

# Issue 36:

# Wednesday 22 March



## Maribyrnong Flood Recovery Community Newsletter

### Mental health support for impacted residents

#### Online support

Dealing with the aftermath of a natural disaster can have a significant impact on the mental health and wellbeing of impacted individuals and communities.

Head to Health is an online resource that provides free mental health resources and access to mental health services. To access it, visit [headtohealth.gov.au](http://headtohealth.gov.au)

#### Mental health support event: Tuesday 4 April

Council is collaborating with the Department of Families, Fairness and Housing to provide an in-person mental health support event for residents impacted by the 2022 flood.

The event will focus on personal and community recovery following the flood.

Guest Speaker, Dr. David Younger, a Melbourne based clinical psychologist and natural disaster and emergency recovery consultant, will deliver essential messages to help cope with difficulties associated with natural disasters, along with tips to maintaining overall health and wellbeing.

Dr Younger will also discuss the most effective ways for communities to support themselves during the recovery process.

**Date:** Tuesday 4 April 2023

**Time:** 6-8pm. Please arrive 15 minutes early for registrations

**Venue:** Medway Golf Club, 57 Omar Street, Maidstone

**Registrations:** register your interest and number of attendees by 31 March via email to [floodrecovery@maribyrnong.vic.gov.au](mailto:floodrecovery@maribyrnong.vic.gov.au)

Light refreshments will be provided.

Council understands the importance of providing education and support to those affected by natural disasters, and are committed providing ongoing support for the Maribyrnong community. We will closely monitor the response to this event and consider the need for further events moving forward.

### Reminder: Financial Relief Extended

Council recognises a number of residents impacted by the October 2022 flood event may be experiencing financial hardship and is offering assistance through:

- a rebate of 50% on the Quarter 2 (November), Quarter 3 (February) and Quarter 4 (May) instalment of Rates and Municipal Charges upon application \*
- waiving of the 2022/23 waste charge
- a rebate of 50% for the Residential Vacant Land Rate component where dwellings have been required to be demolished before reinstatement \*
- waiving of fees for planning applications where dwellings are reinstated on a like for like basis in accordance with the Planning Scheme.

Council has sent an email to notify those who are eligible for financial assistance but have not yet submitted their application.

\* NB: this rebate does not apply for the State Government Fire Service Levy. To apply, visit

[Maribyrnong.vic.gov.au/flood](http://Maribyrnong.vic.gov.au/flood) or email [floodrecovery@maribyrnong.vic.gov.au](mailto:floodrecovery@maribyrnong.vic.gov.au)

#### Address details

If you are not currently living at your property, you can update your details online using MyMaribyrnong, Council's new online portal where residents can self-manage

For any flood related questions or enquiries, email [floodrecovery@maribyrnong.vic.gov.au](mailto:floodrecovery@maribyrnong.vic.gov.au)  
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transactions and interactions, at [Maribyrnong.vic.gov.au/MyMaribyrnong](http://Maribyrnong.vic.gov.au/MyMaribyrnong).

You can also register to receive rates notice electronically online at [maribyrnong.enotices.com.au](http://maribyrnong.enotices.com.au)

For more information, visit [Maribyrnong.vic.gov.au/flood](http://Maribyrnong.vic.gov.au/flood)

## Update on parks and sports fields

A significant amount of work has been carried out to restore the open space areas throughout Maribyrnong impacted by flooding.

This includes continuing to remove debris from impacted areas, and repairing and reopening the bicycle repair station at Footscray Park.

Upcoming works include the continued scraping of pathways and roadways to clear silt, playground repair works to restore soft fall and sand, and inspections of playground equipment to ensure compliance.

Works are also continuing to undertake repair works to impacted sports pavilions, including Maribyrnong Reserve Sports Pavilion and Henry Turner South Pavilion. Up to date information is available on the website at [Maribyrnong.vic.gov.au/flood](http://Maribyrnong.vic.gov.au/flood)

## Flood waste levy waiver extended

Flood damaged personal items can continue to be taken to the Moonee

Valley Transfer Station for 'free' disposal until 2 May 2023. You will need to show identification which includes your Maribyrnong address.

Contact Moonee Valley Transfer Station with any enquiries on 8325 1730, directly at 188 Holmes Road, Aberfeldie, or visit [mvcc.vic.gov.au](http://mvcc.vic.gov.au)

## Reminders

### Understanding Insurance Options

A financial counsellor can help impacted residents understand insurance options and assist with insurance claims. They also provide information on individual rights and assistance in completing documents, including lodging complaints (if needed) with internal or external dispute resolution services.

For more information contact Anglicare Victoria on **9731 2500** or [fcwest@anglicarevic.org.au](mailto:fcwest@anglicarevic.org.au)

### Community Recovery Committee EOI remains open

Expressions of interest (EOI) for the Community Recovery Committee (CRC), endorsed to support the recovery efforts post the 2022 flood event, remain open.

Council continues to accept applications recognising the circumstances of members may change, and that we may need to periodically induct new members.

For more information and to apply [maribyrnong.vic.gov.au/flood](http://maribyrnong.vic.gov.au/flood)

### Parliament of Victoria 2022 Flood Event Inquiry

The Parliament of Victoria's Environment and Planning Standing Committee is undertaking an inquiry into Victoria's preparedness for and response to the October 2022 flood event. For more information, visit [new.parliament.vic.gov.au/get-involved/inquiries/floodinquiry](http://new.parliament.vic.gov.au/get-involved/inquiries/floodinquiry)

### Flood support for school students

Families with school aged students or students who are living independently can apply for support to replace school-related items lost or damaged in the flood. This is up to the value of \$1,200. For more information and to apply, visit [vic.gov.au/flood-support-application-form](http://vic.gov.au/flood-support-application-form)

### Resources for parents and caregivers

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

### Registered builders and plumbers

Be sure to check the legitimacy of builders and/or plumbers undertaking repair and rebuilding works on your properties damaged during the flood. To check, visit [vba.vic.gov.au/check](http://vba.vic.gov.au/check)

### Flood Recovery Hotline

State Government's Flood Recovery Hotline is still available. Call 1800 560 760 for help to:

- Register for a clean-up of private property

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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- Navigate financial and other support
- Access mental health and wellbeing support

The hotline is answered daily between 7:30am and 7:30pm.

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)

## Understanding Emergency Management

Residents have been discussing the roles and responsibilities of the various agencies involved in emergency management. Each week we will highlight a specific organisation or description of emergency management and provide links to further resources.

At a State level we have the State Emergency Management Plan that outlines the roles and responsibilities of agencies in relation to emergency management, and the responsibility of each municipality to prepare their own Municipal Emergency Management Plan (MEMPC).

In Maribyrnong, the Municipal Emergency Management Planning

Committee (MEMPC) is composed of representatives from all response agencies, Victoria University, Business, Co Health, Australian Red Cross, Salvation Army, Victorian Council of Churches, Department of Defence, and a community representative. The MEMPC meets quarterly, except for special or extraordinary circumstances.

The Committee has various responsibilities, such as preparing the MEMPC, regularly reviewing the risks that exist in Maribyrnong, considering the consequences of those risks and assisting in the implementation of community education, awareness and engagement.

You can download a copy of the Maribyrnong Municipal Emergency Management Plan online at [maribyrnong.vic.gov.au/Residents/Emergency-Management](https://maribyrnong.vic.gov.au/Residents/Emergency-Management)

### 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 टिंठु भांिंदया सेवा को 131 450 पर कॉल कर और टिंठु भांिंदए के दलए पूछ। এই তথ্যিंद ব াঝার জন িষদ বকানন্ ারকম সহায়তার নয়াজন্ হয়, তােহন েেবদন ান্ িবাত্বিী পদরনষ ানক 131 450 বনর েেক কন্ এ াং একজন্ িবাত্বিীর 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 διερμ

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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 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://maibyrnong.vic.gov.au/waste">maibyrnong.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. A 50% rebate on the 2022/23 third and fourth quarter rates and municipal charges instalment will apply. Rebates do not apply to the State Government Fire Service Levy	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.	 <p>Subscribe to receive this newsletter digitally by scanning QR code or visiting <a href="http://eepurl.com/idmpPT">http://eepurl.com/idmpPT</a></p>
<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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## Ongoing support

<b>Greater Western Water</b>	One off \$600 rebate for homes businesses flooded above floor level. This was issued automatically in either your November or January water bill.	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>	Disaster Recovery Payment. A lump sum payment for those significantly affected by the floods.	180 22 66	Payments can be claimed via MyGov before 16 June 2023
<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>Businesses, Sporting and Recreational Clubs</b>	One off \$5,000 grant available for businesses, not-for-profit and community sport and active recreation organisations impacted by the flood.	13 22 15	<a href="http://business.vic.gov.au">business.vic.gov.au</a> Closes 1 May 2023
<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>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>Business Support</b>	Businesses who have suffered flood damage may be eligible for a one-off \$5,000 grant	Call 132 215	<a href="http://business.vic.gov.au">business.vic.gov.au</a> before 1 May 2023 to apply
<b>Support and insurance advice</b>	The Western Emergency Relief Network provides guidance and support to impacted residents with insurance claims.	<a href="mailto:administration@wern.org">administration@wern.org</a>	<a href="http://wern.org">wern.org</a>
<b>Family Violence Support</b>	<p><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></p> <p><u>1800 RESPECT</u>: call 1800 737 732, 24 hours or visit <a href="http://1800respect.org.au">1800respect.org.au</a></p> <p><u>MensLine Australia</u>: call 1300 789 978 or visit <a href="http://mensline.org.au">mensline.org.au</a></p> <p><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></p> <p><u>InTouch Multicultural Centre Against Family Violence</u>: Call 1800 755 988 or visit <a href="http://intouch.org.au">intouch.org.au</a></p>		

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This email address is monitored between 9am-5pm weekdays.