

# Issue 32:

## Wednesday 22 February



# Maribyrnong Flood Recovery Community Newsletter

## Community Recovery Committee (CRC) nominations open

A CRC was endorsed on 7 February to support the recovery efforts post the 2022 Maribyrnong River flood event.

It will consist of a majority of community members, for a term of 18 months, who will provide guidance, support, and advice on what recovery will look like for their local community.

Expressions of interest (EOI) for nominations are open, and close at 5pm, Friday 24 February.

The Terms of Reference document and EOI form are available online for review and completion at:  
[maribyrnong.vic.gov.au/flood](http://maribyrnong.vic.gov.au/flood)

## Small Business Victoria Support

Small Business Victoria is offering free mental health and wellbeing support for small businesses impacted by the October 2022 floods through the Partners in Wellbeing helpline.

They're providing free, confidential, one-on-one support for sole traders, small business owners and their employees through trained wellbeing

coaches, financial counsellors and business advisors.

Call 1300 375 330 Monday to Friday, 9am to 10pm or Saturday and Sunday, 9am to 5pm. You can also access a live chat or send an enquiry online. More information:  
[partnersinwellbeing.org.au](http://partnersinwellbeing.org.au)

## Anglicare information

Anglicare Victoria are providing free financial counselling for people affected by emergencies in Victoria. This includes access to counselling for insurance, utility relief, debts, accessing government relief, consumer and financial rights, and house payments.

To speak with your local financial counsellor contact Anglicare Victoria call 9731 2500 or email  
[fcwest@anglicarevic.org.au](mailto:fcwest@anglicarevic.org.au)

## Sport and Open Space update

A significant amount of work has been carried out to restore many of the assets that were impacted following the flooding event in October. This includes the following:

- a comprehensive audit of all impacted assets and an associated work program

- removal of a significant amount of debris
- scraping of pathways and roadways to clear silt
- playground works to restore softfall and sand and inspections of equipment to ensure compliance
- inspection and repair of public amenity blocks
- inspection and repair of community BBQ's

Works are underway to repair impacted sports pavilions.

## Melbourne Water Maribyrnong River Flood Review

Melbourne Water are conducting a review into the October 2022 Maribyrnong River flood, and residents are invited to make a submission and contribute.

Submissions close 17 March, 2023.

For more information, visit  
[yoursay.melbournewater.com.au/maribyrnong-river-flood-review](http://yoursay.melbournewater.com.au/maribyrnong-river-flood-review)

## Reminders

### Flood support for school students

Through the Victorian Government's Health and Education Recovery Fund, families of school students or

For any flood related questions or enquiries, email [floodrecovery@maribyrnong.vic.gov.au](mailto:floodrecovery@maribyrnong.vic.gov.au)  
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# Issue 32:

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school students who are living independently who have been impacted by the recent floods can apply for support to replace school-related items that were lost or damaged in the floods. This includes items such as uniforms, laptops, internet dongles and stationery, and is up to the value of \$1,200.

For more information and to apply, visit [vic.gov.au/flood-support-application-form](https://vic.gov.au/flood-support-application-form)

### Support and insurance advice

The Western Emergency Relief Network are providing guidance and support to impacted residents with insurance claims. For more information, visit [wern.org](https://wern.org) or email [administration@wern.org](mailto:administration@wern.org)

### Resources for parents and caregivers

The Australian Red Cross has a number of resources for parents and caregivers and for children and young people after an emergency: [redcross.org.au/emergencies/resources](https://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.

To check, visit [vba.vic.gov.au/check](https://vba.vic.gov.au/check)

### Moonee Valley Transfer Station

You can continue to dispose of flood damaged personal items and waste

at the Moonee Valley Transfer 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 १३१ ४५० भांडिया सेवा को १३१ ४५० पर कॉल कर और १३१ ४५० भांडिए के दलए पूछ। এই তথ্যইন্দ ব াঝার জন িষদ বকানন্ ারকম সহায়তার নয়াজন্ হয়, তােহন েবেদন ান্ িবভাষী পদরনষ ানক ১৩১ ৪৫০ বনর েংক কন্ এ াং একজন্ িবভাষীর জন অন্ নরাধ 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 διερμηνή

# Issue 32:

## Wednesday 22 February



### 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 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 of 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.  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>  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)  
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# Issue 32:

## Wednesday 22 February



### 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>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>
<b>Family Violence Support</b>	<u>Safe Steps Family Violence Response Centre</u> : call 1800 015 188, 24 hours, 7 days a week or visit <a href="http://safesteps.org.au">safesteps.org.au</a> <u>1800 RESPECT</u> : call 1800 737 732, 24 hours or visit <a href="http://1800respect.org.au">1800respect.org.au</a>	<u>MensLine Australia</u> : call 1300 789 978 or visit <a href="http://mensline.org.au">mensline.org.au</a> <u>GenWest</u> : call 1800 436 937, email <a href="mailto:info@genwest.org.au">info@genwest.org.au</a> or visit <a href="http://genwest.org.au">genwest.org.au</a> <u>InTouch Multicultural Centre Against Family Violence</u> : Call 1800 755 988 or visit <a href="http://intouch.org.au">intouch.org.au</a>	

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