



Information and resources for fire-affected communities

(Updated: 07/01/2020)

Below is a list of resources and information that may be helpful for people who have been or expect to be impacted by the fires over coming days, weeks and months. Whilst this list is by no means exhaustive, we hope that it is a starting point for your Network and your communities.

We will continue to update this list as new information comes to hand. Feel free to email Wesley LifeForce's Community Engagement Coordinator (Meryl.Klimczak@wesleymission.org.au) with details of resources, services and contact points not already listed below.

SOUTH AUSTRALIA

<https://dhs.sa.gov.au/services/disaster-recovery>

Clicking on the specific geographical area in the link above will bring up options such as:

- Relief and Recovery Centre
- Grants and Financial Assistance
- Reunite with Family and Friends
- Mental Health and Well Being
- Bushfire and rainwater Quality

Mental Health and Wellbeing

People may experience grief or stress after a disaster like a bushfire. Sometimes the impact is obvious straight away, but often it is a slow process. Some impacts include shock, anger, depression, tension, irritability, anxiety or difficulty making decisions.

Regional Access offers free professional telephone and online counselling 24 hours a day, seven days a week for people 15 years and older living or working in regional South Australia.

Phone [1300 032 186](tel:1300032186) for immediate support or [visit the Regional Access website](#) and follow the links for online counselling.

Find out more about mental health support services after a disaster:

- [Disasters and mental health support \(SA Health\)](#)
- [Supporting mental health recovery in the community after a disaster \(PDF 312 KB\)](#)
- [Mental health recovery after a disaster: community fact sheet \(PDF 125 KB\)](#)
- [Supporting mental health recovery in the community after a disaster: service provider fact sheet \(PDF 106 KB\)](#)

Mental health resources for children

Emergencies and disasters are extremely stressful and it is normal for children, even infants, to feel overwhelmed. [Emerging Minds](#) has developed a [Community Trauma Toolkit](#) to help adults and children understand the impacts of disaster and how to help lessen these impacts.



Agricultural Losses

PIRSA is assessing agricultural losses at Cudlee Creek and Kangaroo Island.

A 24 hour hotline number – [1800 255 556](tel:1800255556) – is available for animal owners seeking urgent assistance and information.

For more information [visit the PIRSA website](#)

Re-establishment Grants up to \$10,000 for Bushfire Residents

Eligible South Australians who are uninsured and have had their principal residence damaged by bushfires can apply for grants of up to \$10,000 to help them re-establish their homes.

The payments can be used to help repair bushfire-damaged homes or replace essential household items.

The payments are available only to those persons who meet the following criteria:

- Their primary residence has been damaged
- They meet an income test
- Their losses are not being met by insurance, compensation or other assistance measures
- The structure/dwelling component of the grant can only be paid to owner-occupiers
- The essential household and personal item component may be paid to owner-occupiers or tenants.

People can apply for these grants at the Emergency Relief Centres at Highbury and Mt Barker.

Assistance is being provided under the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements. The SA Housing Authority will administer the grants under its Emergency Relief arrangements.

For more information on eligibility please visit a relief centre or phone the SA Recovery Hotline on [1800 302 787](tel:1800302787) (8.00 am to 8.00 pm).

Personal Hardship Emergency Grants

South Australians directly affected by the Cudlee Creek fire are able to apply for one-off emergency grants to assist with immediate, temporary relief.

The Personal Hardship Emergency Grants of up to \$700 per family (or \$280 per individual adult) can be used at the discretion of each recipient, but are intended to pay for essential items such as food, toiletries, clothing and medication.

This assistance is provided through the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements.

Please visit an emergency relief centre for more information and to apply:

- Turramurra Recreation Centre
1000 Lower North East Road
Highbury



- Mt Barker High School
Wellington Road
Mount Barker
- Kingscote Football Club
Centenary Avenue
Kingscote

Disaster Recovery Allowance

The [Disaster Recovery Allowance](#) is a short-term payment to help you if a declared disaster directly affects your income. It is payable for a maximum of 13 weeks from the date you lose your income.

[More information on the Disaster Recovery Allowance, including eligibility criteria](#) is available on the Department of Human Services website.

Disaster Recovery Payment

The Australian Government [Disaster Recovery Payment](#) is a one-off payment to help you if a declared disaster significantly affects you.

If you're eligible you will get \$1,000 per adult and \$400 for each child under 16 years of age.

[More information on the Disaster Recovery Payment, including eligibility criteria](#) is available on the Department of Human Services website or phone [180 22 66](tel:1802266).

Red Cross Emergency Grants

Red Cross launched an emergency grants program on 23 December to support individuals and communities affected by severe bushfires across the country. The grants are available to people across the country whose primary place of residence (owner/occupied or rented) has been destroyed, or made uninhabitable or unfit to live in, as a result of a bushfire since 1 July 2019. Each household can apply for \$2,000, with funds provided as a contribution to meet basic recovery needs.

The Emergency Grants Program is one component of a broader Red Cross Recovery Program which provides funds directly to people in communities impacted by a disaster to meet basic needs. The funds are being distributed as part of this program will be drawn from the Red Cross Disaster Relief and Recovery fund (DRR) donated by the general public and corporate communities.

Please see the Red Cross website for [information on how to apply](#).

Document Replacement

If you have lost documents as a result of the December 2019 bushfires, you can access a priority service to replace birth, marriage and change of name certificates.

The Registrars of Births, Deaths and Marriages in any state will replace certificates free of charge. Free replacement certificates are restricted to documents for you and your immediate family.

For more information is available on the [sa.gov.au website](http://sa.gov.au).



Insurance

The insurance industry has activated a 24-hour disaster hotline for bushfire claims. Phone [1800 734 621](tel:1800734621). They can help you with your claim, even if you've lost documents in the fire and can't remember which insurer you're with.

Bushfire-related claims will be prioritised for assistance and processing. [More information on insurance-based disaster recovery](#).

How to help Wildlife – Kangaroo Island specific

Koalas and other wildlife affected by bushfires on **Kangaroo Island** must be managed locally and not removed from the island. South Australian Veterinary Emergency Management (SAVEM) has been activated to manage the wildlife rescue effort and is working with groups in fire-affected regions. If you find injured wildlife on Kangaroo Island please call SAVEM on [0477 055 233](tel:0477055233) or email info@savem.org.au. Visit the [Department of Environment and Water website](#) for more information