

Issue 58:

Wednesday 30 August



Maribyrnong Flood Recovery Community Newsletter

Meet your Neighbour

The Community Recovery Committee (CRC) requested that Council support two community events in Coulson Gardens.

The first Meet Your Neighbours event took place last Friday 25 August. There were lots of kids and people enjoying the sunshine and it was a great opportunity to talk and share our recovery stories.

The CRC warmly invites you to attend the second 'Meet Your Neighbours' event which is planned:

When: Saturday 16 September, 12 – 3pm

Where: Coulson Gardens, The Esplanade entrance

Legal Aid support for residents

A second Legal Aid drop-in session will be held during September, to provide advice and ongoing support to flood-impacted residents.

Agencies will be onsite for questions and to provide information about disaster legal aid and recovery support.

Speak with representatives from:

- cohealth Recovery Support
- Anglicare Financial Counselling
- Disaster Legal Help Victoria

- WEst Justice
- Berrill & Watson Lawyers

Date: Thursday 14 September 2023

Time: Drop in anytime from 3-7pm

Venue: Maribyrnong Community Centre, 9 Randall Street, Maribyrnong

Enquiries:

floodrecovery@maribyrnong.vic.gov.au

Access to interpreters will be available and light refreshments will be provided.

These sessions are a collaboration between multiple agencies and Maribyrnong and Moonee Valley city councils and the Community Recovery Committee and are supported with funding from Emergency Recovery Victoria.

Newsletter frequency

From 30 August we're changing the frequency of the flood newsletter to every fortnight.

Digital copies and information will continue to be shared on Council's website:

maribyrnong.vic.gov.au/flood

Drop in for building and planning advice

Take up the opportunity to meet with a Council building surveyor or

planner at the Maribyrnong Community Centre every Thursday between 2-5pm.

Drop in at any time across the afternoon if you have any queries regarding a planning or building permit.

Or email us if you need more information at floodrecovery@maribyrnong.vic.gov.au

Insurance update

While insurance providers have been reviewing and progressing claims, we recommend you contact your insurer directly to confirm repair timeframes, temporary accommodation needs, or to ask any other claim or policy questions.

For information on insurance recovery and the claims process visit insurancecouncil.com.au/resource/insurance-recovery-process/

Property owners who may be dissatisfied with the progress or outcome are able to make a complaint at any stage of the process.

For flood related questions or enquiries, email floodrecovery@maribyrnong.vic.gov.au

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

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Reminders

Flood Recovery Hotline

For help with repairs, accommodation, financial or mental health support, call the Flood Recovery Hotline between 8am and 6pm Monday to Friday or visit vic.gov.au/erv

Recovery support service

Cohealth's Recovery Support Program continues to provide a front-door service offering screening and assessments to determine impacted residents' immediate and longer-term needs.

Cohealth also provides information, assistance with practical matters, identification of service needs, coordination and management of services, advocacy for access to services, and flexible funding.

For more information, contact flood.relief@cohealth.org.au

Structural assessments

Free structural assessments covering property damage and potential hazards, like mould or electrical issues, are still available.

The detailed report provided can be used to support an insurance claim or inform tradespeople on the repairs needed. It also provides information on eligibility for additional support, like having hazards removed for free.

To register for an assessment visit: [Structural assessment registration \(www.vic.gov.au\)](http://www.vic.gov.au)

Business Relief Service

Business Victoria is offering free, confidential, one-on-one support from local business relief advisors.

For further information business.vic.gov.au/grants-and-programs/business-relief-service

Help to contact us

Deaf, speech or hearing impaired residents can contact Council through the National Relay Service. Once 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

Interpreting

The free Telephone Interpreting Service is available by calling **131 450**, and asking 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.

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。

यदि आपको यह जानकारी समझने में सहायता की आवश्यकता है, तो टेलीफोन दुभाषिया सेवा को 131 450 पर कॉल करें और दुभाषिए के लिए पूछें।

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 διερ

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General updates

Building and Planning permits	<p>Council has waived planning permit application fees for all flood impacted residents, organisations and businesses. Building works may also require a building permit. This is issued by appointment of a private building surveyor prior to works beginning. Council's Building Services team can advise on the process, including works that will trigger a permit, and how to engage a surveyor.</p>	<p>maribyrnong.vic.gov.au/building-planning</p> <p>or</p> <p>floodrecovery@maribyrnong.vic.gov.au or call 9688 0200</p>
Financial Relief	<p>A rebate of 50% on the first and second quarter Rates and Municipal Charges (excluding the state government fire services levy), is available upon application, for identified flood affected properties.</p> <p>A Rebate of 50% on the vacant residential land rate is available upon application, for identified flood affected properties, on condition the certificate of occupancy permit is issued within 24 months of the completed building demolition.</p>	<p>To apply, visit maribyrnong.vic.gov.au/flood</p> <p>or email floodrecovery@maribyrnong.vic.gov.au</p>
Waste	<p>Lost or damaged domestic bins – contact us to arrange for a new one.</p> <p>Removing silt, soil and mud from front and backyards Disposal should also be arranged through private insurance or by a private contractor.</p> <p>Hard waste collections - on request. Please email us your name, address and phone number.</p> <p>Building waste - The disposal of building waste is the responsibility of the homeowner. Skip bins need a permit, but these are provided free. Please separate liquids such as paints and oils from other hard waste.</p>	<p>maribyrnong.vic.gov.au/waste</p> <p>Phone 9688 0200 or email@maribyrnong.vic.gov.au</p> <p>floodrecovery@maribyrnong.vic.gov.au</p> <p>Apply online at maribyrnong.vic.gov.au/skip-bin-permit</p>

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

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Ongoing support

Flood Recovery Hotline	Flood affected residents can call the hotline to register for clean-up services, financial support, mental health and wellbeing support, and more.	vic.gov.au/emergency-recovery-victoria Phone 1800 560 760, 8am–6pm
Legal Help	Legal support for flood impacted residents is available through Disaster Legal Help Victoria.	disasterlegalhelp.org.au 1800 113 432, 8am-6pm
Tenants and Landlords	Tenants and landlords have certain rights and responsibilities concerning rental properties that may have been damaged during the flood.	consumer.vic.gov.au Phone 1800 560 760, 8am-6pm
Renter support	Tenancy Stress Victoria offers free and confidential comprehensive support to renters in Melbourne's West who have been affected by floods and are experiencing hardship. Support is also available for renters who have moved to Melbourne's West from Northern Victoria as a result of flooding there and are still encountering hardship.	To make an appointment call (03) 9749 7720 or email admin@westjustice.org.au
Council flood support	Contact Council for any flood related enquiries, including household bin replacement, hard waste, and information about rate rebates.	floodrecovery@maribyrnong.vic.gov.au 9688 0200
Financial Counselling	Free confidential help is available via Anglicare Victoria	fcwest@anglicarevic.org.au or 9731 2500
Services Supporting the community	<p><u>Lifeline</u>: call 13 11 14, 24 hours, seven days a week or visit lifeline.org.au <u>1800 RESPECT</u>: call 1800 737 732, 24 hours or visit 1800respect.org.au <u>Safe Steps Family Violence Response Centre</u>: call 1800 015 188, 24/7 or visit safesteps.org.au <u>GenWest</u>: call 1800 436 937, email info@genwest.org.au or visit genwest.org.au <u>InTouch Multicultural Centre Against Family Violence</u>: call 1800 755 988 or visit intouch.org.au <u>Djirra</u>: support for Aboriginal people, call 1800 105 303, or visit djirra.org.au <u>MensLine Australia</u>: call 1300 789 978 or visit mensline.org.au <u>Seniors Rights Victoria</u>: call 1300 368 821, or visit seniorsrights.org.au <u>Kids helpline</u>: call 1800 551 800, or visit kidshelpline.com.au <u>Head to Health</u>: call 1800 595 212 or visit headtohealth.gov.au</p>	

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