

# Recovery Hub Services Guide










The new Recovery Hub for Campaspe Shire located at 48 Mackay Street in Rochester is open Monday to Friday from 8.30am - 5.00pm.

The hub is the primary place in Campaspe Shire for people impacted by the October 2022 flood event to access the support, information and resources they need to recover.

Drop in and see us, or call 1300 666 535 and press 2 or email [shire@campaspe.vic.gov.au](mailto:shire@campaspe.vic.gov.au).





**We look forward to welcoming you to our friendly hub.**

Organisation	Description	Availability
 Campaspe Shire Council ☎ 1300 666 535	<b>Campaspe Shire Council</b> Dedicated Recovery Officers provide general support, information and resources on site and via mobile outreach in the community through pop-up sessions, events and specialised programs.	Monday to Friday
 EMERGENCY RECOVERY VICTORIA ☎ 1800 560 760	<b>Emergency Recovery Victoria</b> Provides help with clean-up services, and accommodation, financial, mental health and other support.  ERV's Flood Recovery Hotline is open from 8:30am to 5.00pm, Monday to Friday.	Tuesday and Wednesday
 Windermere® <i>everyone is someone in our community</i> ☎ 1800 560 760	<b>Windermere Child &amp; Family Services</b> Provides a referrals service, personal case management and access to grants. Also offers free and confidential financial information, advice and advocacy.	Not on site at hub
 Anglicare Victoria ☎ 5482 0900	<b>Anglicare Financial Counselling &amp; Recovery Support Workers</b> Provides help to anyone seeking emergency provisions and/or emotional support. Also offers free and confidential financial information, advice and advocacy.	Monday to Friday
 arc justice ☎ 5445 0909	<b>ARC Justice</b> Provides legal help and offers support with interpreting insurance policies, family violence or family law, and tenancy information, support and advice.	Wednesday
 mind Help, hope and purpose ☎ 1300 375 330	<b>Mind Australia</b> Provides support for people experiencing mental health and wellbeing concerns to find help, hope and purpose in their lives.	Tuesday to Friday
 each Partners in Wellbeing ☎ 1300 00 EACH	<b>EACH - Financial &amp; Business Counselling</b> Provides help with access rights and obligations, and business advice, assists with grants processes and can act as an advocate on your behalf with insurers, government bodies and other third parties.  You don't need to be in financial hardship to access the services.	Monday and Tuesday

🔄 Please turn over for more services

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 1800 560 760	<b>Bendigo Community Health</b> Provides help with health and wellbeing care, no matter who you are, where you live or how much you earn.	Wednesday
 1800 560 760	<b>Echuca Regional Health - Flood Recovery Program</b> Services can be accessed through the Victorian Government hotline on 1800 560 760, by referral from other service providers, through local recovery centres, or by self-referral.  The ERH Flood Recovery Support office operates Monday to Friday, from 8.30am to 4.30pm.	Not on site at hub
 1800 931 678	<b>Australian Financial Complaints Authority</b> Provides consumers and small businesses with free, fair and independent dispute resolution support for financial complaints. ACFA has dedicated support available for those impacted by severe weather and flood events.	Not on site at hub
 1800 512 359	<b>The Orange Door - Family Violence Support</b> A free Victorian Government service for adults, children and young people experiencing or who have experienced family violence. Everyone is welcome and you don't need a referral. You can seek help if you are a migrant or a refugee or do not have permanent residency status.  The Orange Door operates Monday to Friday from 9am to 5pm. The Loddon service can be contacted on 1800 512 359.	Not on site at hub



Australian Government



The Campaspe Recovery Hub was generously funded by the State of Victoria through Emergency Recovery Victoria's Recovery Hubs Program in response to the October 2022 flood event which impacted Victorian communities in the Shire of Campaspe