



Bushfire Case Support Program

After a bushfire, sometimes people are unsure of what to do next. There are so many competing priorities and so much information, that at times it can be difficult to see your way forward.

Gateway Health is providing the Bushfire Case Support Program for people who have been affected by the fires in the North East.

We understand that needs and priorities will change as people, families and communities move through the recovery process, and we are here for the next 12 months to help with practical support.

Gateway Health Bushfire Support Coordinators can help by working with you to:

- understand your needs, priorities and the next steps you could take
- provide information and support to access services and recovery programs
- provide information about available grants
- assist with paperwork
- link you with financial counselling advice and assistance
- link you with small business advice and assistance
- provide community information
- a small amount of financial support to help with immediate needs.

There is no cost for this service.

Where are the Support Coordinators located?

Gateway's Support Coordinators will make first contact with you over the phone and work out with you how best to meet your needs. Support Coordinators can visit you at home or another a location that suits you, provide information and support over the phone and are also located at Recovery Centres.

How can I access this program?

Call 1800 560 760 8am – 6pm weekdays and 9am – 5pm on weekends. There are a few steps in the process to ensure we can allocate you a Support Coordinator to meet your needs. Use the same number to register for state funded post fire clean up.