



Bushfire Services

EAST GIPPSLAND BUSHFIRE CASE SUPPORT

The Bushfire Case Support program can provide support for people who have been affected by the 2020 East Gippsland bushfires.

Case Support Coordinators can:

- discuss your needs with you and what next steps might be appropriate.
- provide you with a range of information and link you with local support services and clean up information.
- assist you to complete paperwork or applications for financial grants or claims.

Case Support Coordinators will be a single point of contact for those who need it.

windermere.org.au/services/east-gippsland-bushfire-recovery-support

0414 384 512

Mon - Fri 9 am - 5 pm

BUSHFIRE RECOVERY CENTRE

The East Gippsland Bushfire Recovery Centre provides one-on-one support for individuals, businesses, farmers and landholders affected by the recent bushfires.

Support is available to help you:

- navigate and apply for financial assistance available across all levels of government, charities and local support services.
- with any concerns or emotional support that you need.

BushfireRecoveryContactCentre@egipps.vic.gov.au

5153 9500 (then press 1)

Mon - Fri 8.30 am - 5 pm

NATIONAL BUSHFIRE RECOVERY AGENCY

Connecting affected people with the assistance they need.

bushfirerecovery.gov.au

(02) 6228 6300

contact@bushfirerecovery.gov.au

BUSHFIRE RECOVERY CONNECT

Bushfire Recovery Connect helps you find additional payments and support during and after a bushfire. A range of services and information from charity and community organisations to government agencies is available on this site to help you connect to the support you need.

recovery.serviceconnect.gov.au

LIFELINE - BUSHFIRE RECOVERY

Phone support for people suffering physical, mental, and emotional exhaustion as a result of the bushfires.

lifeline.org.au/get-help/information-and-support/bushfire/

13 43 57



Don't forget to stay in touch with your GP

As we all do our best to continue on with our lives during these unusual times, we want to remind everyone how important it is to maintain your health and look after yourself.

This includes continuing to stay in touch with your GP or healthcare provider as you normally would.

Don't let any health issues you may be having slide because you're worried about visiting the hospital or your doctor's office.

Give your doctor a call and discuss with them your next visit – a phone call or telehealth appointment may even be enough.

If you don't have a regular GP in Gippsland, you can find one here:

healthdirect.gov.au/australian-health-services

Here's some other resources that might be helpful:

VIC NURSE-ON-CALL

Puts you directly in touch with a registered nurse for professional health advice around the clock.

1300 60 60 24

GIDGET FOUNDATION AUSTRALIA

Perinatal anxiety and depression.

Free specialist perinatal telehealth psychological counselling services for expectant and new parents nationwide that may be worried about pregnancy and childbirth.

gidgetfoundation.org.au/get-support/covid-19-support/

1300 851 758

BUSH NURSING CENTRES

Swifts Creek: 5159 4210

Ensary: 5157 3215

Buchan: 5155 9222

Gelantipy: 5155 0274

Cann River: 5158 6274

PANDA

National Perinatal Anxiety and Depression Helpline

Helpline and online resources to help expecting and new parents.

panda.org.au

1300 726 306

Mon - Fri 9 am - 7.30 pm

ORBOST REGIONAL HEALTH

orbostregionalhealth.com.au

5154 6666

OME DISTRICT HEALTH

odh.net.au

5159 0100

MATERNAL AND CHILD HEALTH LINE

24/7 state-wide telephone service that works alongside the Maternal and Child Health Service and is staffed by qualified maternal and child health nurses.

13 22 29

Bairnsdale Regional Health Service 183 Main Street Bairnsdale VIC 3875
(03) 5150 3333 | email@brhs.com.au | www.brhs.com.au

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BRHS

Where to go for assistance

It's been a tough year here in East Gippsland.

The bushfires at the beginning of the year seem like ages ago now for some, but for many of those who were affected the stresses and hardship of the time is still very real.

While our region has fared better than most during the coronavirus pandemic, the experience of lockdowns, isolation, business closures and disruptions to work and education has been challenging at best. For many people, it has been a time of great fear, anxiety and danger.

Aware of the real and lasting impacts that the bushfires and COVID-19 will have on the mental health, safety and wellbeing of many people in East Gippsland, our state and federal governments and partner mental health and wellbeing organisations responded by launching new programs and resources to help.

From housing advice and support for farmers, to one-on-one counselling

and help for victims of family violence, these programs and resources cover a wide range of services and offerings.

But they share the same goal – to help East Gippslanders that are struggling through a particularly difficult time.

The aim of this liftout is to make finding the support you might need easier. We would like all East Gippslanders to be aware of what help is available to them, and how to access it.

(In compiling these resources we've done our very best to capture any and all that are relevant, and apologise if we've missed any.)

I hope it is of use, and that you continue to look after yourself, and those around you, during this difficult time.

Robyn Hayles, CEO, Bairnsdale Regional Health Service.





General Services

GIPPSLAND LAKES COMPLETE HEALTH

A wide range of health and wellbeing services including counselling, alcohol and drug services and family violence support.

📍 glch.org.au
☎ 5155 8300

MENTAL HEALTH TRIAGE AND TREATMENT SERVICES - Latrobe Regional Hospital

Bed-based mental health services for persons affected by serious complex mental illness.

If you or someone you know needs help or advice, you should call the 24-hour triage telephone service. A senior clinical staff member will assess how specialist services can best help you.

☎ 1300 363 322

REACHOUT

ReachOut is Australia's leading online mental health organisation for young people and their parents.

In addition to general help and support, their Coping During Coronavirus page has a whole host of tips, guides, forums and other resources by and for young people.

📍 au.reachout.com

HEADSPACE

Mental health support for young Australians and their families.

A one-stop-shop for young people who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support.

📍 headspace.org.au

Headspace Bairnsdale provides free, confidential support services for young people aged between 12 and 25 years.

Currently providing online and phone services.

☎ 5141 6200
✉ info@headspacebairnsdale.org.au

KIDS HELPLINE

Free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.

Anytime. Any Reason.

📍 kidshelpline.com.au
☎ 1800 55 1800

PARENTLINE VICTORIA

Statewide telephone counselling and support service for all Victorian parents and carers of children aged 0-18 years.

Experienced social workers, psychologists and family therapists can give you counselling and information around a wide range of parenting issues.

☎ 13 22 89

SUICIDE CALL BACK SERVICE

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

📍 suicidecallbackservice.org.au
☎ 1300 65 94 67

LIFELINE

24/7 phone counselling – crisis support and suicide prevention.

Short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe. Confidential one-to-one support with a trained Lifeline telephone crisis supporter.

📍 lifeline.org.au
☎ 13 11 14

SUICIDE LINE

SuicideLine Victoria is a free 24/7 telephone, video and online counselling service offering professional support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide.

📍 suicideline.org.au
☎ 1300 651 251

1800RESPECT

National sexual assault, domestic family violence counselling service

Confidential information, counselling and support service to support people impacted by sexual assault, domestic or family violence and abuse.

📍 1800respect.org.au
☎ 1800 737 732

SAFE STEPS

Family Violence Response Centre

You are not alone. Safe Steps helps people seeking safety from family violence.

24/7 family violence response phone line.

📍 safesteps.org.au
☎ 1800 015 188

THE ORANGE DOOR

Support for families experiencing family violence

The Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children.

📍 orangedoor.vic.gov.au/find-a-service-near-you

BEYOND BLUE

Online and phone counselling and mental health support.

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

📍 beyondblue.org.au
☎ 1300 22 4636

RELATIONSHIPS AUSTRALIA VICTORIA

Offers counselling for individuals, couples, families, and children.

📍 relationships victoria.com.au
☎ 1300 36 42 77

WOMEN'S INFORMATION AND REFERRAL EXCHANGE (WIRE)

Free phone and online support, referral and information for all Victorian women, nonbinary and gender-diverse people.

📍 wire.org.au
☎ 1300 134 130

MEN'S REFERRAL SERVICE

Free, confidential, expert support for men at risk of using family violence and their family and friends.

📍 ntv.org.au
☎ 1300 766 491
Mon - Fri 8 am - 9 pm
Sat - Sun 9 am - 5 pm

MENSLINE AUSTRALIA

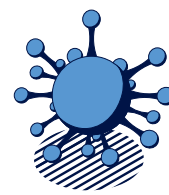
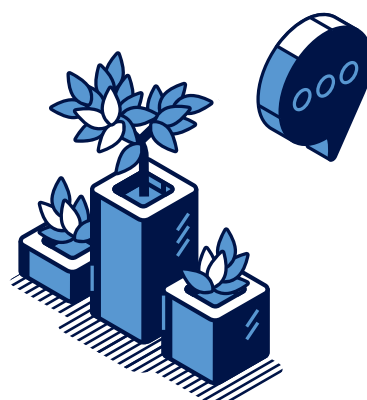
A 24/7 telephone and online counselling service for men with family and relationship concerns.

📍 mensline.org.au
☎ 1300 78 99 78

ST VINCENT DE PAUL

A wide of range of support services including crisis accommodation for victims of family violence, emergency housing and homelessness support, and activities for families and children.

📍 vinnies.org.au/findhelp
☎ 1800 305 330
(Welfare Assistance Line)
Mon - Fri 10 am - 3 pm



COVID-Specific Services

CASI COMMUNITY CONNECTOR PROGRAM

Are you experiencing loneliness or social disconnection during the pandemic?

The CASI Community Connector Program will assist you to help build or maintain important connections in the community. This includes linking you to local support services, groups, social activities or providing practical assistance, including food relief.

☎ 0499 500 495
✉ CASIconnector@windermere.org.au

TRIPLE P ONLINE Parenting During and After COVID-19

The Triple P Online program has resources specifically on parenting during COVID-19. This free online program includes information on:

- how to answer questions your children may have.
- the importance of sticking to normal routines.
- the importance of looking after yourself so you can better care for your children.

📍 triplep-parenting.net.au/vic-uk/en/triple-p/

BEYOND BLUE

Beyond Blue Coronavirus Mental Wellbeing Support Service

Struggling to cope during the pandemic? Give them a call. Trained counsellors available 24/7.

📍 coronavirus.beyondblue.org.au
☎ 1800 512 348

HEADSPACE

COVID-specific mental health support for young Australians and their families.

Headspace centres, online and phone services, and online chats.

📍 headspace.org.au/covid-19

KIDS HELPLINE

COVID-specific resources for kids, teens and young adults, and 24/7 online and phone counselling.

Anytime. Any Reason.

📍 kidshelpline.com.au/coronavirus
☎ 1800 55 1800

SALVATION ARMY COVID-19 Emergency Relief Financial Assistance

Government funding is now available through The Salvation Army Doorways teams for individuals and families who are experiencing financial hardship caused by the COVID-19 shutdown and economic downturn.

COVID-19 Financial Counselling

This service is available to anyone seeking professional advice on money matters, especially when facing increased financial stress.

📍 salvationarmy.org.au/need-help/the-salvation-army-covid-19-help-and-updates/
☎ 13 72 58

BLACK DOG INSTITUTE Mental Health Research

Feelings of anxiety are common in the uncertainty of COVID-19.

Black Dog Institute's tools and resources can be accessed by anyone, anywhere to help deal with this stress.

📍 blackdoginstitute.org.au/resources-support/coronavirus-resources-for-anxiety-stress/

TEN - The Essential Network

An app supporting health professionals to manage life and work through COVID-19.

📍 blackdoginstitute.org.au/ten

STATE OF VICTORIA

There are a variety of financial support packages for people and businesses impacted by COVID-19 including financial, job and business support.

📍 dhhs.vic.gov.au/financial-support-coronavirus-covid-19

COVID-19 Emergency Relief Food and Supplies Package

If you are in urgent need and don't have a support network who can help you, call the Victorian Coronavirus Hotline on

☎ 1800 675 398,
and select Option 3.
Mon - Fri 8 am - 5 pm

Mental Health Resources

Tips for staying calm and healthy, connected to others, and help for those in isolation.

📍 dhhs.vic.gov.au/mental-health-resources-coronavirus-covid-19

☎ Coronavirus Hotline
1800 675 398

ANGLICARE

Emergency relief during the coronavirus pandemic - food parcels and financial assistance.

Anglicare Victoria can also connect you with financial counsellors, no-interest loans and Step-Up Programs.

📍 anglicarevic.org.au/what-we-do/strengthening-communities/crisis-aid/
☎ 1800 809 722

AUSTRALIAN RED CROSS

Practical tips to maintain your wellbeing and manage isolation during the COVID-19 pandemic.

📍 redcross.org.au/stories/covid-19

Emergency financial relief support during the COVID-19 pandemic.

Australian Red Cross has received Victorian Government funding specifically to support people who do not have access to Commonwealth income support or the Victorian Government's International Student Emergency Fund.

The support is targeted to the most vulnerable temporary and provisional visa holders and undocumented migrants.

📍 redcross.org.au/get-help/help-for-migrants-in-transition/help-for-migrants-in-transition/vic-relief
☎ 1800 855 240

