

The Community Wellbeing Recovery Working Team (a subgroup of MADRA,) have created this document to support you over the summer season and beyond. At the bottom is an easy statement cue card for unwanted bushfire conversations that you cut out and fold to place in your wallet or purse.

If needed, direct new and returning visitors to the 'Welcome to our Community' pamphlet, especially if they are asking lots of questions or are distressed. This pamphlet offers support and messaging for visitors and will be distributed around our towns in shops, businesses, accommodation and tourist outlets.

The following are some established supports for you:

- **Bushfire Recovery Hub:** Community meeting place linking our communities to practical & psychosocial supports. Ph: **0407 085 492** Email: **MallacootaHub@brv.vic.gov.au** Web: **www.vic.gov.au/bushfire-recovery-victoria** Address: **62 Maurice Avenue, Mallacoota**
- **Bushfire Case support managers:** Assistance with housing, grants, or mental health referral pathways. Ph: **1800 560 760** Email: **bushfiresupport@glch.org.au** Web: **www.glch.org.au**
- **Mallacoota Medical Centre:** For emotional, physical and psychological needs. Direct access to specialists and mental health support on site. Ph: **5158 0777** Email: **mallacootamedical@bigpond.com** Web: **www.mallacootamedicalcentre.com.au** Address: **21-23 Maurice Ave, Mallacoota**
- **Teen Clinic:** Young people can drop in anytime at the Mallacoota Medical Centre. Mon - Fri 9 - 12am & 2-5pm. Teen clinic hours **Monday & Thursday 12:30 - 5pm** at the Mallacoota Medical Centre.
- **Mallacoota District Health and Support Services:** MDHSS for community health support including allied health, Centrelink, aged care, housing and welfare. Ph: **5158 0243** Email: **feedback@mdhss.org.au** Web: **www.mallacoota.org.au** Address: **Cnr Mattson St & Genoa Rd, Mallacoota**
- **Mental health support:**
Royal Flying Doctors Service for appointments call: **1800 001 068** Web: **wellbeing@rdfs.vic.com.au**
Rural Health Connect for appointments go to: **www.ruralhealthconnect.com.au**
 Click "get started" and then "sign up" under the section "bulk billing."
Victorian Counselling and Psychology Services **www.vcps.com.au** This is a free online or web chat service with 10 free sessions available to bushfire affected communities.
- **Red Cross:** Online resources, events and webinars. For bushfire recovery, events and webinars **www.redcross.org.au/get-help/emergencies/coping-after-a-crisis**

Supports and websites

Emergency - Ambulance, Fire, Police - 000

Lifeline - 13 11 14

Kids Help Line - 1800 55 1800

Suicide Call Back Service - 1300 659 467

SANE Helpline - 1800 18 SANE (7263)

Sexual assault crisis - 1800 806 292

Men's Line Australia - 1300 78 99 78

Drug and Alcohol Direct line - 1800 888 236

QLife - QLife.org.au - Ph: 1800 184 527 online chat & phone support

Headspace East Gippsland - Ph: 03 5141 6200

web: info@headspacebairnsdale.org.au

Beyond Blue - www.youthbeyondblue.com

1300 22 4636 - chat online, email or speak on the phone

Headspace - <https://eheadspace.org.au/>

1800 650 890 - chat online, email or speak on the phone

Kids Help Line - <http://www.kidshelp.com.au>

1800 551 800 - phone or web chat counselling

Sexual assault crisis - <https://www.casa.org.au/>

1800 806 292

Men's Line Australia - <https://mensline.org.au/>

1300 78 99 78 - phone and online counselling

Drug and Alcohol Direct line - <https://www.directline.org.au/>

1800 888 236 - chat online, email or speak on the phone

Easy statement cue card suggested responses

To divert questioning:

- *What are your plans for today?*
- *It's much nicer this summer, are you in town for long? ... finish the conversation with something like, enjoy your stay, or have a relaxing day.*
- *I wasn't here during the fires*

Responses with pamphlet 'Welcome to our Community'

- *It's not good timing for me, here's a brochure that may be helpful.*
- *I understand you are interested but I am not able to answer your questions, here is a brochure that may be helpful.*

Distressed visitors

- *If you are troubled by the events, the Red Cross are available in town until 8th January.*

• *I know you are interested (concerned, sympathetic, well-meaning) but; It's not what I want to talk about now.*

It's personal.

It's not appropriate now I'm at work.

I need to concentrate on my work now.

We feel like we've talked enough about it now.

I don't want to go there, thanks.

Your questions feel intrusive.

• *Thank you for your concern, but I'm not wishing to talk about it.*

If people ask where the burnt houses are;

• *Please respect our privacy around that.*