

Flood recovery contact list

Services that can help people affected by floods

Legal services contacts

Service	How they can help	Phone	Web
Victoria Legal Aid	Free legal information and advice	9269 0120 or 1800 677 402 (rural callers)	www.legalaid.vic.gov.au
Federation of Community Legal Centres	Locate specialist and generalist community legal centres	9652 1500	www.communitylaw.org.au
Public Interest Law Clearing House (PILCH)	If you are in need of free legal assistance, PILCH may be able to refer you to a private lawyer who will act pro bono (for free)	03 8636 4408 or freecall on 1800 606 313	www.pilch.org.au
Law Institute of Victoria (LIV)	Call the LIV Referral Service for a referral to a lawyer	03 9607 9550	http://www.liv.asn.au/Referral

Economic services contacts

Service	How they can help	Phone	Web
Centrelink	People affected by flooding can lodge forms over the phone	Employment Services 132 850	http://www.centrelink.gov.au/internet/internet.nsf/emergency/special_arrangements_dec10.htm#ara
		Youth and Students 132 490	
		Family Payments 136 150	
		Retirement 132 300	
		Disability, Sickness & Carers 132 717	
Financial and Consumer Rights Council	For referrals to free financial counsellors	9663 2000	www.fcrc.org.au
Financial Ombudsman Service	Help and information about insurance or other financial issues	1800 337 444	http://fos.org.au/centric/home_page/news/queensland_floods_hotline_information.jsp
Insurance Council of Australia	Lost documents and water damaged possessions	1300 728 228	www.insurancecouncil.com.au
Insurance Law Service	Free advice and help regarding insurance issues	1300 663 464	www.insurancelaw.org.au
Superannuation (Australian Prudential Regulation Authority)	Possible early access on compassionate grounds	1300 131 060	www.apra.gov.au

Social / emergency services contacts

Service	How they can help	Phone	Web
Bureau of Meteorology	Flood watches and warnings	1300 659 217	http://www.bom.gov.au/vic/warnings/
Department of Human Services	Emergency grants and personal hardship grants	Flood and Storm Information Line 1300 842 737	http://www.dhs.vic.gov.au/emergency/current-events/flood_recovery
Lifeline		131 114	www.lifeline.org.au
Nurse-on-call		1300 606 024	http://www.health.vic.gov.au/nurseoncall/
VIC SES Flood and Storm Information Line	Weather update	1300 842 737	www.ses.vic.gov.au
Victoria State Emergency Service		132 500	www.ses.vic.gov.au

Local government areas

Council	Phone	Web
Ballarat City Council	03 5320 5500	www.ballarat.vic.gov.au
Buloke Shire Council	03 5478 0100	www.buloke.vic.gov.au
Campaspe Shire Council	03 5481 2200	www.campaspe.vic.gov.au
Central Goldfields Shire Council	03 5461 0610	www.centralgoldfields.com.au
Gannawarra Shire Council	03 5450 9333	www.gannawarra.vic.gov.au
Greater Bendigo City Council	03 5434 6000	www.bendigo.vic.gov.au
Greater Shepparton City Council	03 5832 9700	http://www.greatershepparton.com.au/contact/
Horsham Rural City Council	03 5382 9777	www.hrcc.vic.gov.au
Loddon Shire Council	03 5494 1200	www.loddon.vic.gov.au
Moyne Shire Council	03 5568 0555	www.moyne.vic.gov.au
Northern Grampians Shire Council	03 5358 8700	http://www.ngshire.vic.gov.au/Home
Warrnambool City Council	03 5559 4800	www.warrnambool.vic.gov.au
Yarriambiack Shire Council	03 5398 0100	www.yarriambiack.vic.gov.au