

# Issue 28:

## Wednesday 25 January



# Maribyrnong Flood Recovery Community Newsletter

## Family Violence Support

Research shows that incidences of family and domestic violence can increase after an emergency. This is due to increased tensions around displacement, unemployment and trauma, grief and loss, and due to the ongoing disruption to daily life.

There are a range of support services available for anyone experiencing or afraid of domestic and family violence.

### Safe Steps Family Violence Response Centre

Specialist support service for anyone experiencing or afraid of family violence.

**Phone:** 1800 015 188, 24 hours, 7 days a week

**Webs:** [safesteps.org.au](http://safesteps.org.au)

### 1800 RESPECT

For anyone impacted by sexual assault, abuse and family violence.

**Phone:** 1800 737 732, 24 hours

**Web:** [1800respect.org.au](http://1800respect.org.au)

### MensLine Australia

Support for men with family and relationship concerns.

**Phone:** 1300 789 978

**Web:** [mensline.org.au](http://mensline.org.au)

### GenWest

Provides a range of services for people in Melbourne's west experiencing family violence.

**Phone:** 1800 436 937

**Email:** [info@genwest.org.au](mailto:info@genwest.org.au)

**Web:** [genwest.org.au](http://genwest.org.au)

## Support and insurance advice

The Western Emergency Relief Network (WERN), a non-for profit charity that provides emergency relief and assistance to community members in need, has established an Insurance Advisory Sub-Committee.

The Sub-Committee includes several industry experts who can provide guidance and support to impacted residents with insurance claims, in line with the Insurance Council of Australia Guidelines.

For more information, visit [wern.org](http://wern.org)

To contact WERN, email [administration@wern.org](mailto:administration@wern.org)

## Reminders

### Community Recovery Committee (CRC)

A CRC is being proposed to support the recovery efforts post the flood event in October 2022, 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.

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)

### 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.

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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.

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

### Mosquito update

After the flood events of October 2022 and generally high rainfall in recent months, Maribyrnong has experienced increased mosquito numbers. 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, apply mosquito repellent, cover open windows and doors, and remove any stagnant water. More information: [betterhealth.vic.gov.au](http://betterhealth.vic.gov.au)

### Moonee Valley Transfer Station

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](http://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](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 তথ্যিঁদ ব াঝার জন িযদ 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.

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### General updates

| <b>Domestic waste</b>                              | We have reverted to the pre-flood collection schedule.                                                                                                                                                                                                                                                                                                                                                                                        | <a href="http://maribyrnong.vic.gov.au/waste">maribyrnong.vic.gov.au/waste</a>                                                                                                                                                                                                |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Lost or damaged domestic waste bins</b>         | If your bin has been lost or damaged, please contact us to arrange a new one.                                                                                                                                                                                                                                                                                                                                                                 | <b>Call Customer Service on 9688 0200</b>                                                                                                                                                                                                                                     |
| <b>Silt, soil and mud from front and backyards</b> | Where possible, disposal should also be arranged through private insurance or by a private contractor. If this is not possible, place the 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>                                                                                                                                                                    |
| <b>Recreation Reserves</b>                         | There are a range recreation reserves and facilities that have been restored and are open to the community.                                                                                                                                                                                                                                                                                                                                   | <a href="http://Maribyrnong.vic.gov.au/flood">Maribyrnong.vic.gov.au/flood</a>                                                                                                                                                                                                |
| <b>Rate rebate applications</b>                    | 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 and to access application forms, visit <a href="http://maribyrnong.vic.gov.au/flood">maribyrnong.vic.gov.au/flood</a>                                                                                                                     |
| <b>Community Newsletter</b>                        | Community Newsletters are delivered weekly on Wednesday's in-person to impacted residents and digitally.                                                                                                                                                                                                                                                  | Subscribe to receive this newsletter digitally by scanning QR code or visiting <a href="http://eepurl.com/idmpPT">http://eepurl.com/idmpPT</a>                                                                                                                                |
| <b>Hard waste collections</b>                      | Hard waste collections continue to take place by request. Email us your name, address and phone number.                                                                                                                                                                                                                                                                                                                                       | <a href="mailto:floodrecovery@maribyrnong.vic.gov.au">floodrecovery@maribyrnong.vic.gov.au</a>                                                                                                                                                                                |
| <b>Building waste</b>                              | 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.                                                                                                                                                                             | Submit application online at <a href="http://maribyrnong.vic.gov.au/skip-bin-permit">maribyrnong.vic.gov.au/skip-bin-permit</a>                                                                                                                                               |
| <b>Building and Planning permits</b>               | Council has waived the planning permit application fees for all flood impacted residents, organisations and businesses. Any building works may also require a building permit prior to beginning, which is issued by appointment of a private building surveyor.<br><br>Council's Building Services team can provide advice on the process, including what building works will trigger a building permit and how to engage building surveyor. | <a href="http://maribyrnong.vic.gov.au/building-planning">maribyrnong.vic.gov.au/building-planning</a><br><br>Reach out to us at <a href="mailto:floodrecovery@maribyrnong.vic.gov.au">floodrecovery@maribyrnong.vic.gov.au</a> or by calling 9688 0200 for more information. |

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.

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### 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<br>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>Legal Help</b>                      | Legal support for flood impacted residents is available through Disaster Legal Help Victoria.                                                      | 1800 113 432<br>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<br>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<br>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.