



STAY INFORMED, GET HELP OCTOBER 2022 FLOODS

vals.org.au | 1800 064 865 | Disaster.Support@vals.org.au

WHERE TO GET HELP

Ballarat and District Aboriginal Cooperative (BADAC)

Phone: 03 5331 5344

F: [facebook.com/BADACBallarat](https://www.facebook.com/BADACBallarat)

Bendigo & District Aboriginal Co-Operative (BDAC)

Phone: 03 5442 4947

F: [facebook.com/BendigoDAC](https://www.facebook.com/BendigoDAC)

Rumbalara Aborigines Cooperative

Phone: 03 5820 0000

F: [facebook.com/rumbalaracoop](https://www.facebook.com/rumbalaracoop)

Mallee District Aboriginal Services

(03) 5018 4100

F: [facebook.com/MalleeDistrictAboriginalServices](https://www.facebook.com/MalleeDistrictAboriginalServices)

Murray Valley Aboriginal Co-operative Ltd

03 5026 3353

F: [facebook.com/MurrayValleyAboriginalCoop](https://www.facebook.com/MurrayValleyAboriginalCoop)

Gippsland and East Gippsland Aborigines Cooperative Ltd.

Phone: 03 5150 0700

F: [facebook.com/profile.php?id=100064505929955](https://www.facebook.com/profile.php?id=100064505929955)

Dardi Munwurro

Family violence, healing and behaviour change programs for men.

Free Call: 1800 435 799

F: [facebook.com/profile.php?id=100064729746749](https://www.facebook.com/profile.php?id=100064729746749)

Victorian Aboriginal Child Care Agency

Phone: 03 9287 8800

F: [facebook.com/vaccaorg](https://www.facebook.com/vaccaorg)

Djirra

Culturally safe and specialist legal and non-legal support for Aboriginal and Torres Strait Islander people who experience family violence.

Free Call: 1800 105 303

F: [facebook.com/DjirraVIC](https://www.facebook.com/DjirraVIC)

Aboriginal Housing Victoria

Phone: 03 9403 2100

F: [facebook.com/AboriginalHousingVictoria](https://www.facebook.com/AboriginalHousingVictoria)



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SUPPORT SERVICES

Click on the list below or go to www.vals.org.au/support-service-referrals/

[Ballarat](#)

[Mildura](#)

[Statewide](#)

[Echuca](#)

[Shepparton](#)

[Victorian Co-Ops](#)

[Geelong](#)

[Swan Hill](#)

[Other Victorian services](#)

[Gippsland](#)

[Warrnambool](#)

FINANCIAL ASSISTANCE AVAILABLE FROM GOVERNMENT

Victorian Emergency relief assistance payment

www.emergencypayments.dffh.vic.gov.au/

Payments of up to \$580 per adult and \$290 per child (up to a maximum of \$2030 per eligible family) are available.

The one-off payment is to help you and your household meet immediate and essential needs, like emergency shelter, food, clothing or personal items.

To complete the online application form, you must provide:

- An email address
- Evidence of your identity and place of residence, using your driver's licence, passport, Centrelink card, Medicare card, or birth certificate.
- Bank details to receive payment via direct deposit.

Victorian Floods, October 2022 - Australian Government Disaster Recovery Payment

www.servicesaustralia.gov.au/victorian-floods-october-2022-australian-government-disaster-recovery-payment

Lump sum payments of \$1000 per adult and \$400 for each child younger than 16.

To access this payment, you will need to make a claim through your MyGov account which needs to be connected to your Centrelink account. You can also authorise an individual or organisation to act on your behalf. You have until **15 April 2023** to make a claim.

Victorian Floods, October 2022 - Disaster Recovery Allowance

www.servicesaustralia.gov.au/victorian-floods-october-2022-disaster-recovery-allowance

If you're eligible, you'll get the maximum equivalent rate of JobSeeker Payment or Youth Allowance, depending on your personal circumstances. You must earn less than \$1,737.10 per week and have lost income as a direct result of the floods.

To access this payment, you will need to make a claim through your MyGov account which needs to be connected to your Centrelink account. You can also authorise an individual or organisation to act on your behalf. You have until **14 April 2023** to make a claim.



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DSS Grant Service Directory

www.serviceproviders.dss.gov.au/

To find the nearest organisation, to support your needs you can search the directory by program name, state/territory, region or postcode, or a combination of these.

You can view all organisations delivering Emergency Relief services by clicking on the "Emergency Relief organisations", which pre-fills the search criteria.

TENANCY RELATED MATTERS

Things to consider if you are renting:

- Does your rental need urgent repairs?
- Do you want advice on how to end your tenancy?
- Is your rental provider trying to evict you?
- Are you behind on paying rent?
- Would you like a referral for emergency accommodation?

You can call VALS for advice about tenancy issues or call **Tenants Victoria on 03 9416 2577**.

INSURANCE

If you have car or home insurance, you should consider:

- Do you need advice on how to make an insurance claim for your car or home?
- Has your insurance claim been denied?

You can call VALS for advice on insurance issues.

EMPLOYMENT

Consider the following:

- Have you lost your job?
- Do you want a referral for advice on your leave entitlements?
- See above information on government grants for lost income.

VALS can provide advice on some employment issues.

MONEY ISSUES

If you are suffering financial stress, you may want to consider the following:

- Do you have debts or unpaid fines?
- Do you want a referral for issues with Centrelink?
- Do you want advice on government grants (see above)?

You can call VALS to discuss financial issues.



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FAMILY VIOLENCE AND FAMILY LAW ISSUES

Consider the following:

- Would you like legal help in relation to family violence?
- Do you have any questions about parenting orders or Child Protection issues?

You can call VALS about family law issues. Aboriginal women and children can also call Djirra on 1800 105 303.

WHAT TO DO IF YOU HAVE FUTURE COURTS DATES, YOU'RE SERVING A COMMUNITY CORRECTIONS ORDER, YOU'RE ON BAIL OR YOU'RE AT RISK OF BREACHING AN ORDER

- Remember to contact your corrections officer to update them about your situation
- Feel free to contact VALS if:
 - You are at risk of breaching any bail, parole, community corrections, intervention or other court orders due to the disaster.
 - The police have charged you with a criminal offence or indicated they may do so.
 - You have any court dates coming up.

You can find advice about affected Magistrates Courts here: www.mcv.vic.gov.au/news-and-resources/news/flood-update-shepparton-seymour-echuca-kerang-benalla-and-wangaratta-courts

Call VALS for advice about court dates, Community Corrections Orders or bail conditions.

HEALTH

VACCHO is running a donation drive and donations will be distributed to Communities in flood affected areas across Victoria in collaboration with Aboriginal Community-Controlled Health Organisations (www.vaccho.org.au/2022/10/17/vaccho-appeals-for-donations-for-flood-affected-support-drive/).

You can find your closest ACCHO on the VACCHO website (www.vaccho.org.au/members/).

RELIEF CENTRES

You can find a list of relief centres at: emergency.vic.gov.au/relief/#current_events (you may need to scroll down the page to see the list).

You can also get information about relief centres by contacting your local council. Go to knowyourcouncil.vic.gov.au/councils to find contact details for your council.



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FLOOD RECOVERY HOTLINE

Flood Recovery Hotline is a single state-wide number, **1800 560 760**, that Victorians impacted by the October 2022 floods can call for help or assistance with:

- navigating available supports
- clean-up
- temporary accommodation
- mental health and wellbeing support

The recovery hotline is open from 7.30am-7.30pm every day.

WHERE TO GET SANDBAGS AND HOW TO DISPOSE OF THEM

The SES website has information on where to get sandbags and how to set them up (www.ses.vic.gov.au/-/sandbag-guide).

If you're disposing of sandbags, please follow this advice from the SES website:

"If you used sandbags ... to protect your home from flooding, it is important that you dispose of them correctly and safely.

Sandbags may be contaminated after use and local councils should ensure that clean up and disposal is considered part of the recovery stage.

Find your local council here: <https://knowyourcouncil.vic.gov.au/councils> and contact them to find out how to dispose of sandbags.

Important tips to consider:

- Wear sturdy gloves when handling wet sandbags as they can contain chemicals, waste and diseases;
- Sandbags that have been in contact with floodwater **MUST** be thrown away; and
- Contact your local council to find out how to dispose of your sandbag safely."

ROAD CLOSURES AND TRAIN DISRUPTIONS

Road closures are updated regularly at: traffic.vicroads.vic.gov.au

Major road closures are listed at: vicroads.vic.gov.au/newsmedia/2022/transport-alert-travel-impacted-around-melbourne

V/Line Service disruptions are listed at: vline.com.au/Service-Changes/Unplanned-Disruption-Webpages/