

Victorian Bushfire Case Management Service

What is the Victorian Bushfire Case Management Service?

The Victorian Bushfire Case Management Service is providing all Victorians affected by the bushfires with the support they need to access assistance with matters including accommodation, finance, personal assistance, employment, education, counselling, health and legal services during this difficult time.

The case manager will work with individuals and families to determine their needs, prioritise the work that will be conducted, follow up on the agreed actions and report back to families.

They will help Victorians to locate and access the services they need to get back on track, and will act as the primary contact for the family or individual accessing services. Every family will have a case manager whose job it is to help them as they sort through what are very difficult issues.

Case Managers will go over the grants that are available, help individuals and families work through which ones they are eligible to receive, and assist in the application process.

The case manager will help Victorians to decide how and where they wish to rebuild their lives with the aid of counsellors and other support staff.

The bushfire case management service is available now - call the Victorian Bushfire Case Management Service Line on 1800 050 400 to register and your own personal case manager will call you back.

Who can access the service?

All Victorians affected by the bushfires who need to access any of the help services during this time can access the bushfire case management service

How to access the service

The Victorian Bushfire Case Management Service is available now.

Victorians can access the bushfire case management service by calling the Victorian Bushfire Case Management Service Line on 1800 050 400. Call the line to speak to experienced staff who will register Victorians in need and arrange for a case manager to contact you.

Alternatively, you can register for the case management service by speaking with staff at recovery centres and community hubs.

The service is available across Victoria.

Delivering the service

The Victorian Bushfire Case Management Service is an integrated service of the Victorian Government with the Australian Government, delivered in partnership with local government and a range of community service organisations.



Australian Government

www.dhs.vic.gov.au

