

# Issue 27:

## Wednesday 18 January



# Maribyrnong Flood Recovery Community Newsletter

## Disaster Legal Help Victoria (DLHV)

As impacted residents begin to work through the repair and rebuilding, legal needs begin to surface.

If you need help with tenancy, insurance or property damage, DLHV provides free information and advice:

- call the DLHV phone line on **1800 113 432**, weekdays from 8am to 6pm
- use the Victoria Legal Aid Webchat, weekdays from 8am to 6pm online at **[legalaid.vic.gov.au/speak-to-us](https://legalaid.vic.gov.au/speak-to-us)**

To speak with a local community lawyer, visit the Federation of Community Legal Centres website to find a community legal centre near you: **[fclc.org.au](https://fclc.org.au)**

For more information, visit **[disasterlegalhelp.org.au](https://disasterlegalhelp.org.au)**

## Meet the Mayor: 4-6pm, Tuesday 24 January

Flood impacted residents are invited to attend a Meet the Mayor with Mayor, Councillor Sarah Carter from

## Maribyrnong River flood review

Melbourne Water is supporting an independent review of the Maribyrnong River flood event that occurred on the 14th of October, 2022.

The review will include an examination of the causes and contributors to the Flood Event in the urban catchment, including any potential impacts of the Flemington Racecourse Flood Wall on the extent and duration of the flood.

Public submissions for the independently led Review have now opened. Community members can provide their submissions from **17 January 2023 until 17 March 2023**.

Melbourne Water will hold a series of six information sessions, both in person and online, for the community to find out more about the review and how to make a submission.

Those wanting to get involved are encouraged to visit Melbourne Water's Maribyrnong River Flood Review YourSay page for information, including details of the six community information sessions and the full terms of reference: **[yoursay.melbournewater.com.au/maribyrnong-river-flood-review](https://yoursay.melbournewater.com.au/maribyrnong-river-flood-review)**. Or call Melbourne Water on 131 722



4-6pm on Tuesday 24 January at Maribyrnong Community Centre. Mayor, Councillor Sarah Carter will be at this drop-in session to speak with and listen to the community.

## Registered builders and plumbers

Flood impacted residents are being advised to ensure they check the legitimacy of builders and/or plumbers undertaking repair and

rebuilding works on their homes that were damaged during the flood.

The Victorian Building Authority (VBA) is reminding residents to check that these services are properly registered and licenced as it is common for unlicensed and unregistered providers to operate after a natural disaster to take advantage of impacted residents.

While some work around the home can be undertaken without a registered practitioner, there are

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 27:

## Wednesday 18 January



registration requirements for most domestic building and plumbing works. This includes the need to engage a registered builder for work worth more than \$10,000.

To check whether your builder or plumber is registered with the VBA, visit [vba.vic.gov.au/check](http://vba.vic.gov.au/check)

### Community Recovery Committee (CRC)

A CRC is being proposed to support the recovery efforts post the flood event in October 2022. It's planned to be an advisory committee of Council and will consist of a majority of community members, for a term of 18 months, who will advise on what recovery looks like for their community.

It is anticipated that a report to establish the CRC will be presented to Council in February 2023.

Membership of the proposed Committee will be representative of the community with reference to ability, age, gender and gender identification, and cultural background, and an Expression of Interest process will be run for nominations by members of the community.

Further information on the date of the Council meeting and the proposed CRC will be provided in due course.

### 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. Resources can be found at [redcross.org.au/emergencies/resources](http://redcross.org.au/emergencies/resources)

### Planning and Building 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 encourage you to contact us to discuss proposed works so we can provide advice on Planning Scheme requirements and any other relevant regulations 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 beginning, 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)

Reach out to us at [floodrecovery@maribyrnong.vic.gov.au](mailto:floodrecovery@maribyrnong.vic.gov.au) or by calling 9688 0200 for more information.

### Reminders

#### Mosquito update

After the flood events of October 2022 and generally high rainfall in recent months, Maribyrnong has experienced increased mosquito numbers. Unfortunately, the humble mozzie can spread several diseases, in rare cases causing severe illness. It's crucial to protect against their bites, which you can do by following these simple tips.

- Cover up – wear long, loose-fitting light-coloured clothing and covered shoes outdoors.
- Apply – use mosquito repellents containing Picaridin or DEET on exposed skin.
- Screen up – cover windows, doors and vents with undamaged insect screens.
- Clean up – remove stagnant water from around the home.

More information:  
[betterhealth.vic.gov.au](http://betterhealth.vic.gov.au)

[Moonee Valley Transfer Station](#)

# Issue 27:

## Wednesday 18 January



A reminder that the timeframe for the free disposal of flood damaged personal items and waste has been extended, and the closest station is the Moonee Valley Transfer Station.

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.

### 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](https://vic.gov.au/register-structuralassessment-october-2022-floods)

### 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](https://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 िं०००५ भािंदया सेवा को 131 450 पर कॉल कर और िं०००५ भािंदए के दए पूछ। এই তথ্যিंद ব াঝার জন িষদ বকানন্ারকম সহায়তার নয়াজন্ হয়, তােহন েেবদন া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.

### 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.



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 27:

## Wednesday 18 January



### General updates

Domestic waste (red, green and yellow lidded bins)	We have now reverted to the pre-flood collection schedule.	For more information, visit <a href="http://maribyrnong.vic.gov.au/waste">maribyrnong.vic.gov.au/waste</a>
Lost or damages domestic waste bins (red, green and yellow lidded bins)	If your bin has been lost or damaged, please contact us with your full name, address and contact details or that of your landlord or property agent, if you are a tenant.	<b>Call Customer Service on 9688 0200</b>
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.	For more information, visit <a href="http://maribyrnong.vic.gov.au/waste">maribyrnong.vic.gov.au/waste</a>
Recreation Reserves in Maribyrnong	There are a range recreation reserves and facilities that have been restored and are open to the community.	For a full list of the impacted recreation Reserves and their current access status, visit <a href="http://Maribyrnong.vic.gov.au/flood">Maribyrnong.vic.gov.au/flood</a>
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.	For the most up to date information on rates and fees relief, and to access application forms, visit <a href="http://maribyrnong.vic.gov.au/flood">maribyrnong.vic.gov.au/flood</a>
Community Newsletter	Community Newsletters are delivered weekly on Wednesday's in-person to impacted residents and digitally.	If you would like to receive this newsletter digitally, scan the QR code or visit the URL to subscribe: <a href="http://eepurl.com/idmpPT">http://eepurl.com/idmpPT</a>
Hard waste collections	Hard waste collections continue to take place by request.	Send an email with your name, address and phone number to <a href="mailto:floodrecovery@maribyrnong.vic.gov.au">floodrecovery@maribyrnong.vic.gov.au</a>
Building waste	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. Please continue to separate liquids such as paints and oils from other hard waste to assist the collection teams in separating waste streams.	Submit application online at <a href="http://maribyrnong.vic.gov.au/skip-bin-permit">maribyrnong.vic.gov.au/skip-bin-permit</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.

# Issue 27:

## Wednesday 18 January



### Ongoing support

<b>Greater Western Water</b>	One off \$600 rebate for homes or businesses flooded above floor level	Call 13 44 99	gww.com.au
<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	vic.gov.au/emergency-recovery-victoria
<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	disasterlegalhelp.org.au
<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	business.vic.gov.au
<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	consumer.vic.gov.au
<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	business.vic.gov.au
<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	floodrecovery@maribyrnong.vic.gov.au

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.