



Emergency contacts

| Organisation | Details | Contact details |
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| Australian Red Cross | Personal support Register.find.unite | 1800 733 276 https://www.redcross.org.au/ |
| Beyond Blue | Mental health support | 1300 224 636 www.beyondblue.org.au |
| BlazeAid | Fencing assistance | Sam and Jenny Neuman, Halls Gap Camp Coordinators 0402 268 619 |
| Centrelink | Social security payments and services | 132 850 https://www.servicesaustralia.gov.au/centrelink |
| Christian Emergency Food Centre | Food parcels, financial assistance, referrals and a listening ear | 5381 2311 or 5382 1326 (Mon-Fri 1-3.30pm) 28 Firebrace Street, Horsham https://www.cefc.org.au/ |
| Department of Families, Fairness and Housing | Personal hardship/ emergency relief payments | 53 81 9777 (office hours) https://services.dffh.vic.gov.au/personal-hardship-assistance-program |
| Disaster Legal Help Victoria | Legal information, advice and referrals for Victorians affected by disasters | 1800 113 432 (Mon-Fri 8am-6pm) |
| Emergency Recovery Hotline | Recovery support for people affected by the February 2024 Western Victorian bushfires | 1800 560 760 (Mon-Fri 8am-7pm, Sat-Sun 9am-5pm) |
| Energy Safe Victoria | Electrical safety | 1800 800 158 https://www.esv.vic.gov.au/ |
| GIVIT | Connect with a local GIVIT support organisation to access donated support | https://www.givit.org.au/bushfires |
| Horsham Rural City Council | Ask to speak to Municipal Recovery Manager for any queries/questions | 5382 9777 (office hours) 18 Roberts Avenue, Horsham Business support and assistance: business@hrcc.vic.gov.au or 5382 9507 |
| Insurance Council of Australia | Insurance complaints and concerns | 1300 884 934 https://insurancecouncil.com.au/ |
| Lifeline | 24 hour crisis support | 131 114 (24 hours) |

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| Livestock/fodder | Department of Energy, Environment and Climate Action (formerly DELWP) | 136 186 |
| Nurse-On-Call | Free health advice from a registered nurse 24 hours a day | 1300 606 024 (24 hours) |
| Rural Financial Counselling Service – Victoria West | Free, independent and confidential financial and wellbeing counselling services available for farmers and small business owners in rural areas of Western Victoria | 1300 735 578 (9am-5pm Mon-Fri) admin@wswracs.com.au |
| Salvation Army | Crisis and emergency accommodation | 5382 1770 (office hours) 12 Kalkee Road, Horsham corpsofficer.horsham@aus.salvationarmy.org |
| State Trustees | Support to manage finances | 1300 138 672 (office hours) generalenquiries@statetrustees.com.au www.statetrustees.com.au |
| Superannuation (Australian Taxation Office) | Early access on compassionate grounds | 131 020 (office hours) https://www.ato.gov.au/Individuals/Super/In-detail/Withdrawing-and-using-your-super/Early-access-on-compassionate-grounds/ |
| Uniting Wimmera Grampians Outreach and Community Services | Personal support and emergency housing | 5362 4000 (office hours) 185 Baillie Street, Horsham |
| VCC Emergencies Ministry | Personal support | 7037 6010 or emergencies@vccem.org.au https://vccem.org.au/ |
| VicRoads | Licensing and registration advice | 131 171 (8-5.30 Mon-Fri, 8.30-12.30 Sat) https://www.vicroads.vic.gov.au/ Road closures: https://traffic.vicroads.vic.gov.au/ |
| Victoria Legal Aid | Legal assistance | 1800 177 638 or 1300 792 387 29 Darlot Street, Horsham https://www.legalaid.vic.gov.au/ |
| Wildlife Rescue and Protection | Help for injured wildlife | 0417 380 687 |