

## List of Useful Services for Recovery

### **[National Emergency Management Agency](#)**

<https://nema.gov.au/> Help for people affected by disasters

### **[Recover Connect](#)**

<https://recovery.serviceconnect.gov.au/> A service to link you to help available in your area

- Information on how to help and volunteer
- Lists of local recovery projects

### **[Coping after a crisis](#)**

<https://www.redcross.org.au/emergencies/coping-after-a-crisis/returning-home-and-coping-after-a-crisis/>

- [The Red Cross](#) has provided a range of guidance for people who've experienced a disaster
- Practical help on returning home after a disaster
- A step-by-step list including contacting your insurer and cleaning up safely
- Advice for those suffering from short and long-term stress
- Listen to [After the Disaster](#), a ABC podcast series about the phases of recovery

### **[Payments from the Federal Government](#)**

<https://www.servicesaustralia.gov.au/natural-disaster>

- Information on disaster payments if you're in an affected area
- Payment and service finder

### **[Want to donate?](#)**

<https://www.givit.org.au/>

- **Givit** takes your donations and distributes them where they're needed
- Don't drop off physical donations unless you're asked to — the best way to help is by giving money
- These charities are registered and helping with disaster relief and recovery
- Donate money and not physical items, unless asked, or charities can become overwhelmed
- Check out [ABC Gives](#) or [Disaster Relief Australia](#) for more donation options

### **[Free help with flood and fire insurance](#)**

<https://moneysmart.gov.au/home-insurance/storm-flood-and-fire-insurance>

- The ins and outs of insurance, including important definitions
- How to avoid being underinsured

### **[Making a disaster insurance claim](#)**

<https://ndh.org.au/complex-situations/disasters-financial-difficulty/disaster-insurance-claims/>

- A step-by-step guide to making an insurance claim

### **[Legal help after a natural disaster](#)**

- Insurance Law Service: [1300 663 464](tel:1300663464)
- Vic disaster Legal Help [1800 113 432](tel:1800113432)