

Essential Services

CitiPower	13 12 80
Energy Safe Victoria	1800 800 158
Jemena (electricity)	13 16 26
Powercor	13 24 12
SP Ausnet (power distribution)	13 17 99
Vic Roads (license & registration)	131 171
Western Water	1300 650 422
Yarra Valley Water	13 27 62

Medical Assistance

Emergency Assistance	000
After Hours GP	8341 1888
Nurse-On-Call	1300 60 60 24
Counselling	Contact your local GP

Hospital Emergency Departments

Northern Hospital	8405 8000
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Financial & Legal Support

DHHS (Hardship Grants)	1800 765 149
Translating Service	13 14 50

Other Important Services

Beyondblue	1300 224 636
Centrelink	132 850
Insurance Council	1300 728 228
Kids Help Line	1800 551 800
Lifeline	131 114
Men's Line Australia	1300 789 978
Mental Health Assistance	1300 280 737
Parent Line	132 289
Superannuation	1300 131 060

HumeLink

Hume City Council's
multilingual telephone information service.
General enquiries: Telephone 9205 2200

للمعلومات باللغة العربية	9679 9815
معلومات باللغة العربية	9679 9809
Za informacije na bosanskom	9679 9816
Za informacije na hrvatskom	9679 9817
Για πληροφορίες στα ελληνικά	9679 9818
Per avere informazioni in italiano	9679 9819
За информације на српском	9679 9820
Para informacón en español	9679 9821
Türkçe bilgi için	9679 9822
Muốn biết thông tin tiếng Việt	9679 9823
For other languages...	9679 9824

Hume City Council

Health and Community Wellbeing
1079 Pascoe Vale Road, Broadmeadows
PO Box 119, Dallas, Victoria 3047
Telephone 9205 2200

contactus@hume.vic.gov.au
www.hume.vic.gov.au



HUME CITY
COUNCIL
**LOOKING
AFTER
YOURSELF
FOLLOWING A
DISASTER**

 hume.vic.gov.au



If your home is not safe to live in due to an event such as fire or flood, you will be told by one of the following people you cannot stay in your home:

Fire Officer



SES Officer



Victoria Police Officer



Council Building Officer



Step 1 – What you need to do NOW

Speak to the Officer in Charge, ask them if its safe to go into the house to get important items such as:

1. Medicine (if not damaged), prescriptions
2. Reading glasses, hearing aids, mobility aids
3. Drivers licence
4. Medicare card, passport
5. Credit card or other bank details
6. Laptops, jewellery, photographs, cash
7. Legal documents, such as wills
8. Car keys and house keys.

Step 2 – Make ACCOMMODATION arrangements

1. If you are renting, contact your rental agent or landlord to get assistance with finding another home.
2. Make contact with family or friends to arrange a place to stay for a few days, until you are able to make other permanent arrangements.
3. Call your insurance:

Insurance Policy No.: _____

Insurance Telephone: _____

4. Speak to your insurance about help with:
 - Securing your home:
 - Temporary fencing:
 - Roof tarp:
 - Theft or vandalism:

Ask if **emergency accommodation** is covered in your insurance policy.

Emergency services will usually notify Council of your situation. If you haven't heard from Council, please call 9205 2200.

Tel: 9205 2200 and ask for the Municipal Emergency Management Resource Officer (MERO)

Email: MERO@hume.vic.gov.au

Step 3 – Do NOT discard anything in the house

Do not touch anything on your property or discard anything you think is damaged until you have spoken to your insurance company.

Make a list of all your items that have been damaged.

Take photos of damaged goods.

Step 4 – Having trouble getting HELP

1. If you are having issues with insurance, contact the Victorian Ombudsman: 1800 367 287 or visit www.fos.org.au

3. Call Legal Help Line on 1300 792 387 or Disaster Legal Help on 1800 113 432.

Step 5 – OTHER things to consider

You will need to contact the following services to advise of your situation. You will need to tell utility providers when to connect or disconnect services:

Service	Provider	Telephone No.
Phone		
Gas		
Electricity		
Water		
Mail delivery		
Employer		
School		