



# FLOOD RECOVERY HOTLINE

Stakeholder pack

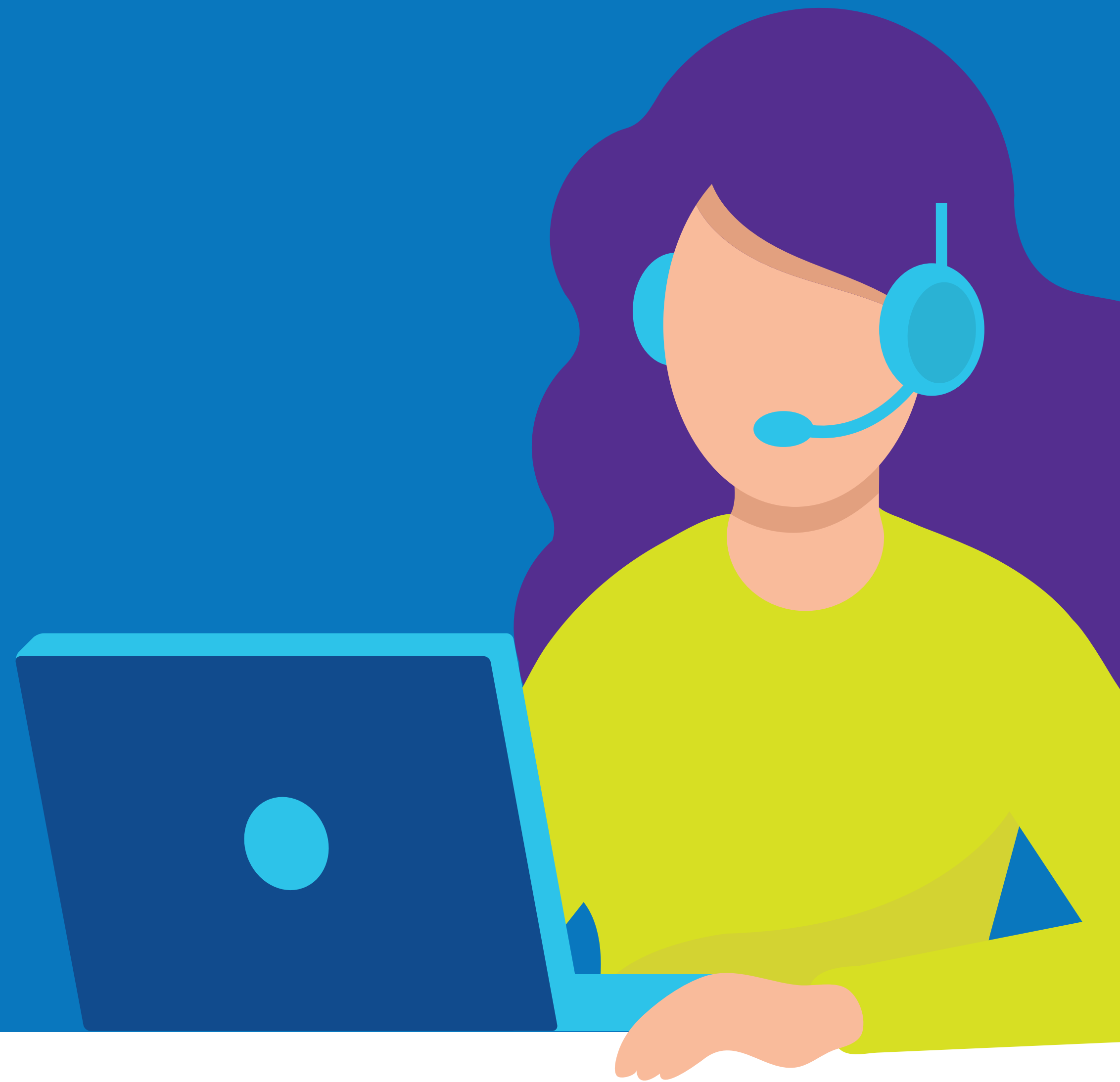
28 November 2022

**VICTORIA**  
State  
Government

# INTRODUCTION

The Victorian Government is offering support for people affected by the October 2022 Victorian floods. A Flood Recovery Hotline has been set up to help anyone who may need clean-up services, temporary accommodation, or mental health support.

In this pack, you will find translated social media posts, posters, multilingual posters, flyers, and audio to share with your community. By doing so, you will be helping Victorians who have been affected by the floods to understand where to turn to for support.



# MESSAGING

Victorians affected by the floods can call the Flood Recovery Hotline for help with:

- A range of clean-up services
- Finding somewhere to stay
- Mental health and wellbeing support.

The recovery hotline is open from 7.30am to 7.30pm every day.  
Call 1800 560 760 and press 9 for an interpreter

For more information please visit: [vic.gov.au/october-2022-flood-recovery](https://vic.gov.au/october-2022-flood-recovery)

# WHAT YOU CAN DO

Share the resources and materials in this pack with your network via email, social media or through messaging apps you use like WhatsApp, WeChat and Messenger.

Advise people who want to learn more about the support services available to call 1800 560 760 and press 9 for an interpreter.

# SOCIAL TILES

[DOWNLOAD SOCIAL TILES](#)



## Languages

- ↗ Arabic
- ↗ English
- ↗ French
- ↗ Greek
- ↗ Hindi
- ↗ Italian
- ↗ Malay
- ↗ Nepali
- ↗ Punjabi
- ↗ Simplified Chinese
- ↗ Sinhalese
- ↗ Spanish
- ↗ Tagalog
- ↗ Turkish
- ↗ Vietnamese

# POSTERS

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The poster features the 'EMERGENCY RECOVERY VICTORIA' logo at the top left. The main title 'FLOOD RECOVERY HOTLINE' is in large white letters on a blue background. Below it, the phone number '1800 560 760' is prominently displayed in blue, with the instruction 'Press 9 for an interpreter' underneath. A list of services is provided with checkmark icons: 'Find out about a range of clean-up services', 'Find financial, mental health and other support', and 'Find somewhere to stay'. A blue banner at the bottom states 'The Flood Recovery Hotline is open every day 7:30am – 7:30pm'. At the very bottom, it says 'If your home is flooding and you need emergency help Call 000' next to the 'VICTORIA State Government' logo. An illustration of a woman with a headset and laptop is on the right side.

**EMERGENCY RECOVERY VICTORIA**

## FLOOD RECOVERY HOTLINE

**1800 560 760**  
Press 9 for an interpreter

- ✓ Find out about a range of clean-up services
- ✓ Find financial, mental health and other support
- ✓ Find somewhere to stay

The Flood Recovery Hotline is **open every day**  
**7:30am – 7:30pm**

If your home is flooding and you need emergency help  
**Call 000**

**VICTORIA**  
State Government

## Languages

- ↗ Albanian
- ↗ Arabic
- ↗ English
- ↗ French
- ↗ Greek
- ↗ Hindi
- ↗ Italian
- ↗ Malay
- ↗ Nepali
- ↗ Punjabi
- ↗ Samoan
- ↗ Simplified Chinese
- ↗ Sinhalese
- ↗ Spanish
- ↗ Tagalog
- ↗ Traditional Chinese
- ↗ Turkish
- ↗ Vietnamese

# MULTILINGUAL POSTERS

DOWNLOAD POSTERS



The poster is a vertical rectangular graphic with a white background. At the top left is the logo for 'EMERGENCY RECOVERY VICTORIA' featuring a stylized blue and green mountain range. At the top right is an illustration of a woman with purple hair wearing a headset and talking on a laptop. The main title 'FLOOD RECOVERY HOTLINE' is in large, bold, black letters on the left, and its Arabic equivalent 'الخط الساخن للتعافي من الفيضانات' is on the right. Below the title is the phone number '1800 560 760' in large, bold, black font. Underneath the number are two columns of text, each with three bullet points. The left column is in English, and the right column is in Arabic. At the bottom, there are two columns of text providing information about the hotline's availability and emergency contact details. The Victorian State Government logo is in the bottom right corner.

**EMERGENCY RECOVERY VICTORIA**

**FLOOD RECOVERY HOTLINE** | الخط الساخن للتعافي من الفيضانات

**1800 560 760**

**Press 9 for an interpreter** | اضغط على الرقم 9 للتحدث إلى مترجم فوري

- Find out about a range of clean-up services | تعرّف على مجموعة من الخدمات لتنظيف منزلك
- Find financial, mental health and other support | احصل على الدعم المالي والنفسي وغير ذلك من أشكال الدعم
- Find somewhere to stay | ابحث عن مكان تسكن فيه

The Flood Recovery Hotline is open every day | الخط الساخن للتعافي من الفيضانات متوفر لتلقي الاتصالات يوميًا

**7:30am – 7:30pm** | **7:30 صباحًا - 7:30 مساءً**

If your home is flooding and you need emergency help | إذا غمرت المياه منزلك وكنت بحاجة إلى مساعدة طارئة

**Call 000** | اتصل على الرقم **000**

**VICTORIA** State Government

## Languages

- ↗ Arabic
- ↗ Dari
- ↗ Dinka
- ↗ Punjabi
- ↗ Samoan
- ↗ Turkish

# FLYERS

DOWNLOAD FLYERS

The flyer is titled "Emergency Recovery Victoria Flood Recovery Support". It features the logo for Emergency Recovery Victoria in the top left corner. The main heading is "Emergency Recovery Victoria is here to help you if you've been affected by the floods in Victoria." Below this, a large blue banner contains the phone number "1800 560 760" and the text "FLOOD RECOVERY HOTLINE" next to an illustration of a person on a laptop. To the right of the banner, it states: "The recovery hotline is open 7:30am-7:30pm every day. Press 9 for an interpreter. You can call the Flood Recovery Hotline on 1800 560 760 for help with:" followed by a bulleted list: "a range of clean-up services", "finding somewhere to stay", and "financial, mental health and other support". Below the list, it says "If your home is flooding and you need emergency assistance, call 000".

**Help with your property or home**

**Structural assessment**  
If your home or business has been affected by the floods, you can ask for a free structural assessment of your home or business by calling the Flood Recovery Hotline at: 1800 560 760

**Street waste removal**  
Your local council can help you remove waste from the side of the street. For help with removing waste from your street, please contact your local council.

**Somewhere to stay**  
We can help you find somewhere to stay if your home has been damaged or destroyed because of the floods. Hotels, caravan parks and serviced apartments are available. You will be matched based on your needs when you contact the Flood Recovery Hotline number. The Centre for National Resilience in Mickleham is providing an emergency place to stay for people who are unable to return to their homes because of floods. To book, call 1800 560 760 or visit your local emergency relief centre. You will not be able to walk in directly to The Centre for National Resilience.

**Financial Support**

**Emergency Relief Payment**  
If your home has been affected by the floods, you can get a one-off emergency payment. This payment is for immediate relief, including:

- food
- shelter
- clothing
- medicine
- accommodation

Apply for an emergency payment: [emergencypayments.dffh.vic.gov.au](https://www.emergencypayments.dffh.vic.gov.au)

If you are struggling to fill out the form, call the Flood Recovery Hotline and press 9 for an interpreter. Your application will be assessed to see whether you are allowed to receive this payment. You only need to fill in one form per household. Please include your children or household members in your application.

**Advice for using the form:**

- If you use your Driver's Licence as a form of identity, do not include the middle initial of your name.
- If you use a Medicare card as a form of identity, you only need to give one Medicare number.

Version as of 26/10/2022

**For further information**  
Please visit: [vic.gov.au/october-2022-flood-recovery](https://vic.gov.au/october-2022-flood-recovery) or call the Flood Recovery Hotline at 1800 560 760 (Press 9 for an interpreter)

VICTORIA State Government

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# AUDIO

## Script - 30"

Emergency Recovery Victoria can help you if you're affected by the floods.

The Flood Recovery Hotline can help if you need somewhere to stay and if you need financial help after the floods.

Call 1800 560 760 between 7.30am and 7.30pm and press 9 to speak to an interpreter in your language.

Authorised by the Victorian Government, Melbourne.

[DOWNLOAD AUDIO](#)

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**THANK YOU**