**Were you directly impacted by the bushfires in North East Victoria?**

**Gateway Health's Bushfire Recovery Program can help.**

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## Our Sites

### Wangaratta
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Wangaratta, VIC 3677
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F: (03) 5722 2313

### Wodonga
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Wodonga, VIC 3690
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F: (02) 6024 5792

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Myrtleford, VIC 3737
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A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

# gatewayhealth

# Bushfire RECOVERY program

# Were you directly impacted by the bushfires in North East Victoria?
## Gateway Health's Bushfire Recovery Program can help.



### Where are we located?

The Bushfire Recovery Team is a mobile workforce providing outreach services to fire affected communities across the North East.

To connect with one of our case managers, call the Bushire Recovery Hotline on 1800 560 760, and we'll get in touch to set up a time to meet with you at a Recovery Hub, your home, or anywhere else that is convenient.

Since the start of the COVID-19 pandemic we have also been providing support to clients over the phone. If you are more comfortable working with your case manager that way, that's also an option we are happy to offer.

### What do we do?

We've been on the ground since early January, working with fire-affected communities from Towong all the way through to Mansfield, as well collaborating with different community organisations and government agencies involved in Bushfire Recovery.

We're here to do everything we can to make life easier for bushfire affected individuals and families, because recovering from a natural disaster is hard, and no one should have to do it alone.

Our Bushfire Recovery Team is made up of 12 highly skilled and experienced professionals who have been brought together to help guide people needing our support through the system. We can help you get the personal and practical assistance you need.

The types of support we've provided so far include:

- Assistance with grant applications;

- Support to get farms back up and running;

- Connecting people to services for help with mental health issues, physical health needs, drug and alcohol use, family violence, gambling issues, financial support, business advice, legal assistance, and more;

- Being a central point of contact for our clients and the agencies working with them, so that our clients can get on with their recovery journey;

- Sourcing goods and services to help in home rebuilds;

- Working collaboratively with other services to make sure every level of support is wrapped around a person or family;

- Advocacy straight to government on issues that are important to bushfire impacted communities;

- General connection and a friendly someone to talk to for fire impacted individuals and families, during the isolation caused by the COVID-19 pandemic, and so much more.

Our Bushfire Recovery Program case managers may also be able to provide you with a small amount of brokerage to respond to your immediate financial needs. Brokerage is decided on a case by case basis, because no two recovery needs are ever the same.

Case managers will also be able to connect you to application processes for grants and other financial supports.

### Eligibility

To be eligible for case support assistance you must be a resident of Towong Shire, Alpine Shire, Mansfield Shire, or the Rural City of Wangaratta municipality. Individuals living in surrounding areas that were also impacted by the 2019/2020 fire event may also be eligible. Call us for more information.

### How to get in touch

Call the Bushfire Recovery Hotline on 1800 560 760.

A member of the Recovery Hotline team will ask you a few questions and contact us. Our intake coordinator will then call you and connect you with a case manager. From that point on, we'll be by your side supporting you.

### Cost

There is no cost for accessing our help. Our program is funded by Bushfire Recovery Victoria, an agency of the Victorian State Government.