

# Hunter Valley bus incident

## Support is available

If you have been affected by the tragic accident in the Hunter Valley, there are several support services available.

Incidents such as this may trigger a wide range of physical and psychological symptoms, including increased heart rate, high blood pressure and anxiety. It is also common for critical incidents to bring up a range of personal issues for people.

People who have been impacted may want to share their experiences in a safe environment with trained staff.

Counselling may be helpful to prevent further difficulties, either at the time or later, as stress responses can develop over time.

### **The Victims of Crime Helpline can provide:**

- information about the supports available to you
- information about access to financial support
- information to access immediate counselling through Grief Australia
- referral to access the Victims Assistance Program (VAP), which provides local flexible case management support to meet your practical, emotional and psychological needs and help you navigate the victim and criminal justice systems

**You can contact the Victims of Crime Helpline from 8.00am to 11.00pm, every day**

 Call 1800 819 817

 Text 0427 767 891

For further information visit:

 [victimsofcrime.vic.gov.au/support-for-victorian-victims-of-the-hunter-valley-bus-crash](https://victimsofcrime.vic.gov.au/support-for-victorian-victims-of-the-hunter-valley-bus-crash)



Interpreter service **9840 9355**

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## Mental health support for grief and post-trauma stress

Visit your local doctor and seek support through a mental health care plan. If a doctor agrees that you need additional support, you and the doctor will make the plan together. A mental health care plan might include a referral to an expert, like a psychologist.

A mental health treatment plan lets you claim up to 10 sessions with a mental health professional each calendar year. Health professionals set their own fees, so Medicare may only cover some of the cost. Local Community Health Services offer low-cost community counselling.

## Other support services

- A general list of supports available in Manningham is available on Council's website

🔗 [manningham.vic.gov.au/  
find-local-crisis-support-services](https://manningham.vic.gov.au/find-local-crisis-support-services)



- **Australian Red Cross**

🔗 [redcross.org.au/emergencies/coping-after-a-crisis](https://redcross.org.au/emergencies/coping-after-a-crisis)

Resources to help you cope and support others following a crisis.

- **Kids Help Line**

📞 **1800 55 1800**

For free counselling and advice for young people between the ages of five and 25.

- **Beyond Blue**

📞 **1300 224 636**

For telephone support, information and resources.

- **Lifeline**

📞 **13 11 14**

A free, 24-hour Australia-wide crisis support.