# bushfire recovery services

# OUTER GIPPSLAND

Service providers available in the Outer Gippsland area for parents and families affected by the 2019-2020 bushfires.

## DEPARTMENT OF EDUCATION AND TRAINING BUSHFIRE HOTLINE

This education specific hotline supports parents and families affected by the bushfires. For information about your school call: 1800 338 663 (select menu item 1).

Available from 8.30am to 5pm Monday to Friday.

For more information, see Bushfires 2020: Information for parents and carers webpage: [education.vic.gov.au/parents/safety/Pages/bushfires.aspx](https://www.education.vic.gov.au/parents/safety/Pages/bushfires.aspx)

## BUSHFIRE RECOVERY VICTORIA

Bushfire Recovery Victoria (BRV) is dedicated to working directly with local communities impacted by Victoria’s bushfires. This includes local Community Recovery Committees in the development and delivery of local recovery projects.

BRV supports and coordinates the Victorian Bushfire Case Support Program. The program provides dedicated support coordinators that work with local residents and links them directly with vital support, such as:

* information and advice
* mental health support
* financial counselling
* accessing grants and financial claims,
* help navigating the services available through the local council, state and commonwealth governments.

Contact Bushfire Recovery Victoria by:

* Calling: 1800 560 760
* Emailing:[connect@brv.vic.gov.au](mailto:connect@brv.vic.gov.au)
* Contacting your [local council](https://knowyourcouncil.vic.gov.au/councils)
* Visiting a [recovery centre](https://emergency.vic.gov.au/relief/#relief_and_recovery_centres)

## Bushfire Counselling Service

Australian Primary Mental Health Association (APMHA) HealthCare offers a free counselling service and provides advice about support options available.

Ph: 1300 514 811 or visit: [apmha.com.au/bushfires](https://apmha.com.au/bushfires/)

## GENERAL COUNSELLING SERVICES

If you are worried about your mental health or the mental health of a loved one, call Lifeline on 13 11 14. You can also contact the services below or refer to the contacts specific to Outer Gippsland.

* your doctor or local community health centre
* a counsellor or psychologist
* [Parentline](https://www.education.vic.gov.au/parents/services-for-parents/Pages/parentline.aspx) – call 13 22 89 or visit: [education.vic.gov.au](http://www.education.vic.gov.au) (search: parentline)
* [Beyond Blue](https://www.beyondblue.org.au/home) - beyondblue.org.au
* [Mensline Australia](https://mensline.org.au/) – call 1300 789 978 or visit: mensline.org.au
* [Kids Helpline](https://kidshelpline.com.au/) – call 1800 55 1800 or visit: kidshelpline.com.au
* [Headspace](https://headspace.org.au/) – headspace.org.au

## OUTER GIPPSLAND HEALTH and MENTAL HEALTH service providerS

The table provides details on how to contact health and mental health services in Outer Gippsland.

| Service | Details | Provider | Contact Details |
| --- | --- | --- | --- |
| General Practitioners (GPs) | GPs can refer you to the most suitable mental health services within the Better Access Scheme. | Multiple - search the link provided | To find a GP near you, search: [healthdirect.gov.au/australian-health-services](https://www.healthdirect.gov.au/australian-health-services) |
| Allied health | Allied health practitioners are trained professionals such as psychologists and social workers | Multiple - search the link provided | To find a local allied health professional, please search via: [healthdirect.gov.au/allied-health](https://www.healthdirect.gov.au/allied-health) |
| headspace counselling | Face to face and telephone counselling services available to young people aged 12-25 | headspace Bairnsdale | Ph: (03) 5141 6200 or visit: [headspace.org.au](http://headspace.org.au) |
| Primary Health Network (PHN) | Access to a number of health services | Gippsland PHN | Ph: (03) 5175 5444 or visit: [health.gov.au/phn](http://health.gov.au/phn) |
| Child and Adolescent Mental Health Service (CAMHS) | Specialist child and adolescent mental health services for children and adolescents up to the age of 18 years with serious emotional disturbance. | Southern Health Care Network | Ph: (03) 9550 1300 or visit: [health.vic.gov.au/mentalhealthservices/child/gippsland-c.htm](http://www.health.vic.gov.au/mentalhealthservices/child/gippsland-c.htm) |
| Youth Mental Health Services (CYMHS) | Specialist youth mental health services for young people aged 12-25 years with serious emotional disturbance. | Latrobe Regional Hospital | Ph: 1300 363 322 or visit: [lrh.com.au/services/mental-health-services/specialist-programs/137-](https://lrh.com.au/services/mental-health-services/specialist-programs/137-) |