

# FLOOD INFORMATION UPDATE – Number 1

17 January 2011

Mount Alexander Shire has experienced widespread damage to public property, roads, parks, housing and commercial businesses as a result of recent flooding. The total number of properties affected is still being assessed. The areas most significantly affected are around waterways in Campbells Creek, Castlemaine, Harcourt, Newstead, Baringhup, Barfold and Guildford.

Council has established a Flood Information Contact Officer to assist Shire residents affected by the floods with information, support and referral to other services. The telephone number for the officer is 5471 1813.

Attached to this Flood Information Update is a list of contact telephone numbers of organisations that are available to assist.

## 1. Rubbish Removal

Council is assisting residents and business operators with the removal of damaged goods and materials from houses and businesses affected by the most recent flooding in the areas around Campbells Creek, Castlemaine, Harcourt, Newstead, Baringhup, Barfold and Guildford.

If flood waters entered your home or business, the Council will arrange for damaged and discarded items to be collected from your nature strip.

With Council staff also very busy working on repairs to Council roads, bridges, footpaths and resources, we are also seeking your understanding and patience as our officers yet again work their way through the exceptional and sizeable cleanup program across the Shire.

The service will be provided this week and the need to continue the service will be assessed on Friday 21 January 2011.

## 2. Material Aid:

If you need assistance with clothing and food, vouchers to purchase goods can be obtained from the Salvation Army located at 47 Kennedy Street, Castlemaine. St Vincent de Paul in Castlemaine is able to provide assistance with furniture and also assistance with clothing and food.

## 3. Financial Assistance:

Inquiries for financial assistance should be made to Centrelink. Small businesses will also be eligible for payments. Contact should be made with Centrelink on the telephone number attached. Centrelink Services to the Shire are provided at the Castlemaine and District Accommodation Resource Group (CADARG) at the Uniting Church Parish Community Centre, 12 Lyttleton Street, Castlemaine.

#### **4. Counselling and Support Services:**

If you would like to talk with someone about your situation and/or require counselling, please contact Castlemaine District Community Health (CHIRP) at 13 Mostyn Street, Castlemaine or 5479 1000 and arrangements can be made to see a qualified counsellor. St Lukes can also provide professional counselling services including Psychological First Aid.

#### **5. Reporting Damage to Roads, Footpaths and Buildings:**

If you are having difficulty accessing your property or would like to let Council know about a problem you have observed with any local infrastructure, please contact Council on 5471 1700.

Your request for assistance will be logged and Council will add this information to our database. Council may not be able to attend to this issue immediately as we prioritise the need for repairs across the Shire.

#### **6. Assessing the Impact of Flood Damage on your Property:**

If you are concerned about sewerage and your house structure following the flood and would like an assessment made please contact Council on 5471 1700.

#### **7. Power, Water, Electricity and Gas:**

If you have any issues relating to your power supply, please contact Powercor on 132 412.

Any issues relating to drinking water should be directed to Coliban Water on 1300 363 200.

Gas and electricity faults are to be reported to TruEnergy on 132 083 or 133 466.

#### **8. Housing**

Housing inquiries should be directed to Castlemaine and District Accommodation Resource Group (CADARG) at the Uniting Church Parish Community Centre, 12 Lyttleton Street, Castlemaine.

#### **9. Volunteers:**

The coordination of volunteers interested in assisting homeowners in the clean up of their properties or in any other way is being undertaken by the Mount Alexander Volunteer Network. If you are interested in assisting or require assistance, please contact Jacqueline Brodie-Hanns on 0425 323 005.

Teams of SES volunteers are also available to help clean out and hose houses inundated with flood water and they can be contacted on 132 500.

# FLOOD INFORMATION CONTACT DETAILS

## LIFE THREATENING EMERGENCIES

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### Mount Alexander Shire Council

Flood Information Contact Officer	5471 1813	<a href="http://www.mountalexander.vic.gov.au">www.mountalexander.vic.gov.au</a>
Customer Service	5471 1700	

### State Emergency Service

Flood and Water Damage	132 500	<a href="http://www.ses.vic.gov.au">www.ses.vic.gov.au</a>
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### Red Cross

Bendigo (Clothes and Food)	5443 7331	<a href="http://www.redcross.org.au">www.redcross.org.au</a>
Information Line (Relief Centres)	1800 727 077	

### Castlemaine District Community Health (CHIRP)

Counselling and Health Related Services	5479 1000	
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### St Lukes

Counselling Services	5470 6266	<a href="http://www.stlukes.org.au">www.stlukes.org.au</a>
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### Castlemaine Health

Hospital	5471 1555	<a href="http://www.mtalexhosp.vic.gov.au">www.mtalexhosp.vic.gov.au</a>
Housing (CADARG)	5472 4299	

### Centrelink

Financial Assistance	180 2211	<a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>
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### Department of Human Services

Grant Assistance	1300 650 172	<a href="http://www.dhs.vic.gov.au">www.dhs.vic.gov.au</a>
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**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**

Material Aid, Non-Perishable Food and Donations 137 258 [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