

# Issue 25:

## Wednesday 4 January



# Maribyrnong Flood Recovery Community Newsletter

Welcome to 2023 and to the first Flood Recovery Community Newsletter of the year.

We hope you were able to enjoy a safe and happy time with loved ones over the Christmas and New Year period.

## Waste disposal: Moonee Valley Transfer Station

The Victorian Government has extended the timeframe for the free disposal of flood damaged personal items and waste. If you wish to dispose of waste, the closest station is the Moonee Valley Transfer Station which is a less than five minute drive from Maribyrnong across the River.

To dispose of waste at the Station, you will need to show identification which includes your Maribyrnong address. You can dispose of flood damaged items until 2 March 2023. The Moonee Valley Waste Transfer Station is located at 188 Holmes Road, Aberfeldie.

## Community meeting

The third community meeting held in mid-December, with presentations given by Council, VicSES and Melbourne Water, facilitated by Victoria Police, was recorded and is available on Council's website [maribyrnong.vic.gov.au/flood](http://maribyrnong.vic.gov.au/flood)

## A message from Emergency Recovery Victoria (ERV) regarding Structural Assessments

We understand that you may be awaiting release of your Structural Assessment Report. We are really sorry for the delay and are committed to getting the reports to you as soon as possible. We hope to have reports flowing more consistently from mid-January onwards. Due to the scale of this flood event, we are working across Victoria and have completed over 1,000 assessments, many of them complex.

We are committed to learning from your recovery experience to improve recovery supports for your community and communities impacted by emergencies in the future. We will continue to attend Maribyrnong Community Meetings and invite you to come and speak with us with any feedback or concerns.



Melbourne Water provided an update, specifically around the pending review which will consider causes and contributors to Maribyrnong flooding, including any impact the Flemington Racecourse flood wall may have had.

Anyone will be able to take part in the review with public submissions opening on 17 January 2023. Community information sessions will also be hosted online and in-person during the submission period. Visit [melbournewater.com.au](http://melbournewater.com.au) for more information.

## Recreation reserves

Footscray Park, Coulson Gardens and a number of other parks and reserves have all sustained some damage from the flood, and our staff are doing all they can to re-establish these community assets as quickly as possible.

There are a range recreation reserves and facilities that have been restored and are open to the community, including Burndap Park, Coulson Gardens, Henry Turner

For any flood related questions or enquiries, email [floodrecovery@maribyrnong.vic.gov.au](mailto:floodrecovery@maribyrnong.vic.gov.au)  
This email address is monitored between 9am-5pm weekdays.

# Issue 25:

## Wednesday 4 January



North and most parts of Footscray Park.

All exercise equipment along the Maribyrnong River is also now operational.

For a full list of the impacted recreation reserves and their current access status, visit [maribyrnong.vic.gov.au/flood](http://maribyrnong.vic.gov.au/flood)

### Hard waste collections

A reminder that hard waste collections are now taking place by request. Send an email with your name, address and phone number to [floodrecovery@maribyrnong.vic.gov.au](mailto:floodrecovery@maribyrnong.vic.gov.au)

The disposal of building waste is the responsibility of the homeowner. If you are using a skip bin, your provider will need to submit an application for a permit, at no cost, via: [maribyrnong.vic.gov.au/skip-bin-permit](http://maribyrnong.vic.gov.au/skip-bin-permit)

Please separate liquids such as paints and oils from other hard waste to assist the collection teams in separating waste streams.

### Planning permits

We appreciate many owners will need to do some work on their properties as a result of flood damage, and understand that planning and building permit processes can be complex.

We are working with Melbourne Water to develop a prioritisation process to support residents in flood affected areas who require planning permit applications. We encourage you to contact us to discuss proposed works so we can provide advice Planning Scheme requirements any other relevant regulations, policies or guidelines that need to be considered.

Council has also waived the planning permit application fees for all flood impacted residents, organisations and businesses.

Please note, any building works may also require a building permit prior to commencement, which is issued by appointment of a private building surveyor.

Council's Building Services team can provide advice on the process, including what building works will trigger a building permit and information on how to engage a private building surveyor.

Information about Building and Planning permits is available at [maribyrnong.vic.gov.au/building-planning](http://maribyrnong.vic.gov.au/building-planning)

However, if you want to understand if you need a permit – building or planning – please reach out to us via email at [floodrecovery@maribyrnong.vic.gov.au](mailto:floodrecovery@maribyrnong.vic.gov.au) or by calling 9688 0200.

### Rate rebate applications

Council is waiving the 2022/23 waste charge for flood impacted properties. Flood affected ratepayers may also qualify for a 50% rebate on the second rates instalment.

Head to Council's website [maribyrnong.vic.gov.au/flood](http://maribyrnong.vic.gov.au/flood) for the most up to date information on rates and fees relief, and to access application forms.

Once your application is reviewed and processed, an email or letter will be sent out to you with the result of your application. If approved, a rate statement will be included to show the amount of the rebate that has been applied and the new balance owing.

### Community Newsletter

If you would like to receive this newsletter digitally, scan the QR code or visit the URL to subscribe: <http://eepurl.com/idmpPT>



### Clean-up update

**Domestic Waste (red and green lidded bins)**

We have now reverted to the pre-flood collection schedule.

For any flood related questions or enquiries, email [floodrecovery@maribyrnong.vic.gov.au](mailto:floodrecovery@maribyrnong.vic.gov.au)  
This email address is monitored between 9am-5pm weekdays.

# Issue 25:

## Wednesday 4 January



You can find details at [maribyrnong.vic.gov.au/waste](http://maribyrnong.vic.gov.au/waste)

If your bin has been lost or damaged, please contact **Customer Service** on **9688 0200** with your full name, address and contact details or that of your landlord or property agent, if you are a tenant.

### Silt, soil and mud from front and backyards

Where possible, disposal should also be arranged through private insurance or by a private contractor.

If this is not possible, place this material on the road/curb at the front of your property for Council to collect – not on the nature strip where it is difficult to collect.

## Flood Recovery Clean Up Program

Impacted residents can still access support by calling the Flood Recovery Hotline on 1800 560 760 who can help with:

- a range of clean-up services
- finding somewhere to stay
- financial, mental health and other support.

The hotline is open from 7:30am to 7:30pm daily. Call and press 9 for an interpreter.

Residents can also register their property for a free all-hazards structural assessment if it has been affected by the 2022 October floods by calling 1800 560 760 or online at

[vic.gov.au/register-structuralassessment-october-2022-floods](http://vic.gov.au/register-structuralassessment-october-2022-floods)

## Resources for parents and caregivers

The Australian Red Cross website has a number of resources for parents and caregivers and for children and young people after an emergency.

There you will find links to resources such as Birdie's Tree from the Queensland Centre for Perinatal and Infant Mental Health that includes a suite a storybooks and online games to help young children recover from the emotional effects of natural disasters. This and many other resources can be found at [redcross.org.au/emergencies/resources](http://redcross.org.au/emergencies/resources)

## Need help contacting us?

The following services are all free.

### 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](http://relayservice.gov.au)

### 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.

### Translations

Nếu cần được trợ giúp để hiểu thông tin này, quý vị hãy gọi dịch vụ thông dịch trên điện thoại theo số 131 450 và yêu cầu gặp thông dịch viên.

A 如果您需要协助理解这一信息，请致电 131 450 联系电话口译服务，要求使用一名口译员。

यिद आपको यह जानकारी समझने में सहायता की आवश्यकता है, तो टेलीफोन ि०००७ भािंदया सेवा को 131 450 पर कॉल कर और ि०००७ भािंदए के दलए पूछ। এই তথ্যিंद ব াঝার জন িষদ বকানন্ারকম সহায়তার নয়াজন্ হয়, তােহন েবেদন ান্ িবাবাষী পদরনষ ানক 131 450 ্বনর েংক কন্ এ ংং একজন্ িবাবাষীর জন অন্ুনরাধ কন্।

Se hai bisogno di assistenza per capire queste informazioni, chiama il servizio d'interpretariato telefonico al numero 131 450 e chiedi di un interprete.

Εάν χρειάζεστε βοήθεια για να κατανοήσετε αυτές τις πληροφορίες, καλέστε την τηλεφωνική υπηρεσία διερμηνέων στο 131 450 και ζητήστε διερμηνέα.

For any flood related questions or enquiries, email [floodrecovery@maribyrnong.vic.gov.au](mailto:floodrecovery@maribyrnong.vic.gov.au)  
This email address is monitored between 9am-5pm weekdays.

# Issue 25:

## Wednesday 4 January



### Ongoing support

<b>Greater Western Water</b>	One off \$600 rebate for homes or businesses flooded above floor level	Call 13 44 99	<a href="http://gww.com.au">gww.com.au</a>
<b>Flood Recovery Hotline</b>	Flood affected residents can call the hotline to register for clean-up services, financial support, mental health and wellbeing support, and more.	1800 560 760 7.30am-7.30pm	<a href="http://vic.gov.au/emergency-recovery-victoria">vic.gov.au/emergency-recovery-victoria</a>
<b>Services Australia</b>	A lump sum of \$1,000 per adult and \$400 for each child younger than 16 for those impacted by the floods.	180 22 661	Payments can be claimed via your MyGov account
<b>Disaster Legal Help</b>	Legal support for flood impacted residents is available through Disaster Legal Help Victoria.	1800 113 432 8am-6pm	<a href="http://disasterlegalhelp.org.au">disasterlegalhelp.org.au</a>
<b>Sporting and Recreational Clubs</b>	One off \$5,000 grant available for not-for-profit and community sport and active recreation organisations impacted by the flood.	1800 560 760 7.30am-7.30pm	<a href="http://business.vic.gov.au">business.vic.gov.au</a>
<b>Tenants and Landlords</b>	Tenants and landlords have certain rights and responsibilities in relation to rental properties that may have been damaged in the flood event.	1800 560 760 7.30am-7.30pm	<a href="http://consumer.vic.gov.au">consumer.vic.gov.au</a>
<b>Businesses</b>	Businesses directly impacted by the flood can access a one-off grant of \$5,000 to cover immediate expenses.	13 22 15	<a href="http://business.vic.gov.au">business.vic.gov.au</a>
<b>Council flood support</b>	Contact Council for any flood related enquiries, including household bin replacement, hard waste, and information about rate rebates.	9688 0200	<a href="mailto:floodrecovery@maribyrnong.vic.gov.au">floodrecovery@maribyrnong.vic.gov.au</a>

For any flood related questions or enquiries, email [floodrecovery@maribyrnong.vic.gov.au](mailto:floodrecovery@maribyrnong.vic.gov.au)  
This email address is monitored between 9am-5pm weekdays.