Appendices

## Appendix 1: Fire Impact Snapshots East Gippsland

### Buildings and Infrastructure (Built Infrastructure) snapshot

**Roads**

* ****Extended closures of major roads: Princes Highway, Great Alpine Road, Monaro Highway and Genoa-Mallacoota Road.
* Significant impacts on secondary access roads and National Parks and State Reserves roads and tracks (some remain closed or have restricted access).
* Ongoing intermittent closures due to landslips.
* Over 1,600 guideposts and 70 curve alignment signs damaged.
* 663 kilometres of Council roads impacted.

*Princes Highway East – closed 37 days*

*Mallacoota Road – closed 39 days*

*Monaro Highway – closed 35 days*

*Great Alpine Road – closed 25 days*

*Bonang Road – closed 85 days*

*(Source: EGSC Bushfire Impact Snapshot February 2020)*

**Private buildings**

* 334 dwellings destroyed or damaged.
* 448 other buildings.  
  *(Source: EGSC Bushfire Impact Snapshot February 2020)*

May 1st 2020 Bushfire Recovery Victoria (BRV) reported that:

* 264 primary places of residence that were destroyed: Mallacoota (93), Sarsfield (68), Buchan (19), Club Terrace (18), Clifton Creek (15)
* First houses will not be rebuilt for at least 18 months.
* Will establish the demountable units on properties. From there people will require support over the next 2 – 3 years to navigate the planning and building phase.
* In East Gippsland Shire, where 554 properties are registered, works have commenced at 123 properties and 94 clean-ups are complete.   
  *(Source: BRV media release 1 May 2020)*

**Council**

Significant impacts to Council infrastructure, both destroyed and damaged, pressure on other infrastructure, and business as usual impacts.

* Bridges and culverts: 17 assets, including two heritage-listed bridges (Genoa and Murrindal).
* Coastal and tourism infrastructure: 11 assets, including boardwalks, lookouts, beach accesses, culverts, retaining walls, barbecue shelters, tables and seats.
* Road infrastructure (guideposts, signage, guard rail).
* Council roads: 663 km impacted by fire, debris, heavy machinery, fire equipment, and storm (rain) events post fires.
* Buildings, including toilet blocks: 4.
* Waste facilities at Wairewa and Genoa burnt and currently non-operational.
* Kerbside waste collection impacted during event.
* Huge influx of waste from clean-up and increased community activity.
* Council enterprises – Mallacoota Foreshore Holiday Park closed for 8 weeks; outdoor swimming pools (Orbost and Bairnsdale) closed due to smoke / or used for firefighting water supply; and livestock exchange used as safe place for horses.  
  *(Source: EGSC Bushfire Impact Snapshot Feb 2020)*

### Bio-diversity and Environment (Environment) snapshot

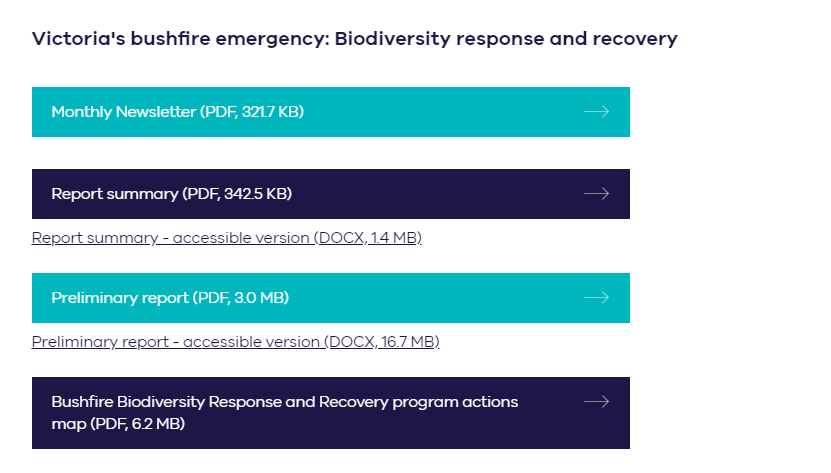
**Natural environment**

* Burn footprint: 11,786 km² – 56% of the total municipal area (20,940 km²).
* Waterways impacted: Upper Mitchell, Nicholson, Snowy, Brodribb, Bemm, Cann, Thurra, Wingan and Genoa rivers, and Hospital Creek.
* Council roadsides: 1,310 km (conservation value: high 615 km; medium 196 km; low 196 km; and unclassified 319 km).  
  *(Source: EGSC Bushfire Impact Snapshot February 2020)*

**The Department of Environment, Land, Water and Planning**

The Department of Environment, Land, Water and Planning (DELWP) has developed a report on the impact of the Victorian fires on biodiversity titled *Victoria’s bushfire emergency: Biodiversity Response and Recovery*, a report summary and map. The report states that the bushfires have impacted threatened species and their unique habitats, including approximately 70% of the remaining Warm Temperate Rainforest in Victoria. The report assesses the current and projected impact of the Victorian bushfires on over 4,400 species. Over 170 of Victoria’s rare or threatened species have had over 50% of their known habitat burnt.

DEWLP’s website have the report, its summary and map all publicly available, amongst other information and updates about their work: <https://www.wildlife.vic.gov.au/home/biodiversity-bushfire-response-and-recovery> (January 2020)



### Business and Economic (Economic and Agriculture) snapshot

**Tourism**

In the six months prior to the fires commercial fishing was banned in the Gippsland Lakes; an immediate ban on old native timber harvesting was introduced and 10-year exit from native hardwood timber harvesting announced.

* $60-65 million of lost visitor expenditure.
* 75% drop in annual tourism expenditure.
* On average, businesses reporting 29% loss of annual income since the fires started in November and 70-80% loss of January 2020 trade.
* Five businesses have closed, citing lack of holiday visitors and reduced local spend.
* Paynesville, Metung and Lakes Entrance, all untouched by the bushfires, have reported 100% cancellations for January 2020 and significant downturns in forward bookings.
* National Park and State Reserve closures.   
  *(Source: EGSC Bushfire Impact Snapshot February 2020)*
* Tourism North East estimates between $183 million and $208 million will be lost from the March 2020 quarter.
* A survey conducted by the tourism group found that of 200 businesses, more than half reported 100 per cent losses, and a further quarter reported losses higher than 75 per cent.
* Acting Chief Executive Officer, Sarah Pilgrim, said the situation was "completely devastating" and that many small or marginal businesses would not recover.  
  *(Source: ABC January 20th 2020:* [*https://www.abc.net.au/news/2020-01-20/bushfire-affected-victorian-breweries-call-on-cities-for-support/11881014*](https://www.abc.net.au/news/2020-01-20/bushfire-affected-victorian-breweries-call-on-cities-for-support/11881014)*)*

**Agriculture**

Before the fires began, the sector had already endured more than three years of drought.

* Sheds (shearing, dairy, hay, machinery): 232.
* Irrigation pumps: 28.
* Grazing pasture: 35,164 ha.
* Hay/fodder: 2,231 tonnes.
* Agricultural fencing (internal and boundary): 2,873 km.
* Livestock: Beef cattle 396; dairy cattle 16; sheep 586; goats 7; horses 9; pigs 3; poultry 86.
* Bee hives: 49.
* Private bush: 5,726.5 ha.
* 210 ha of plantation wood (hard and soft).
* Fruit and citrus trees: 192.  
  *(Source: EGSC Bushfire Impact Snapshot February 2020)*

## Appendix 2: BRV Strategy May 2020



## Appendix 3: Social Recovery Outcomes Plan

### Regional community recovery

**Purpose:** Support and coordinate a community led recovery based on community need and aspirations.

| ***Recovery Objectives*** | **Community Outcomes** | **Recovery Activity** | **Timelines** | **Lead Agency** | **Support Agencies** | **Status Report** |
| --- | --- | --- | --- | --- | --- | --- |
| *How will community recovery be supported?* | *What are the desired outcomes for the community?* | *What actions are being implemented to address the needs of the community?* | Ongoing  Months |  |  | *e.g. funding, implementation status* |
| Engage with communities to establish, support and coordinate community lead recovery that is inclusive and reflects the diversity needs and aspirations of the whole community | A place-based and inclusive community‑led recovery that reflects the diversity needs and aspirations of the whole community | Support and empower community-led recovery  Establish Recovery Readiness forums | Jan/Feb | BRV/EGSC | Red Cross | Completed |
| Develop community recovery meetings and focus groups | Feb/Mar | Completed |
| Facilitate the election process of Community Recovery Committees | Apr |  |
| Pilot the Bushfire mentor initiative | Apr |  |
| Establish Community Recovery Committees | May |  |
| Recruit place-based community engagement staff to facilitate Community Recovery Committees | May |  |
| Community Recovery Committees plan to inform and guide wider recovery planning and delivery | Ongoing |  |
| Collaborate with community and agencies to deliver a range of local targeted supports and services to support individual and community recovery and renewal and reduce isolation | Support services are local, accessible and targeted to support individual and community recovery renewal | Deliver Bushfire Case Support to individuals to enable their recovery | Feb/Mar | BRV | GEGAC (In partnership with Moogji)  GLCH  Windermere | Implemented |
| Recruit Hub coordinators and establish Community Recovery Hubs to provide localised support and success to services | Mar/Apr | BRV | Centrelink  EGSC  ICA  Lan  Red Cross | Local Aboriginal Network |
| Develop mobile services model to enable assertive outreach to isolated individuals and remote communities | TBC | BRV | Centrelink  DHHS  EGSC  LAN  Red Cross | TBC |
| Collaborate with volunteer coordination agencies to coordinate individual and agency donations and services | Improved targeting and coordination of individual and agency donations and services | Coordination of donations | Feb/Mar | BRV | GERF  Salvation Army | Implemented |
| Coordination of voluntary services | Feb/Mar | BRV | GERF  Red Cross  Rotary  Volunteering Victoria | Implemented |
| Build on community and agency network partnerships and assets to improve social connectedness and progress recovery and renewal | Consult and co-design with communities and agencies to improve social connectedness | Support and resource existing local community events | Ongoing | Agency/Community/  Government Lead |  |  |
| Initiate local community events | Ongoing | Agency/Community/  Government Lead |  |  |
| Connect individuals with Neighbourhood Houses, Community Centres and Men’s Sheds |  | Agency/Community/  Government Lead |  |  |

### Communications and information

**Purpose:** Provide timely, clear and accessible information to enable community to make informed decisions.

| ***Recovery Objectives*** | **Community Outcomes** | **Recovery Activity** | **Timelines** | **Lead Agency** | **Support Agencies** | **Status** |
| --- | --- | --- | --- | --- | --- | --- |
| *How will community recovery be supported?* | *What are the desired outcomes for the community?* | *What actions are being implemented to address the needs of the community?* | Underway/  Months |  |  | *e.g. funding, implementation status* |
| Provide the community with timely, accessible, tailored and relevant information about recovery assistance | The community has information to make informed decisions about their recovery | Provide ongoing information to support recovery through a variety of accessible channels and formats. | Ongoing | Agency / Community / Government Lead | Blaze Aid  GERF  Red Cross  Rotary  Salvation Army  Volunteering Victoria |  |
| Enable the community to share information and feedback on their needs, aspirations and distribute information | Ongoing | Agency / Community / Government Lead | Blaze Aid  GERF  Red Cross  Rotary  Salvation Army  Volunteering Victoria |  |
| Increase telecommunication and IT infrastructure in community to improve communications and reduce isolation | Improved information and connection for community | Enable the community to effectively connect to community, agencies and services | Commenced | BRV/EGSC | NBN  Telstra |  |
| Coordinate information to the broader community to maximise donations and volunteerism | People are informed about opportunities to donate, volunteer or contribute to the recovery effort | Distribute information about individuals and agency donations and volunteerism | Ongoing | BRV | Blaze Aid  GERF  GIVIT  Red Cross  Rotary  Salvation Army  Volunteering Victoria |  |
| Provide factual relevant, timely and accessible Public Health information | The community has access to accurate information to make informed health and well-being decisions | Distribute information about public health | Ongoing | DHHS |  |  |

### Housing and accommodation

**Purpose:** Assist emergency displaced people to access temporary accommodation and support when returning to permanent housing.

| ***Recovery Objectives*** | **Community Outcomes** | **Recovery Activity** | **Timelines** | **Lead Agency** | **Support Agencies** | **Status** |
| --- | --- | --- | --- | --- | --- | --- |
| *How will community recovery be supported?* | *What are the desired outcomes for the community?* | *What actions are being implemented to address the needs of the community?* | Underway/  Months |  |  | *e.g. funding, initiatives, implementation status* |
| Consult and coordinate a range of relevant data to define the housing and homelessness need | Comprehensive housing and homelessness response is evidence based | Collate and compare data sources | Mar/Apr | BRV | DHHS/EGSC  GEGAC  GLCH  Red Cross  Windermere | Completed |
| Coordinate a range of accommodation across multiple communities affected by the bushfire | Accommodation options and services are provided for communities affected by the bushfire are coordinated | Support individuals to access Public, Social and Private housing | Apr | DHHS | AHV  CHL | Completed |
| Ensure access to interim accommodation for residents who are unable to return to their homes and properties | People are accommodated in appropriate and affordable interim housing for as long as required  Interim accommodation options meet health and safety needs of individuals, families and communities | Support the securing of appropriate and affordable immediate and short to medium term accommodation | Feb/Mar | BRV/DHHS | AHV  CHL  Private real estate agents | Completed |
| EGSC advise on interim accommodation standards for displaced residents | TBC | EGSC |  |  |
| Provide information on access to bond and lease support | Ongoing | DHHS |  | Ongoing |
| Support transition to longer term housing | Ongoing | BRV | Private real estate agents | Ongoing |
| Support families to take a break from Bushfire effected environments | Ongoing | EGSC |  |  |
| Provide assistance to residents to return to permanent housing as soon as possible | Residents are supported to return to permanent housing | Inform residents and owners on the Clean-up process | Ongoing | BRV | Grocon |  |
| Provide information on advice and guidance to enable informed decision making relating to rebuilding | Ongoing | EGSC |  |  |
| Provide streamlined policy planning and permit processes  Coordinated to enable rebuilding to occur | Ongoing | EGSC |  |  |
| Ensure that social housing tenants and clients in DHHS funded/provided residential services have access to appropriate accommodation | Clients are matched to appropriate accommodation  Clients are supported in their transition to permanent housing | Social housing tenants (includes public housing and community housing agencies)  DHHS residential services | Ongoing | DHHS | CHL | Ongoing |

### Individual and household financial assistance

**Purpose:** Support and assist people to access practical assistance to manage their own financial recovery.

| ***Recovery Objective*** | **Community Outcomes** | **Recovery Activity** | **Timelines** | **Lead Agency** | **Support Agencies** | **Status** |
| --- | --- | --- | --- | --- | --- | --- |
| *How will community recovery be supported?* | *What are the desired outcomes for the community?* | *What actions are being implemented to address the needs of the community?* | Ongoing  Months |  |  | *e.g. funding, implementation status* |
| Provide access to financial advice and assistance to meet individual family business and community needs | People experiencing financial hardship are assisted to respond to their own recovery needs | Coordinate the delivery of and access to timely and accurate grants information from Non-Government Organisations (NGO’s), Commonwealth, State and Local governments | Ongoing | Commonwealth Government  DHHS  EGSC  GERF  NGO’s  Red Cross  Salvation Army | Multiple | Ongoing |
| Ensure eligibility criteria for grants is clear, accessible and fair | Ongoing | Commonwealth Government  DHHS  EGSC  GERF  NGO’s  Red Cross  Salvation Army | Ongoing |
| Activate delivery modes such as assertive outreach and mobile visits to improve grant access and uptake | Ongoing | Commonwealth Government  DHHS  EGSC  GERF  NGO’s  Red Cross  Salvation Army | Ongoing |
| People are supported to work with insurers and financial counsellors to address financial hardship, or access legal advice | Promote access to financial, insurance and legal information | Commenced | DHHS | Anglicare  ICA  RFC |  |
| Isolated and vulnerable individuals and community needs are met through practical assistance | Support to mitigate food insecurity | Ongoing | Red Cross |  |  |
| Coordinate and deliver material aid to residents | Ongoing | Red Cross |  |  |

### Psychosocial Recovery

**Purpose:** Provide and support the community to access tailored psychosocial services.

| ***Recovery Objectives*** | **Community Outcomes** | **Recovery Activity** | **Timelines** | **Lead Agency** | **Support Agencies** | **Status** |
| --- | --- | --- | --- | --- | --- | --- |
| *How will community recovery be supported?* | *What are the desired outcomes for the community?* | *What actions are being implemented to address the needs of the community?* | Ongoing  Months |  |  | *e.g. funding, implementation status* |
| Engage with individual families and communities to provide psychosocial supports to enable recovery | Individual families and communities receive psychosocial supports to maintain and or strengthen their mental health and wellbeing | Deliver psychosocial support and assistance to individual families and communities through a range of health and community services and initiatives across the stages of recovery | Ongoing | BRV/DHHS/  Commonwealth/PHN/DET | Anglicare  ADF  BRHS  Bush Nursing Centres  EGSC  GCASA  GEGAC  GLCH  Lifeline  LRH – Mental Health Unit  Moogji  ORHS  Relationships Australia  Red Cross  Salvation Army  VCC  Windermere |  |
| Deliver psychosocial and emotional support from Hubs and outreach services |  |
| Provide information and support to individuals to access counselling and mental health support services |  |
| Provide disaster trauma recovery information and support |  |
| Provide information and support for Family violence and sexual assault services |  |
| Refer individuals including children and young people to psychosocial support services |  |
| Coordinate psychosocial checks for isolated communities |  |
| Increase access to psychosocial support using improved information and networks | Communities are able to access information about psychosocial support during recovery | Ensure communities can access a range of information | Ongoing | Community/Agency/  Government Lead | Multiple |  |
| Build on existing or new social networks to engage and support individuals, families and communities who are experiencing social isolation | Develop and strengthen social connectedness and community cohesion | Engage with community to identify trusted social networks and opportunities for development | Ongoing | Community/Agency/  Government Lead | Multiple |  |
| Promote a range of social networks | Ongoing | Community/Agency/  Government Lead |  |  |

### Health and medical assistance

**Purpose:** Ensure health and wellbeing services are delivered to support individuals.

| ***Recovery Objectives*** | **Community Outcomes** | **Recovery Activity** | **Timelines** | **Lead Agency** | **Support Agencies** | **Status** |
| --- | --- | --- | --- | --- | --- | --- |
| *How will community recovery be supported?* | *What are the desired outcomes for the community?* | *What actions are being implemented to address the needs of the community?* |  |  |  | *e.g. funding, implementation status* |
| Communicate public health advice to promote informed decisions, positive choices and to mitigate risks | Public health advice is available for the community to make informed decisions and positive choices regarding their own health and wellbeing. | Develop/Implement Bushfire Information line | Ongoing | BRV/DHHS/EGSC/EPA |  | Completed |
| Manage the impacts of past, present and potential future waste and pollution events | EPA | Completed |
| Manage health queries that are not pollution or waste related | DHHS | Completed |
| Promote safe and healthy living recreational and work environments | Healthy environments are restored to live and work in | Work with communities on environmental issues, raising awareness of environmental hazards in the community  Providing technical guidance and advice | Ongoing | EGSC |  | Completed |

### Aboriginal Culture and Healing

**Purpose:** Aboriginal cultural safety and healing is valued, respected and supported.

| ***Recovery Objectives*** | **Community Outcomes** | **Recovery Activity** | **Timelines** | **Lead Agency** | **Support Agencies** | **Status** |
| --- | --- | --- | --- | --- | --- | --- |
| *How will community recovery be supported?* | *What are the desired outcomes for the community?* | *What actions are being implemented to address the needs of the community?* |  |  |  | *e.g. funding, implementation status* |
| Strengthen awareness, respect and recognition of the continuing connection and care of Country by Aboriginal people | Strengthen the sharing of information and story lines about local Aboriginal culture, heritage and care for Country | Improve cultural learning centres to assist community education | Ongoing | ARG  DPC  BRV | GLaWAC  LAN  G6 | Ongoing |
| Assist the broader community and agencies to strengthen their cultural competencies and awareness of local Aboriginal culture |
| Support Aboriginal Communities and their families to continue to connect and care for Country |  | Community Recovery Hubs to include LAN and contacts. | Ongoing | Community/Agency/  Government Lead | Multiple | Ongoing |
| Community Recovery Committees (CRC’s) partner with existing Aboriginal agencies to inform the development and work of the CRC’s |
| Establish East Gippsland Aboriginal reference group and liaise with G5 group and LAN’s to undertake Recovery consultation and planning | Feb | BRV | Multiple | Completed |
| Engage and support Aboriginal Community if all aspects of recovery on their Country | Aboriginal land and environments are preserved, restored and renewed in consultation with Aboriginal people | Support Aboriginal people and communities to preserve restore and renew their environments | Ongoing | BRV/DHHS | GLaWAC | Ongoing |
| Support strong working relationships between GLaWAC and Grocon clean‑up project | Ongoing | BRV | GLaWAC | Ongoing |
| Consult with Aboriginal community to identify and establish trauma and healing support that is culturally safe | Welcoming space for Aboriginal community to connect, share, learn and lead | Support community healing events | Ongoing | DHHS | Multiple | Ongoing |
| Engage with Aboriginal communities to plan for fire and emergency preparation and recovery strategies that are culturally safe and inclusive |
| Provide information and support to individuals to access culturally safe counselling and mental health support services |

## Appendix 4: Red Cross Drought Analysis (Support Services)

In addition to the Victorian Red Cross Drought Program Coordinator, the following two positions offer guidance to farmers:

**Regional Drought Coordinator:** The Regional Drought Coordinator is a Victorian Government funded position which acts as a key point of coordination at the local level, providing information on drought services, support options, emerging risks and pressures in their region. Prue McTaggart - Agriculture Victoria, Bairnsdale. Ph: (03) 5152 0600. Website: [business.vic.gov.au/support-for-your-business/grants-and-assistance/east-and-central-gippsland-drought-small-business-support](https://www.business.vic.gov.au/support-for-your-business/grants-and-assistance/east-and-central-gippsland-drought-small-business-support).

**Outer Gippsland Drought Package Coordinator:** The Outer Gippsland Drought Package Coordinator role is a Victorian Department of Health and Human Services (DHHS) position. Regina Kalb, DHHS. Email: Regina.kalb@dhhs.vic.gov.au.

**Crisis support**

* [Lifeline 1](https://www.lifeline.org.au/)3 11 14 or
* [Beyondblue](http://www.beyondblue.org.au/) 1300 224 636
* MensLine Australia 1300 78 99 78
* Suicide Call Back Service 1300 659 467
* Farmers Friend (03) 5136 3500
* Look over the Farm Gate 1300 882 833
* [Kids Helpline](https://kidshelpline.com.au/) 1800 55 1800
* Family Relationship Service 1800 050 321
* Befrienders Worldwide (for international visitors) 1300 78 99 78

| Service | Location | Mode of Delivery | Service Type | Cost | How to Access |
| --- | --- | --- | --- | --- | --- |
| Mallacoota District Health and Support Centre | Corner Genoa Road and Mattsson Street, Mallacoota, VIC, 3892 | Centre based | Family Counselling |  | Phone: (03) 5158 0243  Email: feedback@mdhss.org.au |
| Nowa  Community  Health | 6 Hall Road, Nowa Nowa, VIC, 3887 | Centre-based | Drug and alcohol counselling | Free | Phone: (03) 5155 8300  Email: contact@glch.org.au |
| Within Australia | Orbost Regional Hospital - Health Counselling and Support Services, Building  29, Browning Street, Orbost, VIC, 3888 | Outreach to GP clinics, Sale, Heyfield Maffra and Stratford. | Counselling Youth and Adults |  | Phone: 1300 737 412 (all locations) |
| Orbost  Regional Health | 104 Boundary Rd,  Orbost, VIC, 3888 | Centre-based | Housing support, Social Work,  Counselling, Financial Counselling |  |  |
| Orbost  Cann River | Outreach to Buchan,  Gelantipy, Goongerah,  Bonang, Deddick Valley,  Cann River, Marlo, Cape  Conran, Bemm River,  Bendoc | Mental Health Nursing  Psychological Therapies  For youth and adults |  | Phone intake: 03 5154 6634 |
| Within Australia | Level 1, 89 Raymond Street, Sale, VIC, 3850 | Outreach to GP clinics, Sale, Heyfield Maffra and Stratford. | Counselling Youth and Adults |  | Phone: 1300 737 412 (all locations) |
| Gippsland  Women’s  Health | 56B Cunninghame Street, Sale VIC, 3850 | Centre based | Support services, health promotion and family violence prevention. | Free | Phone: 03 5143 1600  [www.gwhealth.asn.au](http://www.gwhealth.asn.au/) |
| Ramahyuck  District  Aboriginal  Corporation | 2 Stead Street, Sale, VIC, 3850 | Centre-based | People from Aboriginal backgrounds in Wellington Shire community can access primary health and safety and wellbeing services |  | Phone: (03) 5144 6511  Fax: (03) 5144 6172  (9:00am - 8:00pm Monday - Friday)  Website: [http://www.ramahyuck.org](http://www.ramahyuck.org/) |
| Head to Health | Australian Government website | Digital | Australian digital mental health services | Free or low-cost | Website: <http://headtohealth.gov.au> |
| Farmer's Friend  (Life Line) | Wellington and East Gippsland shires | Phone Service or farm  visit | For farmers and their families living in who are doing it tough. Provides a listening ear over the phone or on-farm | Free | Phone: (03) 5136 3500  Website:  <https://www.llg.org.au/services/ff> |
| Yarram District Health Service | Yarram & District Health Service, 85 Commercial Rd  Yarram, VIC, 3971 | Centre-based | Psychological therapies  Counselling  Social work | Fees apply based on income (may be waived | Phone: (03) 5182 0222 |
| Developing Minds | Gippsland | Telehealth | Support and education for Families and Professionals |  |  |
| Lifeline | Gippsland | Text  Phone | Lifeline Text  Lifeline Text is available 6.00pm - Midnight (AEST), 7 days a week. |  | Mobile text: 0477 13 11 14. |
| Crisis Support Chat – 7pm – midnight 7 days pw |  | Website: [https://www.lifeline.org.au/GetHelp/Online-Services/crisis-chat](https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat) |
| Mental Health  Triage –  Latrobe  Regional  Hospital | Sale, Yarram, Orbost, Bairnsdale | Phone and face to face | community mental health teams caring for children, youth, adults and aged persons. community-based assessment, treatment |  | Single point of referral via Mental Health Triage is a 24- hour service.  Phone: 1300 363 322 |
| Yarram Practice  (King Street  Clinic) | 6 King Street, Yarram, VIC, 3971 | Centre-based |  |  | Phone: (03) 5182 5533 |
| Gippsland  Lakes  Community  Health | 281 – 285 Main Street, Bairnsdale, VIC, 3875 | Centre-based with outreach to Orbost, Bairnsdale | Counselling, Group sessions , Psychological Therapies for children, young people and adults. Alcohol and Drug Treatment | All free | Assessment and Response Worker  Phone: (03) 5155 8300    Email: contact@glch.org.au |
| Other locations (at home, in a community setting) | Family Violence Support for women and children  Family Support - practical support, information and advice to families with children up to the age of 18 years who experience a range of difficulties. Emergency Assistance |
| [Bairnsdale](https://glch.org.au/contact-us/bairnsdale/)  Visiting service to Orbost, Cann River, Mallacoota and other areas, as required | Centre-based and outreach | Alcohol and Drug support to people who would like help to control their alcohol and drug use. Support may also be provided to their families and carers. |
| Gippsland &  East Gippsland  Aboriginal Co-  Operative  (GEGAC) – Bairnsdale | 37-53 Dalmahoy Street, Bairnsdale, VIC, 3875 | Centre based and outreach to Lake Tyers | Primary health services | Free | Phone: (03) 5150 0760  Email: enquiries@gegac.org.au Website: [www.gegac.org.au](http://www.gegac.org.au/) |
| Latrobe  Community  Health Service | 68 Macleod Street, Bairnsdale,  VIC, 3875 | Centre-based | Alcohol and Drug counselling |  | Phone: 1800 242 696  Email: info@lchs.com.au  Website: www.lchs.com.au |
| Uniting Care Gippsland | 49 McCulloch Street, Bairnsdale, VIC, 3875 |  | Counselling |  | Phone: (03) 5152 9600  Website: [www.ucgipps.org.au](http://www.ucgipps.org.au) |
| Bush Nursing Centres | 61 Main Rd, Buchan, VIC, 3885 | Centre-based | Primary health and counselling services | Free | Phone: (03) 5155 9222 |

### Health

| Service | Location | Mode of Delivery | Service Type | Cost | How to Access |
| --- | --- | --- | --- | --- | --- |
| Cann Valley  Bush Nursing  Centre | 27 Monaro Highway, Cann River, VIC, 3890 | Cann River | Primary health services | Free | Nurse: (03) 5158 6274  Admin: (03) 5158 6210  Fax: (03) 5158 6409 |
| RFDS | Cann River | Base at Omeo, Cann  River and Gelantipy also for telehealth from Buchan, Gelantipy,  Ensay, Dargo and Cann  River | Psychological therapies Counselling | Free |  |
| Dargo Bush  Nursing Centre | 72 Lind Ave,  Dargo, VIC, 3862 | Centre-based | Nursing, medical and primary health services | Free | Phone: (03) 5140 1246  Email: dargoadmin@gha.net.au |
| Flying Doctor Wellbeing | Dargo, Loch Sport, Seaspray & Port Albert | Face-to-face or via telehealth. | Up-to six free sessions are available with a mental health clinician | Free | Phone: (03) 8412 0480 Website: <https://www.flyingdoctor.org.au/vic> |
| Ensay  Community  Health  Centre/Bush  Nursing Centre | 5063 Great Alpine Road, Ensay, VIC, 3895 | Centre-based | Primary health |  | Phone: (03) 5157 3215 (opening hours vary) |
| Gelantipy Bush Nursing Centre | Gelantipy1 Saleyard Rd, Gelantipy, VIC, 3885 | Centre-based | Primary health services | Free | [Phone:](https://www.google.com/search?sxsrf=ACYBGNTjhkFiavwkGuaKXIOr8bApgdY5TQ:1575402689053&q=gelantipy+bush+nursing+centre+phone&ludocid=10970826515992992657&sa=X&ved=2ahUKEwjy36KtoJrmAhUNcCsKHYFNBtQQ6BMwEnoECAsQAg&sxsrf=ACYBGNTjhkFiavwkGuaKXIOr8bApgdY5TQ:1575402689053) (03) 5155 0274 |
| Lakes Entrance  Aboriginal  Health  Association  (LEAHA) | Lakes Entrance | Centre-based and outreach | LEAHA provides access to medical services, health promotion, welfare support, and local and youth justice services. Tanderra Alcohol and Drug Treatment is also available. | Free | Phone: (03) 5155 8465  Website: [http://www.djillayngalu.org.au/](http://www.djillayngalu.org.au/index.php?id=26) |
| Gippsland  Lakes  Community  Health (GLCH) | 18-28 Jemmeson Street, Lakes Entrance, VIC, 3909 | Centre-based Lakes  Entrance. Outreach to  Orbost, Bairnsdale. | Counselling, Group sessions, Psychological Therapies for children, young people and adults. Alcohol and Drug Treatment. | All free | Assessment and Response Worker - Phone: (03) 5155 8300  Email: contact@glch.org.au |
| [Lakes Entrance](https://glch.org.au/contact-us/lake-entrance-location/) | Other locations (at home, in a community setting) | Family Violence Support for women and children. Family Support for practical support, information and advice to families with children up to the age of 18 years who experience a range of difficulties. Emergency Assistance . |  |
| Jemmeson St site in Lakes Entrance | Centre-based | GLCH can help you access a range of Centrelink services. Homelessness Support. |
| [Lakes Entrance](https://glch.org.au/contact-us/lake-entrance-location/)  Visiting service to Orbost, Cann River, Mallacoota and other areas as required | Centre-based and outreach | Alcohol and Drug support to people who would like help to control their alcohol and drug use. Support may also be provided to their families and carers. |
| Lake Tyers  Health and  Children’s  Services | 1 Rules Road, Lake Tyers, VIC, 3887 | Centre-based | Primary health services | Free | Phone: (03) 5155 8500 |
| Lake Tyers  Aboriginal  Trust | 1 Rules Road, Lake Tyers, VIC, 3887 | Centre-based and outreach | Drug and alcohol support | Free | Phone: (03) 5156 5554 |
| Loch Sport  Community  Health Centre | Loch Sport  National Park Road, Loch Sport ,VIC, 3851 | Centre-based | Primary health services, AOD counselling | Low cost fee (may be waived) | Phone: (03) 5146 0349 |
| Omeo District Health | 12 Easton St, Omeo, VIC, 3898 | Centre-based and Telehealth | Mental Health Nursing | Free | Youth and Adults |
| Omeo | An outreach service is provided one day per week from the Swifts Creek Bush Nursing Centre | Social work/counselling to individuals and families. community mental health support, relationship counselling and child and adolescent work. | Free | [Phone:](https://www.google.com/search?sxsrf=ACYBGNTXe7wpKGxV861O-6K6VZciMIb1ZQ:1575345291690&q=omeo+district+health+phone&ludocid=7759498230903488181&sa=X&ved=2ahUKEwj9u4nEypjmAhWV7XMBHXy3B6wQ6BMwFnoECBEQAg&sxsrf=ACYBGNTXe7wpKGxV861O-6K6VZciMIb1ZQ:1575345291690) (03) 5159 0100 |
| Swifts Creek | Outreach – Bush Nursing Centre | Mental Health Nursing |  |  |
| Men’s Shed | Omeo | Omeo Country Fire Authority | MEN’S SHED shared site of the Omeo Country Fire Authority. venue for community-based activities that support and promote Men’s Health, particularly mental health. | Free | Walk in |
| Financial Counselling and Financial Capability | Bairnsdale and Maffra (provided by Latrobe Community Health Service, Salvation Army and Financial Counselling Australia, Better Place Australia) | Individuals and families who require financial advice | Financial counselling and support | Free | Phone: 1300 045 747  Email: support@rfcsvg.com.au  Websites: [Latrobe Community Health Service Limited,](http://www.lchs.com.au/)  [The Trustee for The Salvation Army (Victoria) Property Trust](http://www.salvationarmy.org.au/),  [Financial Counselling Australia Ltd](http://www.financialcounsellingaustralia.org.au/)  [Better Place Australia](http://www.betterplaceaustralia.com.au/) |
| Rural Financial  Counselling  Service | Stratford Rd, Maffra, VIC, 3860 | Mobile service available | Impartial financial counselling, options, decision-making support and referral services to primary produces and small rural businesses who are suffering financial hardship. | Free | Phone: 1800 686 175 (toll free) or Eastern RFCS Phone: (03) 5662 2566 or (03) 5147 0871 |
| St Vincent De  Paul | 28 Laura Street, Maffra, VIC, 3860 | Centre-based | Provides assistance to people in financial hardship |  | Maffra Contact: Mary Hartwig  Phone: 0407472904  Email: maffraconf,svdp@gmail.com |
| Maffra District Hospital | 48 Kent Street, Maffra, VIC, 3860 | Based at the hospital | Alcohol and Drug Treatment | Free | Phone: (03) 5147 0100  Email: maffra.nurses@cghs.com.au |
| Mallacoota District Health and Support | Mallacoota, Cann River | Centre-based | Family counselling, Psychological therapies  AOD |  | Youth and Adults |
| Victorian Counselling and Psychology  Services | Mallacoota | Telehealth | Psychological therapies |  | Youth and Adults |

### CFA Support Services

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Service** | **Mode of Delivery** | **Target Population** | **Service Type** | **Cost** | **Hot to Access** |
| **CFA Member**  **Assistance**  **Program** | Phone service | CFA members and their families | Professional, confidential counselling through an external provider for personal or CFA-related issues. | Unspecified | 1800 959 232 |
| **CFA Peer**  **Support**  **Program** | Local face-to-face and phone | CFA members | Psychological First Aid (PFA) and personal support provided by trained CFA Peers for personal or CFA-related issues. | Unspecified | 1800 959 232 |
| **CFA Member**  **Wellbeing**  **Advisors** | Phone | CFA members | Support of mental health and wellbeing through a range of targeted educational packages Member Wellbeing Advisors are located in each Region and at CFA HQ. | Free | (03) 9262 8409 wellbeing@cfa.vic.gov.au |
| **CFA**  **Chaplaincy**  **Support**  **Program** | Phone first | CFA members | On-site and off-site nondenominational pastoral care support through an external provider. | Free |  |

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### Family Violence Support Services

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Service | Location | Mode of Delivery | Service Type | Cost | How to Access |
| Family Violence  Rural Outreach  Services | Call first | Outreach | Domestic violence outreach workers provide support to women and children who are experiencing or escaping from domestic violence. Outreach workers support victims/survivors of domestic violence. | Free | Wellington: Quantum Support Services 1800  243 455  East Gippsland: Gippsland Lakes Community  Health 5152 0013  Far East Gippsland: Orbost Regional Hospital 5154 6666 |
| Safe steps  Family Violence  Response  Centre | Call first | Phone | Provides telephone crisis counselling, referral, information and support and is the central contact point for women’s Refuges in Victoria. Please Note: the crisis line can be busy and there may be a wait before a caller speaks directly to a support worker | Free | Phone1800 015 188 - Toll Free 24 hours 7 days a week (03) 9928 9600 [www.safesteps.org.au](http://www.safesteps.org.au/)  admin@safesteps.org.au |
| Thorne Harbour Health | Call first | Phone | State-wide family violence service for the LGBTQI and gender diverse community. They assist with case management, safety planning, and access to medications and provide counselling and support. | Free | . Phone: 1800 134 840 |
| QLife | Call first | QLife phone counselling and web chat services | QLife is a peer run counselling and referral service for people who are lesbian, gay, bisexual, trans, and/or intersex (LGBTI). QLife provides nation-wide, early intervention, peer supported telephone and web-based services to people of all ages across the full breadth of people’s bodies, genders, relationships, sexualities, and lived experiences.  The QLife referral database is available on the QLife website 24 hours a day, 7 days a week./Phone 1800 184 527 (3pm - 12am every day). | Free | The QLife referral database is available on the QLife website 24 hours a day, 7 days a week./Phone 1800 184 527 (3pm - 12am every  day), Website [qlife.org.au,](https://qlife.org.au/) Email ask@qlife.org.au |
| 1800RESPECT | Phone | Phone |  | Free | Phone: 1800 737 732 Website: [1800respect.org.au](http://www.1800respect.org.au/) |
| Aboriginal  Services Far East Gippsland | Orbost Regional Health |  |  | Free | (03) 5154 6666 |
| Wellington ACCO | VACCA  Yoowinna Wurnalung Healing  Service | Call First | Aboriginal Community Controlled Organisation | Free | Phone:  VACCA: (03) 5120 0600  Yoowinna Wurnalung Healing Service: (03) 5155 8420 |
| East Gippsland ACCO | Yoowinna Wurnalung Healing Service Gippsland & East Gippsland Aboriginal Co-operative (GEGAC) | Call First | Aboriginal Community Controlled Organisation | Free | Phone:  Yoowinna: (03) 5155 8420 VACCA: 03) 5150 0712 |
| Djirra  [Aboriginal](https://www.gphn.org.au/black-pages/service/aboriginal-family-violence-prevention-and-legal-service-fvpls-victoria/)  [Family Violence](https://www.gphn.org.au/black-pages/service/aboriginal-family-violence-prevention-and-legal-service-fvpls-victoria/)  [Prevention and](https://www.gphn.org.au/black-pages/service/aboriginal-family-violence-prevention-and-legal-service-fvpls-victoria/)  [Legal Service](https://www.gphn.org.au/black-pages/service/aboriginal-family-violence-prevention-and-legal-service-fvpls-victoria/)  [Victoria](https://www.gphn.org.au/black-pages/service/aboriginal-family-violence-prevention-and-legal-service-fvpls-victoria/) | 27 Pyke Street, Bairnsdale, VIC, 3875 | Our Bairnsdale office services the entire Gippsland region | Aboriginal Community Controlled Organisation. Family violence prevention and support for women and children and legal services | Free | Phone: (03) 5153 2322  Free Call: 1800 105 303 Website: [www.fvpls.org](http://www.fvpls.org) |
| Men’s Referral Service | Phone | Phone | Fee, confidential telephone helpline that offers counselling, advice and support to men who have anger, relationship or parenting issues. The service also provides help to women (or other family members) who are experiencing violence or controlling behaviour by men | Free | Phone: 1300 766 491 |
| Wellington | Latrobe Community Health | Centre-based | Men’s behaviour change | Free | Phone: 1800 242 696 |

## Appendix 5: CTC mapping

CTC Community Programs Profile: Evidence and Non-evidence-based programs East Gippsland GB August 2019

| **Organisation** | **Overview** | **Contacts** | **Evidence Based programs** | **Other Services and Programs** |
| --- | --- | --- | --- | --- |
| Quantum Support Services | Quantum Support Services Inc. (Quantum) is an independent not-for-profit organisation who have been providing support services to those who require assistance with housing in the Gippsland community for more than 30 years. | Phone: 1800 243 455  Website: <http://quantum.org.au/> |  | Housing  Family Violence  Foster Care  Youth Work |
| Anglicare | Anglicare Victoria create opportunities to transform futures. They aim to prevent, protect & empower disadvantaged Victorian children, young people and families. | Phone: (03) 5152 1213  Email: [info@anglicarevic.org.au](mailto:info@anglicarevic.org.au) |  | <https://www.anglicarevic.org.au/what-we-do/supporting-families/> |
| Berry Street | Assisting children, young people and families recover from the effects of violence, abuse and neglect. | Phone: (03) 5134 5971  Website: <https://www.berrystreet.org.au/contact-us/gippsland-region> |  | <https://www.berrystreet.org.au/our-work>  Community wellbeing program PH 0418 157 054 |
| Save the Children | Save the Children works in Australia, the Pacific and around the world to protect children from abuse and neglect, provide access to healthcare and education and to assist children in times of emergency. | Phone: (03) 51 537 555  Website: <https://www.savethechildren.org.au/contact-us> | Incredible years: <http://www.incredibleyears.com/>  Baby makes three <https://apps.aifs.gov.au/cfca/guidebook/programs/baby-makes-3>  Play2learn  <https://www.savethechildren.org.au/Our-work/Our-programs/Australia/Play2Learn>  Cradle to Kinder | <https://www.savethechildren.org.au/Our-Work/Our-programs>  Volunteer Family Connect |
| East Gippsland Drug & Alcohol Prevention Alliance (DAPA) | East Gippsland 19-member strong alliance working in the primary prevention area of Alcohol and Drugs. Is a local Drug Action Team (LDAT) and is also the community Board of the Communities that Care (CTC) Program | Phone: (03) 51 530 149 | Smart Generation Supply Monitoring <http://psych.hosted-sites.deakin.edu.au/smart-generation/>  Teen and Youth Mental Health First aid  <https://mhfa.com.au/>  Communities That Care Program <https://www.communitiesthatcare.org.au/> |  |
| Uniting Gippsland | UnitingCare Gippsland is now part of Uniting Vic. Tas – the community services arm of the Uniting Church in Victoria and Tasmania. | Phone: (03) 51 529 600  Website: <https://www.vt.uniting.org/locations/gippsland/> | Drumbeat <https://www.holyoake.org.au/drumbeat/>  Secret Agent Society <https://www.sst-institute.net/>  Working together learning together  Hippy program  <https://hippyaustralia.bsl.org.au/> | Wellbeing programs activity |
| Omeo District Health | Regional Hospital. Community Health/Clinical Health services | Address: 2 Easton St, Omeo, VIC, 3898  Phone: (03) 51 590 100  Website: <http://odh.net.au/> |  | Youth services  Health Promotion |
| Latrobe Community Health Service | Community Health Services | Address: 68 Macleod St, Bairnsdale, VIC, 3875  Phone: 1800 242 696  Website: <https://www.lchs.com.au/locations/bairnsdale> |  | Gambling, Alcohol & Drug Services  Community Services  Aged and Disability |
| Orbost Regional Health | Community health Service/Clinical Health Services | Phone: (03) 51 546 666  Website: <https://www.orbostregionalhealth.com.au/home> | Parents under Pressure  Phone: (03) 51 546 635  Website: <http://www.pupprogram.net.au> |  |
| Mallacoota District Health | Mallacoota District Health and Support Service (MDHSS) provide health programs that are targeted at promoting, enhancing and maintaining people’s independence and well-being. Providing an In-home and centre based service. | Address: Corner Mattsson Street and Genoa Road (PO Box 200), Mallacoota, VIC, 3892  Phone: (03) 51 580 243  Website: <https://mallacoota.org.au/> |  |  |
| Bairnsdale regional health Service (BRHS) | Regional Hospital. Community Health/clinical services.  Bairnsdale Regional Health Service (BRHS) provides a comprehensive array of health care services to the East Gippsland community. | Phone: (03) 51 503 333  Website: <http://www.brhs.com.au/> | Strengthening Hospital Response to Family Violence Project:  <https://www.ourwatch.org.au/What-We-Do/%E2%80%8BStrengthening-Hospital-Responses-to-Family-Violence> |  |
| Gippsland Lakes Community Health (GLCH) | Community health Service/Clinical Health Services | Phone: (03) 51 558 300  Website: <https://glch.org.au/> | Art Therapy- tree of life: [https://dulwichcentre.com.au/the-tree-of-life/in-australia/?v=6cc98ba2045f#](https://dulwichcentre.com.au/the-tree-of-life/in-australia/?v=6cc98ba2045f%23)  Rock & Water: [https://www.rockandwaterprogram.com.au/](https://www.rockandwaterprogram.com.au/%20)  Drumbeat/Rhythm to recovery:  <https://rhythm2recovery.com/>  Achievement Program: <https://www.achievementprogram.health.vic.gov.au/>  Intensive Family Support | Pizza & Parenting Phone: (03) 51 520 052  Health Promotion Team Phone: (03) 51 558 308  Reconnect Program  Case management support  Case coordination with external services  Integrated Family Services  Family-Youth Services  Alcohol and Other Drug counselling Services  Maternal and Child Health |
| East Gippsland Shire Council | Local Government:  East Gippsland Shire Council. Local Government Services and Programs | Phone: (03) 5153 9500  Website: <https://www.eastgippsland.vic.gov.au/About_Us> | Communities That Care Program: <https://www.communitiesthatcare.org.au/> | Youth Ambassador Program  Community Services  Youth Services  Library and Recreational Services  Municipal Health & Wellbeing Plan |
| Swifts Creek P-12 | Government Secondary College | Phone: (03) 5159 4267  Website: [http://www.swiftscreeksc.vic.edu.au/](https://gippslandlakes-my.sharepoint.com/personal/glennb_glch_org_au/Documents/No.docx?web=1) |  | Schools as Hubs |
| Headspace Bairnsdale | headspace Bairnsdale provides free, confidential support services for young people aged between 12 and 25 years. We are here to help answer any of your questions or concerns you have about your mental health, drug and alcohol issues, general and sexual health, and relationships. | Phone: (03) 51 41 6200  Website: <https://headspace.org.au/headspace-centres/bairnsdale/> | Tuning into Kids: <https://www.tuningintokids.org.au/> | Mental Health Support  Alcohol and Other Drug Info  Wellbeing Support for Schools  Work and Study Counsellors  Physical and Sexual Health support  Youth Advisory Group |
| Gippsland Engaged Mentoring (GEM) | The GEM program has operated across East Gippsland since 2002. The program engages with young people in Orbost, Lakes Entrance, Swifts Creek and Bairnsdale. Young people who may be ‘at risk’ of disengagement from school or community are connected with adult volunteer mentors who provide friendship, support and conversation for one hour per week. | Address: 280 Main Street, Bairnsdale, VIC, 3875  Phone: (03) 51539300  Website: <https://workways.com.au/job-seekers/youth-services/gippsland-engaged-mentoring-gem/> |  | Mentoring |
| Vic Police | Local and State-wide policing | Website: <https://www.police.vic.gov.au/> |  | Community programs  Liquor licencing awareness  School AoD Awareness programs |
| GippSport | GippSport is one of nine Regional Sports Assemblies that formulate Regional Sport Victoria (RSV). GippSport is an incorporated not-for-profit organisation which was established in 1992 to operate across all six local government areas of the Gippsland Region. | Address: Old Sale Rr, Newborough  VIC, 3825  Phone: (03) 5126 1847  Website: [http://gippsport.com.au/](http://gippsport.com.au/%23) | Good Sports:  <https://goodsports.com.au/> | GippyGirlsCan  Deadly Gippsland  Access for all abilities  Club Sport  Social Sport  Grant Development |
| Department of Education and training (DET) | Teaching and learning. Learning and development support and services | Website: <https://www.education.vic.gov.au/Pages/default.aspx> | Respectful Relationships:  <https://www.education.vic.gov.au/about/programs/Pages/respectfulrelationships.aspx> | KESSO workers  School wellbeing teams  Doctors in Schools program  School Nurses |
| Department health and human services (DHHS) | Information & services for individuals. Social services and support | Phone: (03) 51 504 500  Website: <https://www.dhhs.vic.gov.au/about-us> |  |  |
| Alcohol & Drug Foundation (ADF) | Design and deliver a range of community programs, services and resources targeted at preventing and minimising alcohol and other drug-related harm.  ADF programs work to prevent harm in specific environments, changing practices and attitudes to create safer places for people to live, work and play. | Phone: 1300 85 85 84  Website: <https://adf.org.au/programs/> | Good Sports | Local Drug Action Teams (LDATS)  Community Drug Action Teams (CDAT)  Connecting Diversity  Breaking the ice  Indigenous resources |
| Lakes Entrance Aboriginal Health Organisation (LEAHA) | The LEAHA has been developed in partnership with the Aboriginal community of Lakes Entrance to improve access to healthcare. | Website: Website: <https://glch.org.au/aboriginal-services/lakes-entrance-aboriginal-health-association/> | Men’s Behaviour Change programs  Aboriginal Women’s Group | Parenting program “Ngoopin Mob”  Phone: (03) 51 55 8309 |
| Yoowinna Wurnalung | This service provides programs and services that support Aboriginal women, children, young people, men and same sex couples affected by family violence. It includes advocacy, counselling, referrals, education and information, and social recreational and cultural activities | Phone: 03 5155 8420  <https://glch.org.au/aboriginal-services/> |  | Family Violence Educational programs  Family therapy  Counselling  Advocacy  Primary to secondary transition  Supporting Women’s and Men’s groups  Camps  Workshops/Forums  Referrals |
| Link Health and Community | Link Health and Community is the Partner in the Community delivering Early Childhood Early Intervention (ECEI) services for children aged 0-6 across Inner Eastern Melbourne, Outer Eastern Melbourne, Southern Melbourne and Inner Gippsland and Outer Gippsland for the NDIS. | Phone: 1800 546 532  Email: [ecei@linkhc.org.au](mailto:ecei@linkhc.org.au)    Website: <http://www.monashlink.org.au/ndis-early-childhood-early-intervention/> |  | Community Health Programs –website:    <http://www.monashlink.org.au/services/> |
| Gippsland and East Gippsland Aboriginal Co-Operative (GEGAC) | GEGAC has been serving the Aboriginal and wider East Gippsland communities for over 30 years, providing childcare, cultural, education, employment, health, housing & welfare services. | Phone: (03) 51 500 700  Website: <https://www.gegac.org.au/> | Trauma informed practice (Blue Knot):  <https://www.blueknot.org.au/>  Psychological support programs (DBT) | Training and Education programs  Early Childhood Programs  Dual diagnosis Nurse  Community Youth Support workers |
| Moogji Aboriginal Council | Moogji is an Aboriginal Community Controlled Organisation that provides services to the East Gippsland community specifically in and around Orbost, Cann River and surrounding districts. | Address: 52 Stanley St, Orbost, VIC, 3888  Phone: (03) 51 542 133 |  |  |
| Victorian Aboriginal Education Association Inc. | VAEAI provides advice on Koorie education issues, monitors education trends and advocates for the needs of our community. | Address: 144 Westbourne Grove, Northcote, VIC, 3070  Phone: (03) 9481 0800  Website: <http://www.vaeai.org.au/> |  | Early Childhood  Schools  Vocational Ed  Higher Ed  Research and Policy |
| Gippsland Local Learning and Employment Network | Supporting young people in East Gippsland to obtain optimum education, training and employment outcomes. | Phone: (03) 51 531 745  Website: <http://gellen.org.au/> |  | Structured Workplace Learning  Industry tours  Inspiring young Men/Women  School transition |
| East Gippsland Primary Care Partnership (EGPCP) | Primary Prevention, Early intervention, participating in collectives and alliances to support the East Gippsland municipal health and wellbeing plan | Phone: (03) 51 530 149  Website: <https://www.eastgippslandpcp.com.au/> |  | HEAL collective  DAPA  CWBC  East Gippsland Mental Health & Wellbeing Network |
| Community Housing Limited | Community Housing | Address: Riviera Plaza, 4, Bairnsdale, VIC, 3875  Phone: 1300 245 468  Website: <https://chl.org.au/about-us/our-developments/bairnsdale/> |  |  |
| East coast Housing | Community Housing | Address: 2/57 Lloyd Street, Moe, VIC, 3825  Phone: (03) 51 277160  Website: <https://eha.org.au/> |  |  |
| Gippsland Women’s Health | Gippsland Women’s Health is the lead organisation for gender equity, women’s health, prevention of violence against women, and family violence system leadership in Gippsland. | Address: 56B Cunninghame St, Sale, VIC, 3850  Phone: (03) 51 43 1600  <https://www.gwhealth.asn.au/> | Mate/Bystander training:  <https://makethelink.org.au/mate-training/> | Gender Equity  Prevention of Violence against women  Cancer Support  Sexual & Reproductive Health  Health information and Education |
| Women’s Information and Referral Exchange Inc (WIRE) | WIRE stands for Women’s Information and Referral Exchange Inc, although we have now extended our service to respond to the needs of non-binary and gender-diverse people as well. Victoria-wide free generalist information, support and referral service run by women and non-binary people for women, non-binary and gender-diverse people. | Address: 372 Spencer St, Melbourne, VIC, 3003  Phone: 1300 134 130  Website: <https://www.wire.org.au/> |  | Job Coaching  Computer classes  Financial Literacy  Separation and Property advice |
| Gippsland Primary Health Network (GPHN) | GPHN is part of a national network of 31 Primary Health Networks across Australia. Primary Health Networks are predominantly funded by the Australian Government to tackle identified national objectives and priority areas. These priorities frame the work of GPHN, which is guided by the community and clinical input to improve health outcomes. | Address: 11 Seymour St, Traralgon, VIC, 3844  Phone: (03) 51 26 2899  Website: <https://www.gphn.org.au/> |  |  |
| ACSO | Providing specialist forensic AOD intake, assessment and treatment interventions  State of Victoria ONLY | Address: Traralgon Hub  3/35 Grey Street Traralgon Phone: (03) 5172 2900  Website: <https://www.acso.org.au/aod-mh-support> |  | Responsive Assessment Planning Intervention & Diversion Service  Family Support Gippsland  Community Offender Treatment Program |
| Within Australia | Within Australia (formerly SNAP Gippsland) delivers accessible programs and services that help people achieve optimal health and wellbeing by being better able to respond to challenges they face in their daily lives. | Address: 265 Main St, Bairnsdale, VIC, 3875  Website: <http://www.withinaustralia.org.au> |  | Mental Health Support  NDIS |
| TAFE Gippsland | Vocational Training Services | Address: 48 Main Street, Bairnsdale, VIC, 3875  Phone: 1300 133 71  Website: <https://www.tafegippsland.edu.au/campuses/bairnsdale> |  | Apprenticeship Training  Alternative VCAL/VCE  Vocational training Cert 2- Advance Dip  Learning support |
| Bairnsdale Secondary College | Public Secondary college | Address: 91 Rupert Street, Bairnsdale, VIC, 3875  Phone: 51 52 7320 | Clontarf academy:  <https://clontarf.org.au/academies/> | Education  Changing Lanes (Alternative VCAL program)  Girls at The Centre |
| University of the 3rd Age (U3A) | Community Engagement,  Education, arts, music, exercise, games and craft | Website: <https://www.u3abairnsdale.org.au/> |  | Community education  Education  Community programs  Social engagement |
| Gippsland Centre Against Sexual Assault (Gippsland CASA) | Gippsland CASA is a community-based, non-profit organisation, providing a specialist support service across the entire Gippsland Region. | Address: 67 Grant St, Bairnsdale VIC 3875  Phone: (03) 51 531 629  Website: <https://www.gcasa.org.au/about-gippsland-casa/> |  | Individual Counselling  After-Hours Crisis Support  Information, Referral & Advocacy  Therapeutic Services  Family Support  Community Education |
| Relationships Australia – Victoria (RAV) | RAV is a leading provider of relationship support services for individuals, families and communities, which aims to support all people in Australia to achieve positive and respectful relationships. | Address: 59 Breed St, Traralgon, VIC, 3844  Phone: (03) 51 75 9500  Website: <https://www.relationships.org.au/> |  | Family mediation  Iconnect  Rural & Remote counselling  Family dispute services  Children’s contact service  Senior relationships counselling  Gambling services  Workplace services  Problem Gambling |
| Apprenticeships Group Australia (AGA) | AGA is one of the largest providers of employment and training services in Australia, offering a range of workforce development solutions, which can be tailored to many different industries or professions. | Address: 654 Main St, Bairnsdale, VIC, 3875  Phone: 1300 242 000  Website: <https://www.aga.com.au/> |  | Apprenticeships  Traineeships  Training courses |
| Work Solutions Gippsland | Disability Employment Services | Address: 135 Main St, Bairnsdale, VIC, 3875  Phone: 1300 974 669  [https://www.wsgipps.com.au](https://www.wsgipps.com.au/) |  | Job Seeking Advice  Employer Advice |
| East Bairnsdale Community Hub |  | Address: 24 Hoddinott St, East Bairnsdale, VIC, 3875  Phone: (03) 4141 53 58  Website: <http://www.egnnh.net.au/east-bairnsdale.html> |  | Food Pantry  After school reading program  Gardening activities |
| Bairnsdale Neighbourhood House | Community Centres | Address: 27 Dalmahoy St, Bairnsdale, VIC, 3875  Phone: (03) 51 525 777  Website: <http://www.egnnh.net.au/> |  | Community Org  Community Kitchen  Food Pantry  Food distribution |
| Lakes Entrance Neighbourhood House | Community Centres | Address: 9 Heatherlea Grove Lakes Entrance, VIC, 3909  Phone: (03) 5155 2277  Website: <http://www.egnnh.net.au/> |  | Various |
| Paynesville Neighbourhood House | Community Centres | Address: 55 The Esplanade, Paynesville VIC 3880  Phone: (03) 5156 0214  Website: <http://www.egnnh.net.au/> |  | Various |

## Appendix 6: YacVic Youth-Focused Disaster Recovery Protocol - February 2020

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**Youth-Focused Disaster Recovery Protocol**

**February 2020**

**Who is this protocol for?**

This protocol is for use by Federal, State and Local Government emergency and recovery services and institutions, and local youth services, youth workers and others who engage with young people in disaster affected areas.

It aims to provide guidance on key matters for consideration / inclusion in post-disaster recovery and rebuilding, to ensure positive outcomes for young people aged 12-25 who have been affected directly and/or indirectly by a disaster.

**Why is it important to have a special protocol for young people?**

In times of disaster, when families and communities are stressed and disconnected, and resources are channelled to dealing with disaster relief and recovery, it can often be the young people of the community whose needs are sidelined, and often at a crucial stage in adolescent development that can never be revisited.

Many young people will be required to step up their responsibility to their families and will also feel that they cannot voice their normal adolescent / early adult concerns in the context of a disaster environment when everyone’s needs are so dire.

Their connections to peers and support networks are often significantly compromised by transport and communication outages which can compound feelings of disconnection, loss of control and mental health issues.

There is also a risk that more young people will leave their communities and not return because they have been displaced or to search for jobs.

Young people from farming and small business backgrounds have identities that are linked to their family’s business, and expectations that they will continue that legacy. If the property or business is destroyed, their livelihood, expectations and plans for their future may also be destroyed. In addition, young people may be expected to leave school to help on the farm or in the business, or there may be no money to send young people to boarding school which may also destroy chances of getting into university.

**What are some of the key principles for young people in disaster recovery?**

It is vital to provide resources specifically to support and empower young people in a disaster situation, both in the immediate aftermath of the disaster, and then as part of the ongoing recovery and rebuilding process over several years. Young people should play a central role in determining how the resources should be utilised to ensure the strongest outcomes.

Young people should have a dedicated and specific role on local, state and National recovery committees, and advisory bodies.

It is vital that young people are considered and included in any economic and infrastructure planning / rebuilding that a local community, state or national body may be working on (i.e. BCA) and their views are included in both immediate and long-term modelling and or impact statements.

**What support do young people need after a disaster?**

***Mental health services*** can be key to ensuring that young people are able to process their experiences. It is important to note that mental health services must be trusted by the young person, trauma informed, able to be provided without stigma, and easily accessible (taking into account cost, referral pathways, transportation needs etc). Often, mental health services will be better provided by local youth or health services with which young people have an established relationship.

***Recreational programs*** to provide some semblance of a normal life, and to promote connection to their communities and with people who understand what they have experienced. Such programs can also provide a platform for youth workers to subtly assess young people’s wellbeing and needs for referral to mental health and other services, in situations where young people may not even realise they need help, or be able to articulate their needs, or may be reluctant to ‘bother’ others for help as their family and community face significant troubles.

***Empowerment, coordination and support*** to be ‘part of the solution’ and play an important role in contributing to recovery and rebuilding efforts, including renewing community cohesion. In other conflict and disaster zones, it has often been young people who have led community projects to rebuild their communities.

**What are the mechanisms to get support to young people?**

**Youth services in local communities**

Local youth services will already be known and trusted in the community, as well as being easier to access, so are generally a better investment than fly-in-fly-out models of support, or bigger services in regional centres. They will also often be based in Local Government Associations, which take the lead on recovery and rebuilding efforts, which positions youth support and action as a key part of recovery and renewal.

The work of youth services can be remedial, such as on-the-ground generalist support and mental health services, or recreational programs to ensure young people have some semblance of a normal life, and stay connected to their communities and with people who understand what they have experienced. Importantly, youth services can also coordinate, support and fund young people to play an important role in contributing to recovery and rebuilding efforts, and rebuilding community cohesion.

It is critical that young people are consulted and empowered to take a lead in determining the support that they need, the projects that they can lead and contribute to, and how they would like to see their community (including infrastructure and economic prospects) be rebuilt. Youth services can play a role in supporting and coordinating young people’s safe and effective participation in such decision making.

It will also be vital for young people to be involved at the centre of decision making for recovery and rebuilding for their communities, to ensure their perspectives and lived experience inform decisions such as rebuilding of community facilities, and the creation of jobs. It is also as a matter of respect, as they are essential citizens for the health and future of the communities.

Youth Development Officers in the LGAs are ideally placed to coordinate young people’s involvement, supported by YACVic and other state peaks. For immediate / quick action, grants to each affected local council should include an amount specified for youth services, to ensure that the unique needs of young people and the role they can/do play in the community are addressed.

Structures exist in most communities that would allow quick and expert deployment / utilisation of funds. Based on consultation undertaken by YACVic with colleagues and members, and we would advise that immediate funding is best placed via allocations to each affected Local/Shire Council, and to Aboriginal Community Controlled Organisations (ACCO). In addition to having existing mechanisms to distribute equitably and quickly, they are best placed to know what is happening on the ground.

We would also recommend that the funding is specifically identified and allocated for youth services, and overseen by a Youth Development Officer at the council (rather than health services, which tend to be more narrowly focused and can be stigmatising).

In the mid- to long term, other community youth services can also play a key role as lead agencies for recovery and rebuilding work with young people. Youth services can operate in/via a multitude of environments (local council, community, school, health, sport and recreation, etc), and ideally the services would be funded to be located within, or be able to easily and regularly travel to, each affected town, so that the young people are being supported by trusted community members who are there for the long term. It is also often difficult (emotionally, financially, or due to transport availability) for young people to travel to other towns.

Such investment will have enormous economic and social benefits, and could save millions in tertiary end services. Professional youth workers have specific skills that are often not fully recognised, and are also usually very good at stretching dollars to deliver great outcomes.

**What should funding be spent on?**

Meaningful funding would allow additional youth services – to be determined by each community based on their needs – such as:

* Creating a team of generalist youth workers who can run activities and events where young people can gather for some normality and social connection, but also be subtly assessed and referred for other needs. This should be a medium-term investment (i.e. 5 years), recognising the need for continuity, and that issues will continue to emerge over time for traumatised communities.
* Providing additional community-based services for young people who are traumatised. This may include mental health services, as not all young people will want to / be able to travel to where services such as headspace operate. If these are offered as outreach services they are best done in person as young people in rural locations may not have free access to technology.
* Coordinating and paying young people to take on projects to help their communities to rebuild and recover. Rural communities are made up of incredible, resilient people – many of whom are driven young individuals who are passionate about where they live.
* Consulting with young people for their unique perspectives on solutions for rebuilding, both for community infrastructure and for economic recovery, especially the tourism, construction and agriculture industries.
* Providing opportunities for young people, such as apprenticeships while they assist with rebuilding, or community services training for those running youth programs, which could allow local skills development to be one of the silver linings on the disaster.
* Training staff from local institutions (schools, health services etc) and community members to understand the support that young people will need immediately and in the longer term. This should include training in the Code of Ethical Practice in Youth Work.
* Investing in local service providers and community members to become accredited instructors in Youth Mental Health First Aid training, to support young people in the immediate aftermath of the disaster, and to build the resilience of the community for the recovery and rebuilding stage, and future disasters.
* Provide access to safe sex information, sexual and reproductive health resources and services.
* In the case of bushfires, fund the Country fire Authority (CFA) Junior Volunteer Development Program (JVDP) (Junior Brigades) across all branches, to encourage and train local young people to join the CFA.

**Past Inquiries – What has been recommended after previous disasters?**

**High level Recommendations involving Young People**

*2009 Victorian Bushfires Royal Commission*

* Recommendations:
  + Six: ‘Victoria lead an initiative of the Ministerial Council for Education, Early Childhood Development and Youth Affairs to ensure that the national curriculum incorporates the history of bushfire in Australia and that existing curriculum areas such as geography, science and environmental studies include elements of bushfire education.’

*Victorian Bushfire Reconstruction and Recovery Authority*

* Recommendations:
  + ‘VBRRA adopted a … framework that has the concept of community at its centre.’ o ‘VBRRA would be involved in all four domains in varying degrees but the local community would be central to decision-making processes. Once people had a chance to convene and reach some kind of consensus about their needs, they would be invited to submit a proposal for community recovery which the Authority would help them enact. The combined proposals from all the affected communities would then form the basis for VBRRA’s long-term master plan.’ o ‘VBRRA began by encouraging affected townships to set up Community Recovery Committees (CRCs) for the express purpose of developing recovery plans.’ o ‘VBRRA suggested that groups consult widely, hold open meetings and make consensus-based decisions wherever possible.’

*Engaging Youth in Post-Disaster Research*. Lori Peek, Jennifer Tobin-Gurley, Robin S Cox, Leila Scannell, Sarah Fletcher and Cheryl Heykoop (2016):

* ‘Children and youth have a vital role to play in disaster risk reduction, research activities, policy creation and decision-making.’

Kids the hidden victims of Black Saturdays:

[https://www.theaustralian.com.au/nation/politics/kids-the-hidden-victims-ofblack-saturdaydisaster/news-story/12a50cc1382c4dbedecb111c7e01fecd](https://www.theaustralian.com.au/nation/politics/kids-the-hidden-victims-ofblack-saturday-disaster/news-story/12a50cc1382c4dbedecb111c7e01fecd)

Psychological effects on young people ten years on:

[https://www1.racgp.org.au/newsgp/clinical/%E2%80%98renewal-from-the-ashes%E2%80%99-tenyears-on-from-black-s](https://www1.racgp.org.au/newsgp/clinical/%E2%80%98renewal-from-the-ashes%E2%80%99-ten-years-on-from-black-s)

**Specific Cohorts – What specific needs might some youth cohorts have?**

Young disabled people can be particularly vulnerable during bushfires due to a lack of accessible information, emergency housing, vital equipment and many other factors. The Victorian Youth Disability Advocacy Service (YDAS) has collated some useful resources for disabled Victorians who are impacted by the bushfires.   
<https://www.yacvic.org.au/blog/bushfire-resources-victorians-disability/>

There is a possibility that young people from certain groups (eg Aboriginal and Torres Strait Islander, LGBTIQA+, multicultural communities) may experience racism and discrimination as they seek assistance and support in the aftermath of a disaster. It is important to assess arrangements at relief centres, recovery activities, and decision-making processes to ensure inclusive and accessible practices are being utilised.

**Communications – What are young people’s communication needs in/after a disaster?**

**Media coverage of/by young people**

*There is so much that comes to mind, of course the practical needs, assistance opportunities, and the targeted mental health care is what most people are thinking about at the moment. But my experience with these types of things says that what young people want in particular is space and time that helps them forget a bit about what is happening. A chance to reduce responsibility, even for a few hours, and be young. I’d really love to be able to take some fun, engaging, ‘distracting’ youth programs into the worst affected areas in the recovery stages, and be an outside support to put young people in a space where they are allowed to have fun and enjoy themselves, despite their situations and their families devastation. There’s so much responsibility on young people to be grown up, to be responsible, to be present throughout the unknown grey period of recovery. It’s a tough space for them to be in, and often they don’t know how to balance the responsibility and the pre-existing needs of a developing young person.*

Bonnie Clark, Youth Services & Partnerships Coordinator, Mansfield Shire Council