

# Looking After Ourselves & Others

Support for flood affected communities in Greater Shepparton

You will find a links to all the services in this brochure on Council's website [www.greatershepparton.com.au](http://www.greatershepparton.com.au)



## Flood Recovery Hotline 1800 560 760

(Dial '9' for an interpreter)

Call the Hotline for help with:

- a range of clean-up services
- finding somewhere to stay
- financial, mental health and other support

The Flood Recovery Hotline is open from 7.30am to 7.30pm every day.

## Immediate and Short-term Housing Support

1800 825 955

Free Call 24 Hours

[www.housing.vic.gov.au/crisis-emergency-contacts](http://www.housing.vic.gov.au/crisis-emergency-contacts)

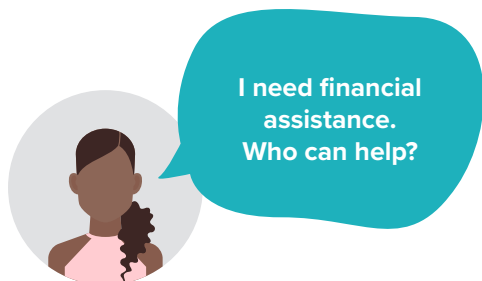
## Business Victoria

13 22 15

[www.business.vic.gov.au/business-relief-service](http://www.business.vic.gov.au/business-relief-service)

The Business Relief Service offers free and confidential one-on-one support (including assistance with funding applications) to flood-affected business owners, community sporting clubs and not-for profits by a local business relief adviser via telephone and on the ground.

## Financial Support



### For Households

- **Personal Hardship Assistance Program**  
Emergency Relief Payments and Re-establishment Assistance.
- **Australian Government Disaster Recovery Allowance**  
Lost income support.
- **Australian Government Disaster Recovery Payment**  
Services Australia lump sum payment.
- **Salvation Army Shepparton**  
(03) 5821 2666

### For Small Business and Primary Producers

- **Small Business Immediate Flood Relief Program**  
Emergency support grants of up to \$5,000
- **Business and Community Sport Flood Recovery Grants**  
Grants of up to \$50,000 for business, not-for profit and community sports organisations
- **Agbiz Assist Small Business and Rural Financial Counselling Service**  
[www.agbizassist.org.au](http://www.agbizassist.org.au)  
Free counselling support and assistance with Government Flood Recovery funding.  
1300 834 775
- **Agriculture Victoria - Financial support for flood-affected farmers**  
Support packages for flood affected farmers.
- **Fruit Growers Victoria**  
Seasonal Worker support. 03 5825 3700

### For Sporting & Community Groups

- **Business and Community Sport Flood Recovery Grants**  
Flood recovery grants of up to \$50,000 for business, not-for-profit and community sports organisations.

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### Assistance with Clean-up



- **Flood Recovery Hotline 1800 560 760**  
(Dial '9' for an interpreter)
- **Structural Assessments and Assistance with Clean-up** 
- **EPA – How to clean up after a flood**  
[www.clean-up-after-a-flood](http://www.clean-up-after-a-flood)
- **Septic Tank Information**  
[www.health.vic.gov.au/septic-tanks-in-flood-affected-areas](http://www.health.vic.gov.au/septic-tanks-in-flood-affected-areas)
- **Council Resource Recovery**
  - **Shepparton Resource Recovery Centre**  
is open from Monday to Saturday:  
8am to 4.15pm, Sundays: 9am to 4.15pm.
  - **Ardmona Resource Recovery Centre**  
is open Tuesday, Thursday and Saturday:  
8.00am - 4.15pm. Sunday / Public Holidays:  
9.00am - 4.15pm
  - **Murchison Resource Recovery Centre**  
is open Wednesdays and Sundays from  
1pm to 3.45pm.

### Legal Support and Consumer Affairs



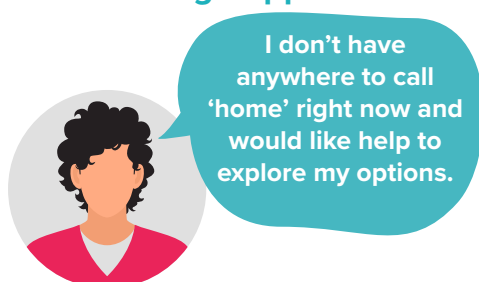
- **Consumer Affairs**  
[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)
- **Goulburn Valley Community Legal Centre**  
 1 High Street, Shepparton  
Phone 5831 0900

### Donations



- **Greater Shepparton Foundation**  
[www.greatershepparton.foundation](http://www.greatershepparton.foundation)
- **GV Cares – Flood Response**  
[www.gslp.com.au](http://www.gslp.com.au)
- **GIVIT**  
[www.givit.org.au](http://www.givit.org.au)

### Housing Support



- **Flood Recovery Hotline 1800 560 760**  
(Dial '9' for an interpreter)
- **Beyond Housing**  
03 5833 1000  
1800 825 955 (after hours)  
[beyondhousing.org.au](http://beyondhousing.org.au)



# Looking After Ourselves & Others

## Support for flood affected communities in Greater Shepparton

### ♥ Safety, Health and Wellbeing



#### Family Violence

- **Marian House (Vincent Care)**  
03 5825 9400 (business hours)  
1800 015 188 (after hours)  
[www.vincentcare.org.au](http://www.vincentcare.org.au)
- **Orange Door**  
1800 634 245  
[www.orangedoor.vic.gov.au](http://www.orangedoor.vic.gov.au)
- **1800 RESPECT**  
1800 737 732  
[www.1800respect.org.au](http://www.1800respect.org.au)

#### Community & Family Support

- **The Bridge Youth Service**  
03 5831 2390  
[www.thebridge.org.au](http://www.thebridge.org.au)
- **Q Life**  
1800 184 527  
[www.qlife.org.au](http://www.qlife.org.au)
- **Intereach**  
1300 488 226  
[www.intereach.com.au](http://www.intereach.com.au)
- **Neighbourhood Houses**
  - Mooroopna Education and Activity Centre**  
03 5825 1774
  - South Shepp Community House**  
03 5821 6172
  - North Shepp Community and Learning Centre**  
03 5821 5770
  - Murchison Community House**  
03 5826 2373
  - Tatura Community House**  
03 5824 1315

- **IntoRec (Family Care)**  
03 5823 7041
- **Nurse on Call**  
1300 606 024
- **National Home Doctor Service**  
13 74 25  
[www.homedoctor.com.au](http://www.homedoctor.com.au)

#### Mental Health

- **Headspace**  
Headspace offers a 24/7 hotline that links you to healthcare professionals 1800 650 890
- **Beyond Blue**  
1300 22 4636  
[www.beyondblue.org.au](http://www.beyondblue.org.au)
- **Lifeline**  
13 11 14  
[www.lifeline.org.au](http://www.lifeline.org.au)
- **Wellways**  
1300 111 400

#### Food Assistance

- **Shepparton Family and Financial Services**  
(03) 5831 7755



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## Support for flood affected communities in Greater Shepparton

### Cultural Connections



Where can I find culturally appropriate support and resources?

- **Flood Recovery Hotline 1800 560 760** – Dial '9' for an Interpreter
- **Rumbalara Aboriginal Co-Operative**  
03 5820 0040
- **Ethnic Council of Shepparton and District**  
 158 Welsford Street, Shepparton  
03 5831 2395
- **Point of Difference Studio**  
1300 158 773
- **Victorian Government's Health Translations**  
[www.healthtranslations.vic.gov.au](http://www.healthtranslations.vic.gov.au)

### Emergency Information / Other Contacts

- For all life threatening emergencies call '000'
- **Victorian State Emergency Service (VICSES)**  
132 500  
[www.ses.vic.gov.au](http://www.ses.vic.gov.au)
- **Bureau of Meteorology**  
[www.bom.gov.au](http://www.bom.gov.au)
- **Goulburn Valley Water**  
1800 45 45 00  
[www.gvwater.vic.gov.au](http://www.gvwater.vic.gov.au)
- **Goulburn Murray Water**  
1800 064 184  
[www.g-mwater.com.au](http://www.g-mwater.com.au)
- **Goulburn Broken Catchment Management Authority**  
03 5820 1100  
[www.gbcma.vic.gov.au](http://www.gbcma.vic.gov.au)
- **School Closures**  
Department of Education and Early Childhood Development.  
[www.education.vic.gov.au](http://www.education.vic.gov.au)
- **Vic Emergency: Recovering from Floods**  
[www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)

## FLOOD RECOVERY INFORMATION for the Community



#### CRISIS AND EMERGENCY ACCOMMODATION:

**1800 825 955**  
Free Call 24 Hours - Website >

#### FLOOD RECOVERY HOTLINE:

**1800 560 760**

Register for clean-up on private property, navigate financial and other support, get access to temporary accommodation as well as mental health and wellbeing support. Need an interpreter? Call the hotline and press '9'.  
Open every day from 7.30am to 7.30pm.

Need help recovering from the floods? Whether you need food or some manual labour to help move rubbish, let us point you in the right direction for flood recovery assistance and get you back on your feet.

This page provides a range of support services and programs to assist individuals, families, businesses and farmers affected by major flooding across the region.



**What do you need help with?**  
Need help recovering from the floods? Whether you need food or some manual labour to help move rubbish, let us point you in the right direction for flood recovery assistance and get you back on your feet.

**Community Recovery Hub:**  
Our Community Recovery Hub in Welsford Street, Shepparton aims to support communities impacted by the recent flood event. Call in to be linked to a wide range of recovery support and advice.

**Food and Material Relief:**  
Local agencies are working with Council to provide food relief and financial counselling to the community during the flood crisis.

**Housing Support:**  
Council are working with Beyond Housing, the Victorian Government and our community partners to provide temporary housing solutions in our community.



Visit Council's website for a full list of support services and programs to assist individuals, families, businesses and farmers affected by major flooding across the region.

[www.greatershepparton.com.au](http://www.greatershepparton.com.au)

If you require further assistance please contact Council on (03) 5832 9700.