

# FACT SHEET

## 2022 Flood Recovery Resources

**Updated: 1st December 2022; originally issued 18 October 2022 (updated 27 October and 4 November)**

The following Fact Sheet has been prepared to assist members and their families to navigate the various sources of assistance that we are currently aware of in relation to the Victorian Flood events since October 2022.

**PLEASE NOTE** - Information concerning relief and recovery assistance is very dynamic and frequently being updated. This update provides a snapshot of current resources available to assist with member enquiries.

<b>Flood, Storm, Tsunami and Earthquake Emergency</b>
<b>132 500</b>
<b>For life-threatening emergencies call Triple Zero (000)</b>
<b>For non-emergency incidents call the Police Assistance line 131 444</b>
<b>For Urgent Animal Welfare Issues call 1800 226 226</b>

### **EMERGENCY INCIDENTS AND WARNINGS**

For the latest information on incidents and warnings use the **VicEmergency app** or [www.emergency.vic.gov.au](http://www.emergency.vic.gov.au) or free call **1800 226 226** for warnings and recovery information, including emergency relief assistance grants for hardship.

### **Flood Recovery Hotline Call 1800 560 760**

The Flood Recovery Hotline is a single state-wide number, that Victorians impacted by the recent 2022 floods can call for help or assistance with:

- Navigating available support
- Clean up services
- Finding a place to stay
- Financial support
- Mental health and wellbeing support

The recovery hotline is open from 7.30am-7.30pm every day. Press 9 for an interpreter.

### **The Insurance Council of Australia - 1800 734 621 [www.insurancecouncil.com.au](http://www.insurancecouncil.com.au)**

The ICA's disaster hotline offers assistance to policyholders if they are uncertain of their insurance details.

### **Road Closures - For urgent road hazards call 13 11 70.**

Visit **VicTraffic** at <https://traffic.vicroads.vic.gov.au> for main road closures.

The **Services Australia Emergency Information line**, assistance is available if you are unable to access internet services or have trouble using your MyGov account call **180 22 66**

## ARE YOU HOMELESS DUE TO FLOODING?

### Support for people affected by the Victorian Floods, October 2022.

If you're directly affected by this declared disaster, there are lump sum payments and ongoing, short-term allowances to help you. You may be eligible for more than one of these.

Read about [additional help](#) if you've been affected by a natural disaster.

**PLEASE NOTE – To assist Flood affected individuals there has been a temporary pause of mutual obligation requirements for some flood-affected areas – MORE INFORMATION -**  
<https://www.servicesaustralia.gov.au/pause-requirements?context=51411>

Requirements have paused from **14 October 2022 until 5 January 2023** inclusive in the following postcodes and LGAs: **Campaspe, Moira.**

Requirements have paused from 17 October 2022 until 5 January 2023 inclusive in the following LGA: **Gannawarra.**

Requirements have paused from 30 November 2022 until 5 January 2023 inclusive in the following LGAs: **Mildura, Swan Hill**

If you're referred to Workforce Australia, you can stay up to date with any temporary suspension of mutual obligation or participation requirements. Check [temporary suspension of obligations](#) on the Workforce Australia website.

If you're unable to meet your requirements due to a personal issue, you can ask for a temporary exemption. Read [what exemptions may apply](#).

The **Personal Hardship Assistance Program's Emergency Re-establishment Assistance fund** will support Victorian families whose properties are hardest-hit beyond the initial payments for food and shelter – providing up to \$42,250 for uninsured properties, helping to pay for clean-up, repairs, rebuilding and replacing household contents.

Information on how to access the relief payments, along with other recovery information can be found on the Vic Emergency website [www.emergency.vic.gov.au/relief](http://www.emergency.vic.gov.au/relief)

### VICTORIAN GOVERNMENT RELIEF AND RECOVERY ADVICE

**Emergency Relief and Recovery Victoria** – Information regarding State level support services and programs to assist families, businesses and farmers affected by emergencies across Victoria.

[www.emergency.vic.gov.au/relief](http://www.emergency.vic.gov.au/relief)

### Victorian Government Emergency Relief Payments

The Victorian Government has announced Emergency Relief Payments of \$580 per adult and \$290 per child (to a maximum of \$2030 per family) are available to help meet immediate needs, including emergency food, shelter, clothing, and personal items.

Information on how to access the relief payments - <https://emergencypayments.dffh.vic.gov.au/>

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**Department of Health & Human Services (DHHS) Victoria** - Financial Crisis Support – provides links to immediate assistance for individuals, including accommodation, food and clothing as well as the Personal Hardship Assistance Program (PHAP) [services.dhhs.vic.gov.au/financial-crisis-support](https://services.dhhs.vic.gov.au/financial-crisis-support)

**Department of Human Services (DHS)/Centrelink – Commonwealth** - Provides information on support and services that may be available if you are experiencing severe financial hardship, recovering from a disaster, or in need of special assistance [www.servicesaustralia.gov.au/centrelink](https://www.servicesaustralia.gov.au/centrelink)

#### EMERGENCY SERVICE FLOOD RESPONSE VOLUNTEER EXPENSE REIMBURSEMENTS

The **State Government** has announced that a reimbursement process has been implemented for all CFA, SES and LSV volunteers who have been deployed in response to the 2022 Victorian Flood Event.

Any volunteer who was deployed for a cumulative period of 24 hours or more and has incurred direct out-of-pocket expenses may apply for a streamlined reimbursement payment of up to \$300 to cover expenses incurred (if any).

CFA is in the process of setting up an online claims process which members will be required to enter the dates of deployments, applicable FIRS numbers and a list of expenses incurred (receipts are not required if expenses are under \$300). If expenses total more than \$300 a different process will be in place and receipts must be provided. As you can only make one claim, members are advised to hold off on making any claims until towards the end of the flood response activities.

From a VFBV perspective, our aim has always been to ensure processes are in place to minimise or eliminate any expenses being incurred by volunteers on deployment, but we understand that from time to time there may be things that crop up. We encourage any volunteer who has incurred any out-of-pocket expenses to consider making a claim. We will also seek to monitor de-identified data of the most common type of expenses claimed to inform future work to minimise these costs occurring in the first place.

Further information can be found on CFA's frequently asked questions page [Volunteer Expense Reimbursement Process \(Flood Response\) - FAQs | CFA Members Online](#) or by emailing [volunteer.reimbursement@cfa.vic.gov.au](mailto:volunteer.reimbursement@cfa.vic.gov.au)

**PLEASE NOTE – For CFA Members you will need to use your Members online login and password.** Applications will close on 31 January 2023.

#### LONG TERM ASSISTANCE

**Australian Government Disaster Recovery Payment (AGDRP)** is a lump sum payment to help you if you've been significantly affected by Victorian Floods in October 2022.

If you are eligible you could get:

- \$1000 per adult
- \$400 for each child younger than 16.

You are eligible if you're in a Local Government Area (LGA) that's been declared for a disaster.

The **Australian Government Disaster Recovery Payment** is not for minor damage or inconvenience. Its purpose is to help with major damage to your property or other assets. You can choose to get this payment in 2 parts.

A lump sum payment to help people seriously affected by the Victorian Floods, **you have until 28<sup>th</sup> May 2023 to make a claim.**

You can access the AGDRP at : <https://www.servicesaustralia.gov.au/victorian-floods-october-2022-australian-government-disaster-recovery-payment>

#### AFFECTED LOCAL GOVERNMENT AREAS

SHIRE	PHONE	EMAIL
Benalla Rural City	03 5760 2600	<a href="mailto:council@benalla.vic.gov.au">council@benalla.vic.gov.au</a>
Boroondara City	03 9278 4444	<a href="mailto:boroondara@boroondara.vic.gov.au">boroondara@boroondara.vic.gov.au</a>
Buloke Shire	1300 520 520	<a href="mailto:buloke@buloke.vic.gov.au">buloke@buloke.vic.gov.au</a>
Campaspe Shire	1300 666 535	<a href="mailto:shire@campaspe.vic.gov.au">shire@campaspe.vic.gov.au</a>
Central Goldfields Shire	03 5461 0610	<a href="mailto:mail@cgoldshire.vic.gov.au">mail@cgoldshire.vic.gov.au</a>
City of Greater Bendigo	1300 002 642	<a href="mailto:requests@bendigo.vic.gov.au">requests@bendigo.vic.gov.au</a>
City of Greater Shepparton	03 5832 9700	<a href="mailto:council@shepparton.vic.gov.au">council@shepparton.vic.gov.au</a>
Corangamite Shire	03 5593 7100	<a href="mailto:shire@corangamite.vic.gov.au">shire@corangamite.vic.gov.au</a>
Golden Plains Shire	03 5220 7111	<a href="mailto:enquiries@gplains.vic.gov.au">enquiries@gplains.vic.gov.au</a>
Hepburn Shire	03 5348 2306	<a href="mailto:shire@hepburn.vic.gov.au">shire@hepburn.vic.gov.au</a>
Loddon Shire	03 5494 1200	<a href="mailto:loddon@loddon.vic.gov.au">loddon@loddon.vic.gov.au</a>
Macedon Ranges Shire	03 5422 0333	<a href="mailto:mrsc@mrsc.vic.gov.au">mrsc@mrsc.vic.gov.au</a>
Maribyrnong City	03 9688 0200	<a href="mailto:email@maribyrnong.vic.gov.au">email@maribyrnong.vic.gov.au</a>
Melbourne City	03 9658 9658	
Mildura Rural City Council	03 5018 8100	<a href="mailto:mrcc@mildura.vic.gov.au">mrcc@mildura.vic.gov.au</a>
Mitchell Shire	03 5734 6200	<a href="mailto:mitchell@mitchellshire.vic.gov.au">mitchell@mitchellshire.vic.gov.au</a>
Moira Shire	03 5871 9222	<a href="mailto:info@moira.vic.gov.au">info@moira.vic.gov.au</a>
Moonee Valley City	03 9243 8888	<a href="mailto:council@mvcc.vic.gov.au">council@mvcc.vic.gov.au</a>
Mornington Peninsula Shire	1300 850 600	<a href="mailto:Customerservice@mornpen.vic.gov.au">Customerservice@mornpen.vic.gov.au</a>
Mount Alexander Shire	03 5471 1700	<a href="mailto:info@mountalexander.vic.gov.au">info@mountalexander.vic.gov.au</a>
Murrindindi Shire	03 5772 0333	<a href="mailto:customer@murrindindi.vic.gov.au">customer@murrindindi.vic.gov.au</a>
Northern Grampians Shire	03 5358 8700	<a href="mailto:ngshire@ngshire.vic.gov.au">ngshire@ngshire.vic.gov.au</a>
Pyrenees Shire	1300 797 363	<a href="mailto:pyrenees@pyrenees.vic.gov.au">pyrenees@pyrenees.vic.gov.au</a>
Rural City of Wangaratta	03 5722 0888	<a href="mailto:council@wangeratta.vic.gov.au">council@wangeratta.vic.gov.au</a>
Strathbogie Shire	1800 065 993	<a href="mailto:info@strathbogie.vic.gov.au">info@strathbogie.vic.gov.au</a>
Yarra Ranges Shire	1300 368 333	<a href="mailto:mail@yarraranges.vic.gov.au">mail@yarraranges.vic.gov.au</a>

#### LOSS OF INCOME ASSISTANCE

##### DISASTER RECOVERY ALLOWANCE

If you lost income as a direct result of Victorian Floods, October 2022, you may also be eligible for Disaster Recovery Allowance. If you're eligible, you may be able to get both the Australian Government Disaster Recovery Payment and [Disaster Recovery Allowance](#).

You must meet eligibility rules to get the Australian Government Disaster Recovery Payment. To get it, you or a dependent child you're a principal carer for must meet all of the following criteria:

- you're an [Australian resident](#) or hold an eligible visa
- you're in an eligible Local Government Area (LGA)
- you're claiming this payment for the Victorian Floods, October 2022 for the first time.

You can contact Services Australia on **180 22 66** if you want to discuss the outcome of your claim.

## DISASTER RECOVERY FUNDING ARRANGEMENTS

The joint Australian, state and territory governments' Disaster Recovery Funding Arrangements (DRFA) provide a range of financial assistance to the natural disaster-declared areas in each state or territory.

For the Victoria floods, commencing 6 October 2022, the available assistance measures may include:

- personal hardship and distress
- removal of debris from residential properties
- counter disaster operations
- restoration of damaged essential public assets.

## OTHER ASSISTANCE AVAILABLE

For information on available recovery assistance, visit the [VIC Emergency](#) website.

For further information on recovery arrangements, visit [Disaster Recovery Funding Arrangements](#).

The **Department of Foreign Affairs and Trade** will replace passports that have been lost or damaged in declared natural disasters free of charge, visit the [Department of Foreign Affairs and Trade](#) website.

**Business Support – Small Business Immediate Flood Relief Program.** A one-off payment for eligible businesses directly impacted by the recent floods in Victoria, to assist with costs such as clean-up, safety inspections, repairs, hiring of equipment and purchase of stock. Call the Business Victoria Hotline on 13 22 15 for further assistance - <https://business.vic.gov.au/grants-and-programs/small-business-immediate-flood-relief-program>

**Flood and storm financial advice and support for farmers.** Primary producer recovery grants and Rural landholder grants are available to cover the cost of recovery and get businesses up and running again. - <https://agriculture.vic.gov.au/farm-management/emergency-management/floods/flood-advice-and-support>

**Primary Producers – Clean-Up Relief Grant, Concessional Loans and Transport Subsidies.** Grants, loans and subsidies are available for flood-affected farmers. to cover the cost of clean-up and support businesses to get back up and running. Call Rural Finance on 1800 260 425 or visit <https://www.ruralfinance.com.au/industry-programs/victorian-primary-producer-flood-relief-program> for more information.

**Australian Securities & Investment Commission (ASIC) - Fee Relief** – in the case of natural disaster, ASIC can review late lodgment and late payment fees incurred as a result of matters outside your control and waive them in some circumstances. [asic.gov.au/for-business/payments-fees-and-invoices/fee-waivers/](https://asic.gov.au/for-business/payments-fees-and-invoices/fee-waivers/)

**Australian Tax Office (ATO) - Dealing with disasters** – an ATO portal linking to information regarding ways that individuals and businesses can manage tax obligations following a disaster. <https://www.ato.gov.au/general/support-in-difficult-times/natural-disaster-support/>

**Insurance Council** - The Insurance Council of Australia (ICA) has declared a Significant Event for regions of Victoria, New South Wales and Northern Tasmania impacted by flooding. The Insurance Council's processes have been activated to assess and monitor the insurance claims impact of this unfolding flood event. <https://insurancecouncil.com.au/resource/insurance-council-declares-significant-event-for-three-states-impacted-by-floods/>

## Banking

Anyone affected by the disaster is encouraged to contact their financial institution to discuss any support programs they may have in place. Further information on dealing with your bank during this time can be found via the Australian Banking Association [ausbanking.org.au/flood-affected-customers-encouraged-to-contact-their-bank-2/](https://ausbanking.org.au/flood-affected-customers-encouraged-to-contact-their-bank-2/)

If you are in severe financial hardship, recovering from a disaster or need special assistance [humanservices.gov.au/customer/subjects/crisis-and-special-help](https://humanservices.gov.au/customer/subjects/crisis-and-special-help)

## VFBV WELFARE FUND

Operating since 1913, the Volunteer Fire Brigades Victoria welfare Fund provides fast small grants to CFA volunteers, long serving former volunteers and their families, who are experiencing significant financial hardship.



The Welfare Fund is run under Australian Tax Office rules, independently audited, and grant decisions are made by a committee of long serving CFA volunteers. The Fund has helped almost 1,300 volunteers, with more than \$2.3 million in grants made over the years.

**VFBV** VOLUNTEER FIRE BRIGADES VICTORIA

- Grants up to \$5,000
- Available to all members and long serving ex-members and their families of subscribing Brigades
- Contact the VFBV Welfare Fund Secretary on (03) 9886 1141 [welfare@vfbv.com.au](mailto:welfare@vfbv.com.au) or your VFBV Support Officer or State Councillor to discuss eligibility and application process.

## CFA MEMBER WELFARE AND SUPPORT

Support services are available to all members and their immediate families:

### CFA WELLBEING SUPPORT LINE

**1800 959 232**

Providing CFA members and their immediate family access to 24-hour support 7 days a week.

Psychologists – Counsellors – Peer Support - Chaplains

**Lifeline: 13 11 14** - provides crisis support 24 hours a day, 7 days a week.

**Beyond Blue: 1300 22 46 36** – to talk with a trained mental health professional

**Kids Helpline: 1800 551 800** – information and assistance for young people and children