

Community Newsletter

It may help to know there are many people, not just in our local community, but neighbouring authorities, greater Melbourne, Victoria, and indeed the rest of Australia, who are thinking of our flood ravaged residents at this time.

Along with offers of help, Council has received many messages of support, including from our Governor, The Honourable Linda Dessau AC and her husband Tony Howard AC KC.

They send their best wishes along with a commitment that the Governor will do everything in her power to support our community through this.

She has indicated she would like to visit the flood-affected area and talk directly with impacted residents as we move into the recovery phase, recognising the immediate clean-up is our community's priority now.

Fresh Water

Taps have been installed on fire hydrants through the flood impacted area to provide fresh water for residents to drink and to support the clean-up works. See map above. They are located:

- Along the Maribyrnong River Trail and The Esplanade;
- At the intersection of Clyde and Leopold streets;
- At the Chifley Drive end of Clyde Street, and;



- On Raleigh Road.

You will find an A-frame sign at each location highlighting the location of the water tap.

Floodwaters appear to have affected the mechanism that supports the operation of the drinking fountain along the Maribyrnong Walking Trail. We're working on this.

Structural assessments

Emergency Recovery Victoria (ERV) will continue to be onsite at the relief centre between 9am-5pm over the weekend and next week. Residents can visit the centre and speak to staff

to register for a structural assessment for their property.

Weekend services

Over the weekend the relief centre at 9 Randall Street, Maribyrnong, will be open and a range of services will be on offer including information on financial assistance and free laundry services from Orange Sky Australia who are providing a mobile laundry. They will be onsite today until 3pm, and from 10am-3pm tomorrow, Saturday 22 October. A range of food trucks will also be roaming the suburb to provide food during the day and evenings to residents and volunteers.

For any flood related questions or enquiries, please email floodrecovery@maribyrnong.vic.gov.au or visit the relief centre at 9 Randall Street, Maribyrnong. Note: this email address is monitored between 9am-5pm weekdays.

Disaster Recovery Victoria (DRV) volunteers will continue to support over the weekend, and you will see them wearing blue shirts helping with things like cleaning and moving items. If you require assistance, please visit the relief centre and support will be coordinated for you.

Public toilets

Portable toilets blocks have been set up at various points in Maribyrnong, see map to the right. You will find them near:

- the intersection of Newstead Street and The Esplanade;
- Coulson Gardens, near Chifley Drive;
- The Esplanade, between Navigator and Clyde streets;
- Chifley Drive, near Anglers Way;
- Burton Crescent, near Burton Crescent.

Waste collection and chemical disposal

We're making progress with the hard waste collection with more than 1500 tonnes (just over 4,000 cubic metres) removed so far.

We need to ask, where you can, **please do your best to separate chemicals/oils/paints** and leave neatly to one side so they don't spill and contaminate the rest of the materials to be disposed.

This will help us to manage safe collection and disposal. You may also notice people in white overalls around Maribyrnong removed debris.

For any flood related questions or enquiries, please email floodrecovery@maribyrnong.vic.gov.au or visit the relief centre at 9 Randall Street, Maribyrnong. Note: this email address is monitored between 9am-5pm weekdays.



Don't be alarmed, this is a precautionary measure to remove material.

Wellbeing

Natural disasters, cleaning up and recovery can all take a toll on your mental and physical health.

No two people will experience or respond the same way. This means the type of support will also vary.

Some people might feel sadness and seek connection with others, while others might feel numb and become more disconnected. You might notice disrupted sleep, changes in eating patterns, relationships, or difficulty with routine activities.

It's vital you look after your own and your loved ones' wellbeing.

For face-to-face support, visit the Relief Centre, at 9 Randall Street. It is open 9am-5pm.

Reach out to your doctor, or call:

- The Mental Health Line open 24/7 on 1800 011 511
- Lifeline 131114
- Beyond Blue 1800 51 23 48
- Kids helpline 1800 551 800

Supporting young people

The recovery process can take time, sometimes months, even years. You can help your young people through this by:

- Validating the way they are feeling and support them in

activities that promote a sense of calm and feeling grounded

- Helping them return to some routine and re-engage in pre-flood activities
- Support connection with others, especially people who make them feel okay
- Include them in the repair and recovery of themselves, peers, family and community
- Foster hope
- Limit exposure to traumatic information through stories and media, both social and traditional.

You will find more information at: headspace.org.au

Family Violence

During times of crisis families can also be at greater risk of family violence.

If you need support contact Orange Door on 1800 271 045 or 1800 271 046 between 9am and 5pm daily.

After hours contact Safe Steps on 1800 015 188.

Families using Council's Maternal and Child Health Service can also contact their nurse or the central booking number 9688 0501 for support.

Staying safe during the clean-up

Illnesses like gastroenteritis (stomach bugs) can spread through contact with contaminated surfaces. Be sure

to 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 clean-up activities
- after handling articles contaminated with floodwater or sewage

Flood Recovery Aid



Flood affected residents can call the State Government hotline on 1800 560 760 to:

- register for clean-up on private property
- navigate financial and other support
- access accommodation (temporary or longer-term for those cannot return to their homes in the near future)
- access mental health and wellbeing support
- Emergency accommodation support for vulnerable community member4s

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

Or for more information visit: vic.gov.au/recovery-support

Financial support

Families whose properties are hardest-hit can seek support from the Personal Hardship Assistance Program's Emergency Re-establishment Assistance fund.

The Fund provides **up to \$42,250** for uninsured properties, helping to pay for clean-up, repairs, rebuilding and replacing household contents.

To apply for assistance: Call 1300 475 170, or visit services.dffh.vic.gov.au/personal-hardship-assistance-program

Support payments from the Federal Government are also available. Log in to your MyGov account to apply.

Call 1800 560 760 for support.

Legal support

Legal support for flood impacted residents is available through Disaster Legal Help Victoria. Call 1800 113 432, weekdays between 8am and 6pm or visit disasterlegalthelp.org.au

Council support

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

Specific requests and concerns can be emailed to: floodrecovery@maribyrnong.vic.gov.au

This inbox is monitored from 9am-5pm.

Volunteers

For any flood related questions or enquiries, please email floodrecovery@maribyrnong.vic.gov.au or visit the relief centre at 9 Randall Street, Maribyrnong. Note: this email address is monitored between 9am-5pm weekdays.

Disaster Relief Australia has been activated to manage members of the community wanting to volunteer. Call 1300 372 287.

Donations

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

Need help contacting us?

The following services are all free.

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