

Table 14. Municipal relief services

| Relief service | Local Lead Agency | Regional Escalation |
|--|---|--|
| Animal Welfare | East Gippsland Shire Council | Department of Economic Development, Jobs, Transport, and Resource (DEDJTR) |
| Emergency shelter | East Gippsland Shire Council | Department of Health & Human Services (DHHS) |
| Emergency Relief Centre/s | East Gippsland Shire Council | Other Gippsland councils |
| Food and water | Australian Red Cross | Australian Red Cross |
| Reconnecting families and friends | Australian Red Cross (on behalf of Victoria Police) | Victoria Police |
| Disbursement of non-food items (material aids) | The Salvation Army | The Salvation Army |
| Emergency financial assistance | DHHS and Gippsland Emergency Relief Fund (GERF) | DHHS and Gippsland Emergency Relief Fund (GERF) |
| Potable water for households | East Gippsland Water | Department of Environment, Land, Water, and Planning (DELWP) |
| Food supply (private sector) continuity | DEDJTR | DEDJTR |
| First aid | Ambulance Victoria supported by St John's Ambulance | Ambulance Victoria |
| Community information | Control Agency and East Gippsland Shire Council | Control Agency, DHHS, East Gippsland Shire Council |
| Personal Support | Victorian Council of Churches – Emergency Ministry (VCC-EM), Australian Red Cross | VCC-EM Australian Red Cross |
| Psychosocial support | VCC – EM Primary Care Partnerships | DHHS |
| Telephone support, psychological first aid | Lifeline Gippsland Crisis Helpline | Lifeline Gippsland 1800629572 |
| Translating & Interpreting | TIS 24/7 Phone No.13 1450 | TIS 24/7 Phone No.13 1450 |
| Children and children's activities | East Gippsland Shire Council | Save the Children Australia |

²⁰ All six Gippsland Councils are signatories to this generic SOP