

## WHERE TO GET INFORMATION – VICTORIAN BUSHFIRES

### Bushfire updates

- Victorian Bushfire Information Hotline **1800 240 667**
- For fire information [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au)
- For road closures **13 11 70** or [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)
- Callers with hearing, speech or communication impairments with access to a TTY (teletext) machine can call during business hours on: TTY **1800 122 969**.

### Displaced residents

- Checking on family members or friends in affected areas **1800 727 077** or email [inquiries@redcross.org.au](mailto:inquiries@redcross.org.au)
- Overseas inquiries about family or friends in bushfire areas **+61 3 9328 3716**
- List of Victorian Bushfire Emergency Relief Centre locations and contact details [www.dse.vic.gov.au](http://www.dse.vic.gov.au)
- List of all Victorian Recovery Centre locations and contact details [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)
- Help line specifically for counselling and health advice for people recovering from the bushfires **1300 60 60 24**

### Financial assistance

- Department of Human Services - emergency assistance including grants [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)
- Centrelink disaster payment information **180 2211** or [www.disasterassist.gov.au/](http://www.disasterassist.gov.au/)

### Re-establishing Identity Documents

- Priority service for bushfire victims for Victorian registration and licensing **13 11 71** or [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)
- Residents who have lost property or belongings can obtain a temporary Medicare card number from any Medicare office **13 20 11** or [www.medicareaustralia.gov.au/](http://www.medicareaustralia.gov.au/)

### DONATIONS

- Consumer Affairs Victoria has warned of bogus bushfire charities. A list of registered bushfire charities is at [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

### Victorian Bushfire Relief Fund

Relief organisations have reported difficulties managing the large influx of material aid (clothing, white goods, food etc) that has been generously donated.

At this time people are being asked to instead donate to the **Victorian Bushfire Relief Fund** launched by the Victorian Premier and the Prime Minister. It is being coordinated by the Red Cross and overseen by an independent advisory panel.

- Call the Red Cross on **1800 811 700** or donate online at [www.redcross.org.au](http://www.redcross.org.au)
- Donate at any Bendigo Bank or any branch of the ANZ, Commonwealth, NAB or Westpac banks.
- Donate at any Bunnings store or Australia Post outlet.

*\*Note: Red Cross will not deduct any funds from this appeal for administration costs. All funds received will be kept in a Trust Fund set up by the Victorian Government. All interest earned on donations will be invested back into the Appeal.*

- Urgent blood donations are not needed at this time. However people should continue donating over the coming weeks to maintain supplies. Call **13 14 95** to make an appointment or visit [www.donateblood.com.au](http://www.donateblood.com.au) to fill out an online registration form.
- To donate your time contact Go Volunteer **1300 366 356** or register at [www.govolunteer.com.au](http://www.govolunteer.com.au)
- Corporate donations of food can be made to VicRelief Foodbank on **03 9362 8300**

### Other organisations

- Salvation Army is accepting financial donations on **137 258** or [www.salvos.org.au](http://www.salvos.org.au)
- Gippsland Emergency Relief Fund is accepting financial donations [www.relieffund.org.au](http://www.relieffund.org.au)

### HOUSING / EMERGENCY ACCOMMODATION

The Department of Human Services is coordinating donations of billeting/housing and emergency accommodation for Victorian bushfire victims.

People wishing to donate accommodation should contact the Victorian Bushfire Public Accommodation Donation Line by calling **1800 006 468** between 8am - 8pm.

### PERSONAL SUPPORT / COUNSELLING

- Lifeline **131 114** or [www.lifeline.org.au](http://www.lifeline.org.au)
- Parentline **13 22 89** or [www.parentline.vic.gov.au](http://www.parentline.vic.gov.au)
- Kids Helpline **1800 55 1800** or [www.kidshelp.com.au](http://www.kidshelp.com.au)
- Department of Human Services [www.dhs.vic.gov.au/emergency](http://www.dhs.vic.gov.au/emergency)

### ANIMAL WELFARE

Department of Primary Industries (DPI) is responsible for animal welfare response and recovery activities with the support of the RSPCA and Department of Sustainability and Environment.

- DPI Customer Service Centre on **136 186** for advice on nearest DPI coordination centre.
- RSPCA temporary emergency accommodation for animals **03 9224 2222** or [www.rspca.org.au](http://www.rspca.org.au). RSPCA is also providing wildlife assistance
- Animal Aid (Coldstream) for care of domestic pets affected by fires. Contact **0418 982 070**
- Wildlife Victoria 24 hour contact for injured animals **13 000 94535** or [www.wildlifevictoria.org.au](http://www.wildlifevictoria.org.au)
- Lort Smith Animal Hospital is offering free veterinary treatment for pets affected by the bushfires. Contact **03 9328 3021** (North Melbourne) or **03 9407 2030** (Mill Park) [www.lortsmith.com](http://www.lortsmith.com)
- University of Melbourne Veterinary Clinic (Werribee) is offering free treatment of pets and horses injured in the bushfires. Contact **03 9731 2232** (24 hours) or [www.vch.unimelb.edu.au/](http://www.vch.unimelb.edu.au/)
- Project Hope Horse Welfare Victoria is arranging housing and transport, coordinating feed and horse related goods for horse owners **1300 881 606** or [www.phhvw.org.au/](http://www.phhvw.org.au/)
- Help for Wildlife has a 24 hour emergency service **0417 380 687** or [www.helpforwildlife.com/](http://www.helpforwildlife.com/)

### Donations

- To make fodder donations for livestock contact the Victorian Farmers Federation **1300 882 833** or [www.vff.org.au](http://www.vff.org.au)
- To make pet food donations contact your local RSPCA [www.rspca.org.au](http://www.rspca.org.au)