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| Social recovery |
| Recovering after a storm Wendy’s story video transcript |
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# Transcript

WENDY:

- I didn't know what had happened, but I knew that something had happened.

So the light fitting from my roof had come down, and then I heard my name being called.

And it was my neighbours, and they came and got me out of the house.

You couldn't see my garden, it was all covered, and this massive tree that was just right across my home.

I felt numb, I felt disbelief. I found it hard to comprehend what had happened.

ANNE LEADBEATER:

- Natural disasters create enormous financial challenges. First of all, is the damage that you might incur to your home, your property.

Then there's potentially a loss of income, if you're not able to go to work.

SAM:

- I think it's fair to say that Wendy was a little frustrated when we first started to talk to each other.

She was displaced from her home. She was navigating, dealing with insurance, tree cleanup.

I think she was frustrated that things were not happening quick enough and nobody was really

appreciating the urgency of her need at the time.

WENDY:

- You can see, I mean, this was a whole full canopy.

- I'm used to doing things by myself, and so it was hard to ask for help.

It was hard to say, "This is horrible and I don't know what to do."

ANNE LEADBEATER:

- Recovery support is the help that we get immediately after a disaster that

enables us to pick up and continue with our lives.

So it can be practical things, like temporary housing or first aid.

It can be support for things like getting your house and your garden repaired.

SAM:

- It was really important for me to hear Wendy's story and listen to what it was she actually needed.

I was able to help talk to different people on her behalf.

Lots of dealings with insurance, communicating everything back to Wendy.

We've more recently explored some help with some cleanup and reestablishing her garden, which is really important to her.

WENDY:

- The thing that I have appreciated about Sam and Anglicare is that they are there for me.

They're not trying, Sam has never tried to impose on me anything that she thinks I should be doing.

She has just supported me through. And it was just wonderful to have somebody who was there, who listened and who said, "Yep, okay, here's what we can do."

ANNE LEADBEATER:

- Everyone's experience of a disaster is different, just the same as everyone's lives before a disaster are unique.

And so I think a good recovery outcome is being able to, once again, live a life that you value.

Now it might be very similar to your life before the disaster or it might actually be very different, but the most important thing is that it makes sense to you and it's a life that you value that you enjoy living.

So contact council and find out what financial support is available for you.

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