

October Flood Event – Issue 3

Community Newsletter

Council continues to provide support to residents impacted by the recent flood event.

We're continuing to staff the relief centre at Maribyrnong Community Centre at 9 Randall Street, which will be open Friday 21, Saturday 22 and Sunday 23 October from 9am-5pm.

We also have all available crews and contractors continuing to provide on the ground support to manage the clean-up.

Personal Care Packs

Personal care packs, which include a range of toiletries, are available for collection at Maribyrnong Community Centre thanks to Foodbank. These can be collected between 9am-5pm.

Computer and internet access

If you need access to the internet, computers, or power to charge personal electronics – come see us at the Maribyrnong Community Centre during opening hours.

Hard waste

The hard waste collection is continuing, with our contractors collecting more than 350 tonnes of hard waste. Given the volumes, there will be multiple visits to collect water damaged items – continuing through this week.



The banner features the 'EMERGENCY RECOVERY VICTORIA' logo in the top left. The main text 'FLOOD RECOVERY HOTLINE' is in large, bold, white letters on a blue background. Below this, the phone number '1800 560 760' is displayed in large, bold, blue letters. At the bottom, it says 'Press 9 to speak to an interpreter'. On the right side, there is an illustration of a woman with purple hair wearing a headset and holding a laptop.

Needs assessments

Red Cross and Council continue to move through the flood ravaged area meeting with residents to better understand the impacts of flooding on individual properties and their needs.

Remember to ask for identification when people request to enter your property. Our staff carry identification.

Childcare support

The State Government is offering support to those who have been impacted by the flood in Maribyrnong and require short term child care while they clean-up their home or business premises.

Eligible families with children below school age who are not currently enrolled in an education and care

service can access either the Maribyrnong Aquatic Centre Occasional Care or Duke Street Community House services, free of charge, up until and including Friday 28 October, subject to availability of places.

Please contact MAC on 9032 4108, or Duke St Community House on 9311 9973 to arrange.

Eligible families with children below school age who are already enrolled at an early childhood education and care service can seek reimbursement to attend additional days of care (beyond their usual weekly enrolment) at this service, subject to availability of places. The Department of Education and Training will manage this with the relevant service.

Staying safe during the clean-up

Personal hygiene is critical during the clean-up. Illnesses like gastroenteritis (stomach bugs) can spread through contact with contaminated surfaces.

Never use contaminated water to wash dishes, brush your teeth, wash your hands, wash and prepare food, make ice or make baby formula.

Always wash your hands with soap and safe water (that has been boiled or disinfected):

- before preparing or eating food
- after going to the toilet
- after cleanup activities
- after handling articles contaminated with floodwater or sewage

Parks and open spaces

Our open spaces and sports facilities along the Maribyrnong River from Footscray Wharf to Pipemakers Park were also inundated.

They'll be assessed and a plan developed to support the clean-up to return them to the community as quickly as we can.

This includes sports facilities at Henry Turner North and South, Footscray Boating Club, and Maribyrnong Reserve which are closed to public use until further notice.

Park infrastructure such as playgrounds, BBQ and picnic facilities, and fitness equipment along the Maribyrnong River trail including Newells Paddock, Footscray Park, and Pipemakers Park are also closed until cleaning can be undertaken.

Support

Flood Recovery Hotline

The State Government has set up a Flood Recovery Hotline for impacted residents. Call **1800 560 760** to:

- register for a clean-up on private property
- navigate financial and other support
- access to temporary accommodation
- access mental health and wellbeing support

The hotline is open every day from 7.30am-7.30pm.

Case management

Windermere has been activated as a case management referral agency for residents of Maribyrnong, providing support around longer-term accommodation.

Call the Flood Recovery Hotline on **1800 560 760** or visit the State Government website for more information: vic.gov.au/recovery-support

Volunteers

Disaster Relief Australia has been activated to co-ordinate members of

the community wanting to volunteer time or resources. Call 1300 372 287.

Donations

Anyone with goods to donate to help flood affected families should visit **GIVIT.org.au** where offers can be lodged and matched with those in need.

Financial support

Support is also available from the Personal Hardship Assistance Program's Emergency Re-establishment Assistance fund. This is for families whose properties are hardest-hit, beyond initial payments for food and shelter – providing **up to \$42,250** for uninsured properties, helping to pay for clean-up, repairs, rebuilding and replacing household contents.

To apply for assistance: Call 1800 560 760, or visit **services.dffh.vic.gov.au/personal-hardship-assistance-program**

The Federal Government has also announced an additional support payment of **\$1,000 per adult** and **\$400 per child**, with those affected now eligible for the one-off, non-means-tested payments. Log in to your MyGov account to apply.

Please note: DFFH and Services Australia are no longer available at the Centre to assist with claims. Please call 1800 560 760 for support.

Emergency accommodation support

There is now state support to provide temporary accommodation for

vulnerable community members and those who have been in emergency accommodation for a number of nights, and cannot return to their homes in the near future.

Call the Flood Recovery Hotline on 1800 560 760 for help.

Legal advice

For free legal advice, assistance and referrals, contact Disaster Legal Help Victoria on 1800 113 432.

Council support

The relief centre at Maribyrnong Community Centre remains open between 9am and 5pm.

Staff are there to provide help and assistance, including with any application forms.

Council has established an email for residents to send through specific requests and concerns:

floodrecovery@maribyrnong.vic.gov.au

This inbox is monitored from 9am-5pm.

For more information

For up to date information on the current situation, visit the VicEmergency website:

emergency.vic.gov.au

For current road and traffic information, visit the VicRoads website: **traffic.vicroads.vic.gov.au**

Need help contacting us?

The following services can help you connect with us. These are free services.

Interpreting Services

The free Telephone Interpreting Service is available by calling 131 450, and ask the service operator to contact Maribyrnong City Council on 9688 0200.

Deaf, speech or hearing impaired

Contact Council through the National Relay Service using one of the methods below. Once you are connected ask for 9688 0200.

TTY users: 133 677

Speak and Listen: 1300 555 727 (speech to speech users)

Internet Relay
users: relayservice.gov.au