

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, Council will arrange for damaged and discarded items to be collected from your nature strip. Fees will occur for residents that take material to the landfill directly.

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.

Residents that have lost garbage or recycling bins during the flood can arrange for a replacement by contacting Council on 5471 1700.

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 phone 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 your house structure following the flood and would like an assessment made please contact Council on 5471 1813.

7. Power, Water, Electricity and Gas:

- Power - If you have any issues relating to your power supply, please contact Powercor on 132 412.
- Water - Any issues relating to drinking water or sewerage should be directed to Coliban Water on 1300 363 200.
- Electricity and Gas - 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.

Mount Alexander Shire Council
Flood Information Contact Officer – Ph. 5471 1813
Customer Service – Ph. 5471 1700

FLOOD INFORMATION CONTACT DETAILS

LIFE THREATENING EMERGENCIES

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Mount Alexander Shire Council

Flood Information Contact Officer
Customer Service

5471 1813
5471 1700

www.mountalexander.vic.gov.au

State Emergency Service

Flood and Water Damage

132 500

www.ses.vic.gov.au

Red Cross

Bendigo (Clothes and Food)
Information Line (Relief Centres)

5443 7331
1800 727 077

www.redcross.org.au

Castlemaine District Community Health (CHIRP)

Counselling and Health Related Services

5479 1000

St Lukes

Counselling Services

5470 6266

www.stlukes.org.au

Castlemaine Health

Hospital
Housing (CADARG)

5471 1555
5472 4299

www.mtalexhosp.vic.gov.au

Centrelink

Financial Assistance

180 2211

www.centrelink.gov.au

Department of Human Services

Grant Assistance

1300 650 172

www.dhs.vic.gov.au

VicRoads

Road Closures and Road Damage

131 170

www.vicroads.com.au

Victorian Farmers Federation

Requests / Offers of Fodder

1300 882 833

www.vff.org.au

St Vincent de Paul Society

Furniture, Clothing, Food and Donations

131 812

www.vinnies.org.au

Salvation Army

Material Aid, Non-Perishable Food and Donations

137 258

www.salvationarmy.org.au

Wildlife Victoria

Injured Sick or Orphaned Wildlife

1300 094 535

www.wildlifelifevictoria.org.au



FLOOD INFORMATION CONTACT DETAILS – continued.

Powercor

Electricity Faults and Difficulties

132 412

www.powercor.com.au**TruEnergy**

Gas Faults

132 083

www.truenergy.com.au

Electricity Faults

133 466

Coliban Water

Water and Waste Water Matters

1300 363 200

www.coliban.com.au**Rural Finance – Bendigo Office**

Finance Advisors

5448 2600

www.ruralfinance.com.au**Optus Country (Luke)**

0434 736 939

Telstra

To access an assistance package or report a fault

132 203

www.telstra.com.au**Mount Alexander Volunteer Network**

Volunteer Registration and Assistance

0425 323 005

