

After the Emergency



Merri-bek
City Council

If your home has been affected by an emergency, you may be told it is no longer safe for you to stay.

Step one – What you need to do now

Speak to the officer in charge and ask if it is safe to go into the house and get important items such as:

- Medicine (if not damaged) and prescriptions
- Reading glasses, hearing aids, mobility aids
- Driver's License
- Medicare Card and Passport
- Credit cards and bank details
- Laptops, jewellery, photographs, cash
- Legal documents such as Wills
- Keys – house keys, car keys

Step Two: Make Accommodation Arrangements

- If you are renting, contact your agent or landlord to get assistance with finding another home.
- Make contact with family or friends to arrange a place to stay for a few days until you are able to make other arrangements.
- Call your insurance. Speak to your insurance about help with:
 - Securing your home
 - Temporary fencing
 - Roof tarp
 - Theft or vandalism
 - Ask if emergency accommodation is covered in your insurance policy.

Step Three – DO NOT discard anything in the house

Do **NOT** discard or throw away anything you think is damaged until you have spoken to your insurance company.

- Make a list of all your items that have been damaged.
- Take photos of damaged goods and items.



Step Four – Other assistance

- If you are having issues with insurance, contact the Victorian Ombudsman: 1800 367 287 or visit www.fos.org.au
- If you need legal advice relating to the emergency you can contact Disaster Legal Help on 1800 113 432.
- Reach out to your GP who can refer you onto other service providers.
- Contact Centrelink if are eligible for payments 132 850

Step Five – Who to contact

You will need to contact the following services to advise them of your situation.

- Utility services (gas and electricity)
- Water provider
- Mail delivery
- Employer
- Schools, daycare provider etc.

Speak with us in your language



For more information visit merri-bek.vic.gov.au/your-language

Per maggiori informazioni nella tua lingua, chiama il numero **9280 1911**

اپنی زبان میں مزید جاننے کے لیے،
9280 1917 پر کال کریں۔

如需了解更多您语言版本的信息，请致电 **9280 0750**

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لمعرفة المزيد بلغتك، اتصل
بالرقم **9280 1913**

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Emergency Services will usually contact Council about your situation. If you need some further assistance and advice, please contact Merri-bek City Council on 9240 1111 and ask to speak to the Municipal Recovery Manager.

Essential Services	
Jemena (electricity)	1300 131 871
Citipower	1300 301 101
SP Ausnet (gas)	13 17 99
Yarra Valley Water	1300 304 688
VicRoads (license and rego)	13 11 71
Telstra	13 22 00
Optus	1300 300 937
Medical Services	
Emergency Assistance	000
After Hours GP Service	8341 1888
Nurse - On-Call	1300 606 024
Hospital Emergency Departments	
Sunshine Hospital	8345 1333
Footscray Hospital	8345 6666
Royal Melbourne Hospital	9342 7000
Northern Hospital	8405 8000
John Fawkner Private Hospital	8385 2000
Financial and Legal Support	
DFFH (Personal Hardship)	1800 765 149
Disaster Legal Help Victoria	1800 113 432
Tenants Victoria	9416 2577
Centrelink	132 850
Insurance Council	1300 728 228
Superannuation (hardship release)	1300 131 060
Bond Loan Scheme	https://www.housing.vic.gov.au/rentassist-bond-loan
Housing Support	
Vincent Care (Glenroy)	9304 0100
Crisis Housing (After Hours)	1800 825 955
Other Important Services	
Beyondblue	1300 224 636
Parentline	132 289
Lifeline	131 114
Kids Help Line	1800 551 800
Mens Line Australia	1300 789 978
Safe Steps Family Violence	1800 015 188

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