

Community Recovery Services Guide

This resource guide provides a range of support services and access to information for community members that have been impacted by the Maribyrnong River Flood in October 2022. If you or someone you know requires support, please contact the service directly.

Crisis Support Services

Are you or anyone you know in a crisis and need immediate help? **Call 000 – emergency services - Emergency ambulance, fire or police**

Service	Description	Contact Information
Lifeline	Lifeline is a national charity providing support for people experiencing emotional distress, with access to 24/7 crisis support and suicide prevention services.	T: 131 114 (24/7) SMS-TEXT: 0477 131 114 W: https://www.lifeline.org.au
Beyond Blue	Provides information and support to help people achieve their best possible mental health, whatever their age and wherever they live	T: 1300 224 636 (24/7) W: https://www.beyondblue.org.au

Health and Wellbeing Support

Service	Description	Contact Information
cohealth Recovery Support Program	Case Support workers can provide services information, coordination and wellbeing support. Drop in during September between 10.00am to 1.00pm, or send an email to access support	In person: 3 and 17 September 2024 at Maribyrnong Community Centre E: flood.relief@cohealth.org.au
Head to Health	Access free mental health resources and services 24/7. Speak to a trained health professional	W: https://www.headtohealth.gov.au T: 1800 595 212
Australian Multicultural Community Services	Offering a variety of programs for older adults, families and carers providing opportunities to make friends and stay connected within the community	T: 9689 9170 W: https://amcservices.org.au Mon-Fri, 9.00am-5.00pm

Nurse on Call	Nurse on call is a phone service that provides immediate, expert health advice from a registered nurse. For an emergency please call 000.	T: 1300 606 024 (24/7) W: https://www.health.vic.gov.au/primary-care/nurse-on-call
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Legal Support

Service	Description	Contact Information
Disaster Legal Help Victoria	Provides free legal advice and assistance, and referrals for impacted residents	W: http://disasterlegalhelp.org.au T: 1800 113 432 Mon- Fri, 8.00am-5.00pm
Australian Financial Complaints Authority (AFCA)	If you have raised a complaint with your insurer and are not satisfied with the outcome, lodge a complaint with AFCA	W: http://www.afca.org.au T: 1800 931 678
Consumer Action Law Centre	Provides legal advice and assistance with a consumer law, insurance, finance or debt matter	W: https://consumeraction.org.au T: 1800 466 477 Tuesday – Thursday, 10.00am-1.00pm
WEstjustice	Tenancy Stress Service for renters who are facing hardship as a result of the 2022 flood event. This is for tenants who are still living in flood-affected properties, or who have had to move to different properties	W: https://www.westjustice.org.au T: 9749-7720 Mon- Fri, 9:30am-4:30pm E: admin@westjustice.org.au
Inner Melbourne Community Legal	Free legal assistance for tenancy stress and hardship, including issues paying bills or fines, and concerns with housing	T: 9328-1885 Mon-Fri, 9.00am-5.00pm W: https://imcl.org.au

Children and Youth

Service	Description	Contact Information
Kids Help Line	Free private and confidential counselling services 24/7 phone and online, for young people aged 5 to 25	T: 1800 551 800 W: https://kidshelpline.com.au
headspace	The national Youth Mental Health Foundation that provides early intervention mental health services for 12 to 25 year olds	T: 1800 650 890 W: https://headspace.org.au
Butterfly Foundation	Offers free and confidential support for anyone concerned about eating disorders or body image	T: 1800 334 673 W: https://butterfly.org.au Daily, 8am-midnight

Family Violence Support

Service	Description	Contact Information
1800Respect	Provides free 24/7 counselling and information that supports people impacted by sexual assault, domestic or family violence abuse	T: 1800 737 732 (24/7) SMS-TEXT: 0458 737 732 W: https://www.1800respect.org.au
Safe Steps Family Violence Response Centre	24/7 family violence support service	T: 1800 015 188 W: https://www.safesteps.org.au
GenWest	Providing services to victims and survivors by providing social and educational programs	T: 1800 436 937 E: fvassist@genwest.org.au
Djirra	Supports aboriginal people who are experiencing or have experienced family violence	T: 1800 105 303 W: https://djirra.org.au
Centre Against Sexual Assault (CASA)	Available 24/7 and provides face-to-face, telephone and online support services to victim/survivors of sexual assault	T: 1800 806 292 W: https://casacv.org.au

wirespect	A family violence and intimate partner violence service supporting LGBTIQ communities and their families	T: 1800 542 847
InTouch	Multicultural Centre against family Violence. A specialist family violence service that works with multicultural women, their families and communities	T: 1800 755 988 W: https://intouch.org.au
Seniors Rights Victoria	Provides information and support for those concerned about elder abuse	T: 1300 368 821 W: https://seniorsrights.org.au
Men's Referral Service	This service from No to Violence offers assistance, information and counselling to help men who want to change their behaviour is available 24/7	T: 1300 766 491 W: https://www.ntv.org.au

Financial Support

Service	Description	Contact Information
National Debt Helpline	For information on managing your debts and financial counselling support	T: 1800 007 007 W: https://ndh.org.au Mon-Fri, 9:30am-4:30pm
Moneycare	Free confidential financial counselling service provided by the Salvation Army	T: 1800 722 363 W: https://www.salvationarmy.org.au
Anglicare Victoria	Financial counselling services	T: 9731 2500 E: admin.werr@anglicarevic.org.au W: http://anglicare.org.au
No Interest Loans Scheme (NILs)	Provides interest-free loans for low-income earners to buy essential household items	T: 9606 0117

Small Business Support

Service	Description	Contact Information
Small Business Debt Helpline	Dedicated financial counselling support for small business owners in Victoria impacted by 2022 floods	T: 1800 413 828 W: https://ndh.org.au Mon-Fri, 9:30am-4:30pm
Partners in Wellbeing	Free confidential one on one support to improve your financial, business and emotional wellbeing. Home businesses impacted by 2022 floods are encouraged to apply	T: 1300 375 330 W: https://partnersinwellbeing.org.au Mon-Fri, 9am-10pm Weekends, 9.00am-5.00pm
Business Recovery Advisory Service – Ai Group	Provides expert guidance and tailored support to small businesses, including financial counselling and business coaching	Vlado Baban - 0418 120 373 E: Vlado.Baban@aigroup.com.au W: https://www.aigroup.com.au

Housing/Rebuild

Service	Description	Contact Information
Connecting Community to Builders Program	The programs links residents with fully registered and accredited tradespeople to help with the rebuilding process. The program is free for eligible residents	W: https://www.planning.vic.gov.au E: rebuilding.program@delwp.vic.gov.a
Building and planning permits	Building works may require a permit from Council. The Building Services team can advise on the process, including works that will trigger a permit, and how to engage a surveyor	T: 9688 0200 W: https://maribyrnong.vic.gov.au/building-plannning Mon-Fri, 8:30am-5:00pm
Consumer Affairs Victoria	Tenants and landlords have certain rights and responsibilities concerning rental properties that may have been impacted by the flood	T: 1300 558 181 W: http://consumer.vic.gov.au/housing Mon-Fri, 9:00am-5:00pm
Tenants Victoria	Free confidential advice, assistance and advocacy for people renting residential accommodation including private, public and rooming houses	T: 9411 1444 W: http://tenantsvic.org.au Mon-Fri, 9:00am-5:00pm

Unison	Housing support for people who are homeless or at risk of homelessness. Contact this service for an Initial Assessment and Planning (IAP) Service	T: 1800 825 955 W: https://unison.org.au Mon-Fri, 9.00am-5.00pm
Social Housing and Support Network (SASHS)	Emergency accommodation and housing support provided by the Salvation Army	T: 9312 5424 (call at 9.00am for an appointment)

Material Aid

Service	Description	Contact Details
Western Emergency Relief Network (WERN)	Council can coordinate access for flood impacted residents to receive second-hand household items	E: floodrecovery@maribyrnong.vic.gov.au
GIVIT	An online donation platform facilitated through Council. Requests for specific items, vouchers or services to support recovery can be shared with Council to seek donations	E: floodrecovery@maribyrnong.vic.gov.au

Council Community Recovery Support

Service	Description	Contact Details
Flood Recovery Team	Council's recovery team are available to meet with impacted residents to discuss council's recovery program, receive feedback or suggestions for recovery initiatives, provide information on recovery services and discuss enquires related to flood recovery.	Reach out to arrange a face-to-face or phone appointment E: floodrecovery@maribyrnong.vic.gov.au T: 6988-0200
Service Navigator	Supports older residents in Maribyrnong to navigate services provided by other agencies.	E: servicenavigator@maribyrnong.vic.gov.au T: 9688-0200
Maribyrnong Community Centre	This is a council managed community centre where members of the community can come together to participate in learning opportunities, health and wellbeing programs, and social activities.	9 Randall Street, Maribyrnong T: 9032-4305 E: maricomm@maribyrnong.vic.gov.au Like us on Facebook: https://www.facebook.com/MaribyrnongCommunityCentre/

Accessing a computer

Free access to a computer is available at the following locations in Maribyrnong:

Location	Hours of operation
Maribyrnong Community Centre, 9 Randall Street, Maribyrnong	Weekdays 9.00am – 4.00pm
Maribyrnong Library, 200 Rosamond Road, Maribyrnong	Weekdays 10.00am – 6.00pm, Saturday, 10.00am – 2.00pm