of residence), and replacing some damaged contents.	Visit www.emergency.vic.gov.au/relief or www.disasterassist.gov.au
Farm Household Allowance	Income support payment, available to eligible farmers & their families experiencing financial hardship.	Call 13 23 16 or visit: https://www.humanservices.gov.au/
Western Rural Financial Counselling Service (RFCS)	Free and independent financial information, options, decision support and referral services. The Rural Financial Counselling Service provides free rural financial counselling to farmers, fishing enterprises, forestry growers and harvesters, and small, related businesses suffering financial hardship. This service can help farmers make informed decisions and work through the implications of the current situation for their businesses.	www.rfcs.gov.au Call 1800 686 175 (toll free) or: Western RFCS on 1300 735 578
INSURANCE		
Insurance Council of Australia (ICA)	If you have property or contents insurance, you should contact your insurance company as soon as possible after the fire. People who are having issues with their insurance provider should contact the Insurance Council Australia.	General ICA enquiries: 02 9253 5100 or 1300 728 228
TECHNICAL SUPPORT		
Technical information	Agriculture Victoria has information for landholders about managing bushfire affected crops, water supplies, soils and pastures. If you're looking for information about assisting livestock after an emergency, Agriculture Victoria has information to assist with managing livestock and horses. Agriculture Victoria Animal Health staff will enter fire affected areas when it is safe to do so. Farmers wishing to report livestock impacted by fires should call 53366721.	Agriculture Victoria Call 136 186 or 53366721 for reporting livestock issues Visit www.emergency.vic.gov.au/relief
Victorian Farmers Federation Fodder Drive	The Victorian Farmers Federation is coordinating fodder relief for farmers affected by fires in the South West of the state. Anyone with good quality fodder to donate should contact the VFF. Farmers who need fodder can contact the VFF.	Victorian Farmers Federation 1300 882 833

INITIATIVE	DESCRIPTION	MORE INFORMATION
MENTAL HEALTH AND WELLBEING SUPPORT		
Look Over the Farm Gate	<p>The Look Over The Farm Gate aims to support families, communities and businesses through emergencies and times of extreme stress such as drought and now fires.</p> <p>The program will provide community social support, promotion of available assistance, and other activities and materials to help farmers feel supported and enable communities to look out for each other.</p>	<p>Victorian Farmers Federation 1300 882 833</p>
OTHER		
Lifeline	24/7 telephone counselling – Connect with someone who cares.	13 11 14 www.lifeline.org.au
Beyondblue	Information about issues associated with depression & anxiety	1300 224 636 www.beyondblue.org.au
NURSE-ON-CALL	24/7 phone service that provides immediate, expert health advice from a registered nurse.	1300 60 60 24
Mensline Australia	24/7 service for men with relationship & family concerns.	1300 78 99 78
Kids Help Line	24/7 telephone & online counselling service for young people.	1800 55 1800 www.kidshelpline.com.au
Family Relationship Service	Providing families with access to information about family relationship issues.	1800 050 321 www.familyrelationships.gov.au
Victorian Better Health Channel	Health & medical information that is quality assured, reliable, up to date, easy to understand, regularly reviewed & locally relevant.	www.betterhealth.vic.gov.au
Victorian Council of Churches	The Victorian Council of Churches Emergencies Ministry has more than 1,500 volunteers trained to respond to disasters in Victoria.	(03) 9650 4511 E: vcc@vcc.org.au www.vcc.org.au

For more information visit:
www.emergency.vic.gov.au/relief
or www.disasterassist.gov.au