

# SUMMARY OF SERVICES

### PUBLIC INFORMATION

#### Tasmanian bushfire recovery support

Support and general information on the bushfires including clean-up registrations.

**1800 567 567** (24 hours, daily)  
[www.bushfirerecovery.tas.gov.au](http://www.bushfirerecovery.tas.gov.au)

#### Sorell Information and Service Hub

Shop 4, 31 Cole Street, Sorell (access via Station Lane)  
 (9.00am to 4.00pm, Monday to Friday) **6265 2100**

#### Dunalley Information and Service Hub

160 Arthur Highway (in the old post office building)  
 (10.00am to 4.00pm, Monday to Friday) **6253 5575**

#### Murdunna Information and Service Hub

Murdunna Playground  
**(08) 8232 7972** (please note this is a radio phone)

Business  
Residential

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### ACCOMMODATION AND HOUSING

#### Emergency housing

Crisis accommodation

**1800 808 340** (9.00am to 5.00pm, Monday to Friday)

Longer term housing assistance grants

**1800 808 340** (9.00am to 5.00pm, Monday to Friday)  
[www.dhhs.tas.gov.au/emergency\\_info](http://www.dhhs.tas.gov.au/emergency_info)

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### BUSINESSES

#### Tasmanian Chamber of Commerce and Industry

*\*A Tasmanian Government Active Partner*

Free support to affected businesses including:

- Workplace relations and human resources advice
- Business mentoring, advice and assistance
- Advice on critical business decisions

**1300 559 122** or **6236 3600**  
 (8.30am to 5.00pm, Monday to Friday)

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			Business	Residential
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<b>Enterprise Centres Tasmania (ECT) and Business Mentor Services Tasmania (BMST)</b>	Free support is available for affected small businesses.  An ECT consultant can give you free advice on the strategies you can adopt to re-establish your business.  A mentor can offer free long-term support and guidance as your business recovers. These mentors have been successful business owners and are happy to share their skills and expertise as volunteers, especially during this difficult period.	<b>1800 440 026</b>	✓	
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<b>CLEAN UP PROCESS</b>				
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<b>Hazell Bros</b>	The Government has contracted Hazell Bros to clean up fire affected properties. This service is provided free of charge and will not be deducted from your insurance policy.  You need to register your property for clean-up, then a representative from the Bushfire Recovery Unit will contact you and explain the process.	<b>Bushfire Recovery Unit 1800 567 567</b>  If you are registered with the Bushfire Recovery Unit and have signed a consent form for work to proceed, you can call Hazell Bros' dedicated number to find out when work is scheduled on your property on <b>0439 367 192</b> (during business hours)	✓	✓
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<b>COMMUNITY SERVICES</b>				
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<b>Dunalley and Tasman Neighbourhood Centre</b>		<b>Dunalley</b> 172 Arthur Highway, Dunalley <b>6253 5579</b>  <b>Nubeena</b> <b>6250 2118</b> <a href="mailto:contact@dunalleytasman.org">contact@dunalleytasman.org</a>	✓	✓
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<b>DONATIONS</b>				
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<b>Cash donations</b>	Red Cross Donate cash to any Red Cross office (retail outlets cannot accept donations) or Service Tasmania shops.	<b>1800 811 700</b> (24 hours, daily) <a href="http://www.redcross.org.au">www.redcross.org.au</a>		
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			Business	Residential
<b>Donations</b>	St Vincent de Paul *A Tasmanian Government Active Partner	<b>13 18 12</b> (24 hours, daily) <a href="http://www.vinnies.org.au">www.vinnies.org.au</a>		
	NOTE: Clothing and household items as well as IGA vouchers are available to fire-affected households if assistance is required.	Material aid donations can be made at the showgrounds or arranged by calling <b>6234 4244</b>		
<b>Donations</b>	Apostolic Copping Community Care Centre	2186 - 2188 Arthur Highway, Copping <b>0417 341 390</b> or <b>0439 357 322</b> Open Monday to Friday 9.00am to 4.00pm		
	Providing assistance with food, clothing and finance.			
<b>Donations</b>	Salvation Army Carlton Corps	223 - 227 Carlton River Road, Carlton <b>6265 9543</b> Open 7 Days		
	Providing resources such as food, clothing, toys, books, linen and miscellaneous household items			
<b>Foodbank</b> *A Tasmanian Government Active Partner	Foodbank is a non-denominational, charitable organisation. It donates surplus food and other essential items, such as generators and gas bottles, from the food, grocery and retail industry to affected communities via existing Foodbank networks, including welfare and community agencies.	Edward Gauden, CEO Phone: <b>0418 553 748</b> Email: <a href="mailto:egauden@foodbank.com.au">egauden@foodbank.com.au</a>  <a href="http://www.foodbank.com.au">www.foodbank.com.au</a>		
<b>ESSENTIAL SERVICES</b>				
<b>Postal services</b>	Australia Post - for free mail redirection	<a href="http://www.auspost.com.au">www.auspost.com.au</a>	✓	✓
<b>FINANCIAL ASSISTANCE</b>				
<b>The Australian Government Disaster Recovery Payment (AGDRP)</b>	The Australian Government Disaster Recovery Payment (AGDRP) (available in the Sorell, Tasman, Glamorgan Spring Bay, Central Highlands, Derwent Valley and Circular Head Local Government Areas).  Payments of \$1,000 per eligible adult and \$400 per eligible child are available.	<b>180 22 66</b> (8.00am to 8.00pm) <b>Service Centres Hobart</b> 30-38 Barrack Street, Hobart 8.30am to 4.30pm (Monday to Friday) <b>Sorell</b> DHS Service Centre, Shop 3, 5 Fitzroy Street, Sorell. 9.00am to 4.00pm (Monday to Friday) <a href="http://www.humanservices.gov.au/disaster">www.humanservices.gov.au/disaster</a> <b>Tasman Health and Community Service</b> 1614 Nubeena Road, Nubeena 8.30am to 4.30pm (Monday to Friday)		✓

\* An Active Partner is an organisation, business or individual who is providing ongoing and substantial support to bushfire affected communities in partnership with the Tasmanian Government, as well as local government and affected communities.

			Business	Residential
<b>DHHS housing assistance grants</b>	Register interest for housing assistance grants. The following will be available: <ul style="list-style-type: none"> <li>temporary living grants of up to \$8,875 (over a maximum period of 6 months) to assist with living expenses;</li> <li>essential household goods grants of up to \$5,600 per household (plus \$500 per additional household member up to a maximum of \$8,875) for costs not covered by insurance, to assist with the replacement of essential household items; and</li> <li>repair/replacement grants of up to \$8,875 to assist with the reestablishment of the principal place of residence.</li> </ul>	<b>1800 808 340</b> (9.00am to 5.00pm, Monday to Friday)		✓
<b>Clean up and assistance grants for small business</b>	Tasmanian Government and Commonwealth Clean-Up and Assistance Grants - short term targeted assistance for clean-up, removal of debris and further restoration where the impact on the small business, farming and not for profit sector has been particularly severe.	<b>1800 567 567</b> <a href="http://www.bushfirerecovery.tas.gov.au">www.bushfirerecovery.tas.gov.au</a> All Service Tasmania shops		✓
	Small business and not-for-profit enquiries	<b>1800 440 026</b>		✓
	Primary producer enquiries	<b>1300 368 550</b> or <b>6336 5381</b>		✓
<b>Land tax special arrangements for affected taxpayers</b>	The Commissioner of State Revenue has extended the time to pay Land Tax bills by three months for those suffering personal and financial loss from the bushfires.	<b>6233 8070</b> (9.00am to 4.00pm, Monday to Friday)		✓ ✓
<b>Aurora Energy assistance</b>	Aurora Energy has announced a package of measures to help customers across Tasmania who have been affected by the bushfire emergency.	<b>1300 132 006</b> (9.00am to 5.00pm, Monday to Friday) <a href="http://www.auroraenergy.com.au">www.auroraenergy.com.au</a>		✓ ✓
<b>Telstra</b>	Telstra customers can register for an assistance package.	<b>13 22 03</b> (available 24 hours, daily)		✓ ✓
<b>First stage recovery payment</b>	The Tasmanian Bushfire Appeal Distribution Committee has agreed to distribute \$3,000 per adult and \$1,000 per child to every resident of a household that has been destroyed or damaged to the point where it is unliveable, to a maximum of \$10,000 per household.	The Distribution Committee is calling a number of residents of houses that have been destroyed by the fires directly - if you have been contacted this way there is no need to re-register.  This process may not capture all renters that were living in the affected area. Renters who lived in houses which were destroyed or unliveable should ring <b>1800 567 567</b> to register your contact details. For others, if you have not been contacted by 29 January and believe you may be eligible for the payment call <b>1800 567 567</b> to register.		✓

			Business	Residential
<b>Stage two bushfire recovery grants</b>	Homeowners, tenants and community projects are eligible for second stage funding grants from the Red Cross Bushfire Appeal as determined by the Tasmanian Bushfire Appeal Distribution Committee.	The Distribution Committee is calling residents of houses that were destroyed by the fires - if you have been contacted this way there is no need to re-register. If you have not been contacted and believe you may be eligible for the payment call <b>1800 567 567</b> to register.  <b>Community Projects:</b> Affected Area Recovery Committees (AARCs) will work with the Sorell/Tasman and Central Highlands communities to apply for these grants.  <b>Sorell/Tasman Affected Area Recovery Committee:</b> Call <b>6269 0000</b> or email: <a href="mailto:staarc@sorell.tas.gov.au">staarc@sorell.tas.gov.au</a> <b>Central Highlands Affected Area Recovery Committee:</b> Call <b>6286 3202</b> or email: <a href="mailto:leyles@centralhighlands.tas.gov.au">leyles@centralhighlands.tas.gov.au</a>		✓
<b>Stage three bushfire recovery grants</b>	Grants of up to \$5,000 will be made available to help home owners repair bushfire damage to their primary residence (or surrounding external structures) under the third stage of funding from the Red Cross Bushfire Appeal.  A further \$300,000 has also been allocated by the Tasmanian Bushfire Appeal Distribution Committee for a Revegetation and Garden Restoration Program in the Tasman and Sorell areas.	To apply for the Damaged Home and External Structures Grant, eligible residents need to fill in an application form and return it to their local council or the Information and Service Hubs at Sorell, Dunalley and Murdunna.  The application form is available online at <a href="http://www.bushfirerecovery.tas.gov.au">www.bushfirerecovery.tas.gov.au</a> or from local councils or the Information and Service Hubs.	✓	✓
<b>HEALTH SERVICES</b>				
<b>Counselling</b>	<b>Tasman Health and Community Services</b> Social workers are available to provide a wide range of services, including assistance with completing forms and dealing with Government/Non Government agencies. We can also provide information and support, referral and advocacy, and offer personal support and counselling. Home visits and contact by phone are also part of our service, which is confidential and free of charge. We are based in a number of locations in the Tasman and Sorell municipalities.	<ul style="list-style-type: none"> <li>• <b>Nubeena</b> 1614 Nubeena Road, <b>6250 9000</b> or <b>0438 192 328</b> 8.30am to 4.30pm, Monday to Friday</li> <li>• <b>Murdunna Information and Service Centre</b> Arthur Highway Murdunna (Murdunna Playground)</li> <li>• <b>6253 5575</b> or <b>0438 192 328</b>, 10.00am to 1.00pm, Tuesday and Thursday (and other times by appointment)</li> <li>• <b>Dunalley Information and Service Hub</b> 160 Arthur Highway, Dunalley, <b>6253 5575</b> 10.00am to 4.00pm, Monday to Friday</li> <li>• <b>Sorell Community Health Service</b> 57 Cole Street, Sorell, <b>6265 6615</b> 9.00am - 5.00pm, Monday - Friday</li> </ul>	✓	✓

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<b>Counselling</b>	<b>Lifeline</b> *A Tasmanian Government Active Partner Provides crisis support through their confidential 24 hour helpline as well as an online crisis chat service (8pm-midnight)	<b>13 11 14</b> (24 hours, daily)	✓	✓
	<b>HealthDirect</b>	<b>1800 022 222</b> (24 hours, daily)	✓	✓
	Dealing with stress information	<a href="http://www.dhhs.tas.gov.au/emergency_info">www.dhhs.tas.gov.au/emergency_info</a>	✓	✓
	Schooling: Social worker service for students and parents	<b>0408 539 686</b> (8.30am to 5.00pm, Monday to Friday)		✓
<b>Financial counselling</b>	Families and individuals	Anglicare <b>1800 007 007</b>		✓
	Farms/businesses	Rural Financial Counselling Services <b>6272 5992.</b>	✓	✓
<b>HELP FOR FARMERS</b>				
<b>Tasmanian Farmers and Graziers Association (TFGA)</b> *A Tasmanian Government Active Partner	<ul style="list-style-type: none"> <li>providing assistance for farmers with the provision of essential goods</li> <li>coordinating volunteers to perform tasks such as fencing and clearing up.</li> <li>maintaining a database of affected farmers and their needs;</li> <li>matching offers and donated support with farmers' needs.</li> </ul>	<b>1800 154 111</b> (8.30am to 5.00pm) <a href="http://www.tfga.com.au">www.tfga.com.au</a> <a href="mailto:info@tfga.com.au">info@tfga.com.au</a>	✓	
<b>BlazeAid</b> *A Tasmanian Government Active Partner	BlazeAid is a volunteer-based organisation that is working alongside farmers and families in rural Tasmania to help rebuild fences that have been damaged or destroyed in the bushfires.	Contact the Sorell basecamps directly on phone: <ul style="list-style-type: none"> <li>Sorell: <b>0432 341 078.</b></li> </ul> <a href="http://www.blazeaid.com/index.php">www.blazeaid.com/index.php</a> <p><b>General enquiries:</b> Kevin Butler, BlazeAid Founder and President. <b>0418 530 471</b> (8.00am to 7.00pm) email: <a href="mailto:blazeaid@gmail.com">blazeaid@gmail.com</a> Lyn Bailey, Admin or General enquiries. <b>0400 833 262</b> (8.00am to 7.00pm) email: <a href="mailto:blazeaid@gmail.com">blazeaid@gmail.com</a></p>	✓	✓

			Business	Residential
<b>Rural Business Tasmania Inc – Rural Financial Counselling Service (RFCS)</b> <i>*A Tasmanian Government Active Partner</i>	Free independent assistance to primary producers, fishers and agriculturally-dependent small businesses in rural areas on managing the financial impacts of bushfire including: <ul style="list-style-type: none"> <li>determining the loss value of farm assets and discuss possible recovery options.</li> <li>information on government assistance schemes or referral to other specialised rural support services.</li> <li>case managed approach to assist in determining a plan of action. RFCS counsellors can visit farms or business premises.</li> </ul>	<b>1 300 883 276</b> (1300 88 FARM) <a href="http://www.rfcstasmania.com.au">www.rfcstasmania.com.au</a>  An additional contact in response to the bushfires is the Senior Rural Financial Counsellor, Leigh Noye, Phone: <b>6272 5992</b> or <b>0407 519 245</b> , email: <a href="mailto:leigh.noye@rfcstasmania.com.au">leigh.noye@rfcstasmania.com.au</a>  Office located at Hobart Showgrounds	✓	

## INJURED ANIMALS AND WILDLIFE

<b>Injured domestic animals and livestock</b>	DPIPWE - information on assessment of injured livestock	<b>6233 6875</b> (9.00am to 5.00pm, Monday to Friday) <a href="http://www.dpipwe.tas.gov.au">www.dpipwe.tas.gov.au</a>	✓	✓
<b>Wildlife</b>	DPIPWE - assistance with injured wildlife	<b>6233 2520</b>	✓	✓
	To volunteer to care for injured wildlife: <ul style="list-style-type: none"> <li>DPIPWE</li> <li>Bonorong Wildlife Sanctuary</li> <li>Southern Wildlife Rescue and Care</li> </ul>	<b>6233 2520</b> <b>6268 1184</b> (24 hours, daily) <b>0415 375 164</b>	✓	✓

## INSURANCE AND LEGAL ADVICE

<b>Legal Aid Commission of Tasmania</b>	Free legal assistance	<b>1 300 366 611</b> (9.00am to 5.00pm, Monday to Friday) <a href="http://www.legalaid.tas.gov.au">www.legalaid.tas.gov.au</a>	✓	✓
<b>Insurance Council of Australia</b> <i>*A Tasmanian Government Active Partner</i>	Free initial insurance advice Insurance Council of Australia's catastrophe hotline	<b>1 800 734 621</b> (9.00am to 5.00pm, daily)	✓	✓

## PERSONAL INFORMATION

<b>Issuing of birth and marriage certificates</b>	All information relating to Tasmanian Registry of Births, Deaths and Marriages	<b>1 300 135 513</b> (8.30am to 5.00pm) <a href="http://www.justice.tas.gov.au">www.justice.tas.gov.au</a>		✓
<b>Driver licence and vehicle registration information</b>	Cancellation and refunds for unexpired vehicle registration, replacement of registration papers, plates and driver's licences.	<b>1 300 851 225</b> (8.30am to 5.00pm, Monday to Friday) <a href="http://www.diertas.gov.au/bush_fire_recovery">www.diertas.gov.au/bush_fire_recovery</a> All Service Tasmania Shops	✓	✓

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## PERSONAL SAFETY

### Workplace Standards

Safety information for returning to properties, including:

- sourcing protective equipment
- information about hazardous materials.

**1 300 366 322** (9.00am to 5.00pm, Monday to Friday)  
[www.bushfirerecovery.tas.gov.au/workplacestandards.tas.gov.au/safety/bushfire\\_recovery](http://www.bushfirerecovery.tas.gov.au/workplacestandards.tas.gov.au/safety/bushfire_recovery)

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## VOLUNTEERING

### Volunteering Tasmania

\*A Tasmanian Government Active Partner

Volunteering Tasmania supports volunteering activities in Tasmania. Call them if you are an:

- Individual wanting to volunteer - find out about opportunities to volunteer
- Organisation looking for volunteers - advertise your volunteer roles

**1 800 677 895** or **623 1 5550** (9.00am to 4.00pm)  
[www.volunteeringtas.org.au](http://www.volunteeringtas.org.au)

### Tasmanian Farmers and Graziers Association (TFGA)

\*A Tasmanian Government Active Partner

Offers of assistance to help farmers with fencing, loading, clearing up and stock work

**1 800 154 111** (8.30am to 5.00pm)  
[www.tfga.com.au](http://www.tfga.com.au)

### Landcare Tasmania

\*A Tasmanian Government Active Partner

Landcare Tasmania:

- regular updates regarding bushfire recovery actions to their membership and contacts network
- Develop a statewide list of Landcare-related suppliers and support officers whose services will be needed in the reconstruction effort including details of businesses providing special offers for people in fire-affected areas.
- Volunteering opportunities for the wider community in hands-on restoration and recovery projects.

Margie Jenkin, Executive Officer, Landcare Tasmania, phone **(03) 6234 7117** or **0419 529 807**  
 OR

Tracey Gatehouse, Communications and Marketing Manager, phone **(03) 6234 7117**.  
[www.landcaretas.org.au](http://www.landcaretas.org.au)

## TRANSPORT

### Tassielink Transit

\*A Tasmanian Government Active Partner

Government contracted bus service provider between Hobart and the Tasman Peninsula. Tassielink Transit is working with the State Government and local communities to review its current service to the Tasman Peninsula to ensure that it meets the needs of residents returning to bushfire affected areas, who may need more regular transport to and from Hobart during the period of recovery and reconstruction.

Phone: **1 300 300 520** or **6235 7300**

Email: [info@tassielink.com.au](mailto:info@tassielink.com.au)

Website: [www.tassielink.com.au](http://www.tassielink.com.au)

Tassielink Operations email:

[operations@tassielink.com.au](mailto:operations@tassielink.com.au)

Address: Hobart Bus Terminal, 64 Brisbane Street

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## TAXATION

The Australian Taxation Office provides some guidance for dealing with disaster relief

[www.ato.gov.au/individuals/content.aspx?menuid=0&doc=/content/00179960.htm&page=5&H5](http://www.ato.gov.au/individuals/content.aspx?menuid=0&doc=/content/00179960.htm&page=5&H5)

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