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### GENERAL INFORMATION

This Flood Recovery News contains information about services available to the community to assist in dealing with the impact of the February 2012 flood.

If you need to register with Council or have any flood related enquiries please call the Mount Alexander Shire on 5471 1700.

#### Is the Flood Recovery News useful? Is there anything you'd like to tell us?

Do you have feedback about what you'd like to see in the Flood Recovery News? Do you have any great flood recovery tips you'd like to share?

If you would prefer to receive the Flood Recovery News by email please email your contact details to Kate. If you currently receive the Flood Recovery News by mail please provide your postal details we can remove you from the paper mail out list.

You can change your contact details, or the way you receive the News at any time by phoning 5471 1700 or emailing Kate Clifford at [k.clifford@mountalexander.vic.gov.au](mailto:k.clifford@mountalexander.vic.gov.au).

#### Celebrate Community Resilience

Come join the fun and enjoy a FREE LUNCH on Saturday 11th August - Noon til 4pm.

Campbells Creek Community Centre, Elizabeth St Campbells Creek.

There will be music, kid's entertainment, and a hearty winter lunch. The SES and CFA will also be on hand to demonstrate sandbagging and answer your questions about preparing for emergencies.

Contact Kate or Vanessa at the Shire for more information on 5471 1700.

#### Eat up and tell us what you think

Mount Alexander Shire Council are evaluating our 2011 flood recovery efforts. Do you have any ideas or feedback you'd like to share?

If you were affected by the 2011 floods please join us for a free dinner at the Castlemaine Town Hall on the 8th August from 6 pm. Please RSVP for catering purposes by Monday 6<sup>th</sup> to Kate on 5471 1700.

#### Community Lunch

Council's Flood Recovery Officers Kate Clifford and Vanessa Healy will be at Community Lunch in Castlemaine on 17th July. Feel free to come along for a chat, catch up with old friends and meet new ones.

Community Lunch is a hearty two course vegetarian meal hosted by Castlemaine Community House at the Castlemaine Town Hall every Tuesday at 12.30pm during term time. A donation of \$3 is appreciated if you are able.

#### What can I do to lessen the threat of flooding on my property?

Residents should ensure that the spouting, downpipes and drainage pits on your property are clear of any debris. There are some actions you can take to be prepared for floods and to minimise the potential for damage to your property:

- Check the condition of the roof and arrange for the repair of loose tiles, eaves and roof screws.

- Clean gutters and downpipes so water can drain away as quickly as possible.
- Trim trees and overhanging branches.
- Secure loose items around your property and garden that could cause damage if blown around in high winds such as garden furniture and toys.
- Ensure your home, contents and car insurance is current and covers your assets adequately – check your policy includes debris clean up and disposal costs.
- Identify where and how to turn off mains supply for water, power and gas.
- Store all poisons above ground level in case of flash flooding.
- Identify which indoor items you will need to raise or empty if flooding threatens your home e.g. freezers and refrigerators.
- Purchase emergency essentials to have on hand, such as:
  - containers to store drinking water supplies
  - spare supply of fuel for use in your vehicle (ensure you store safely)
  - wide masking tape for windows
  - sandbags - hessian bags filled with sand to place over indoor drains to prevent sewerage backwash from flooding.

More information on being prepared for emergencies can be found on the Emergency Management section of Council's website at [www.mountalexander.vic.gov.au](http://www.mountalexander.vic.gov.au)

Residents are also encouraged to report any blocked stormwater drains that are located in your street to Council's Customer Service staff.

### **Handy Hints**

One local resident has found heavily diluted clove oil useful for dealing with mould around the house. Cleaning guru Shannon Lush gives instructions: "If it's a hard surface use 1/4 teaspoon of Oil of Cloves per litre of water, put it in a spray bottle, lightly mist on and leave overnight and wipe off." Oil of Cloves is available from chemists or anywhere that sells natural essences.

### **Contact List**

#### **LIFE THREATENING EMERGENCIES 000**

##### **Mount Alexander Shire Council**

Customer Service 5471 1700

##### **State Emergency Service**

Flood and Water Damage 132 500 [www.ses.vic.gov.au](http://www.ses.vic.gov.au)

##### **Red Cross**

Bendigo (Clothes and Food) 5443 7331 [www.redcross.org.au](http://www.redcross.org.au)

Information Line (Relief Centres) 1800 727 077

##### **Castlemaine District Community Health (CHIRP)**

Counselling and Health Related Services 5479 1000

##### **St Lukes**

Counselling Services 5470 6266 [www.stlukes.org.au](http://www.stlukes.org.au)

##### **Castlemaine Health**

Hospital 5471 1555 [www.mtalexhosp.vic.gov.au](http://www.mtalexhosp.vic.gov.au)


##### **Housing**

Castlemaine and District Accommodation Resource Group (CADARG) 5472 4299

##### **Centrelink**

Financial Assistance 180 2211 [www.centrelink.gov.au](http://www.centrelink.gov.au)

##### **Department of Human Services**



Grant Assistance 1300 650 172 [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)

**VicRoads**

Road Closures and Road Damage 131 170 [www.vicroads.com.au](http://www.vicroads.com.au)

**Victorian Farmers Federation**

Requests / Offers of Fodder 1300 882 833 [www.vff.org.au](http://www.vff.org.au)

**St Vincent de Paul Society**

Furniture, Clothing, Food and Donations 131 812 [www.vinnies.org.au](http://www.vinnies.org.au)

**Salvation Army**

Emergency disaster relief grants and support 5470 5389 [www.salvationarmy.org.au](http://www.salvationarmy.org.au)

**Wildlife Victoria**

Injured Sick or Orphaned Wildlife 1300 094 535 [www.wildlifevictoria.org.au](http://www.wildlifevictoria.org.au)

**Powercor**

Electricity Faults and Difficulties 132 412 [www.powercor.com.au](http://www.powercor.com.au)

**TruEnergy**

Gas Faults 132 083 [www.truenergy.com.au](http://www.truenergy.com.au)

Electricity Faults 133 466

**Coliban Water**

Water and Waste Water Matters 1300 363 200 [www.coliban.com.au](http://www.coliban.com.au)

**Mount Alexander Volunteer Network**

Volunteer Registration and Assistance 0425 323 005