

Community Newsletter

Latrobe City Flood and Storm Event

No. 2, Monday 14 June 2021

Information update

With all floodwaters now receding (except Gippsland Lakes), crews are focusing on clean-up operations, and assessing and clearing roads to restore access for communities in a safe manner.

SES and FFMV crews are currently working in the Yinnar, Yinnar South, Mirboo North, Boolarra South, Budgerie & Budgerie East areas clearing debris and trees from roads to allow access/egress for the community.

Crews are also supporting Ausnet in the re-establishment of services through the clearing of access roads & tracks.

This will be continuing for the next few days. We have also commenced assessment on impacts on public land.



Pic: Crews clearing Whitelaws Track, Yinnar South.

Community meetings

TODAY – Monday 14 June 2021 – 4PM

In person at Latrobe Performing Arts Centre and streamed live to Yinnar Memorial Hall.

AND

Live streamed by Latrobe City Council via Youtube following this link: www.youtube.com/c/LatrobeCityCouncilVic

If you miss the meeting you can watch afterwards via Youtube.

Contacting Latrobe City Council

The Latrobe City Call Centre is operating Monday to Friday, between 8.30am - 5.15pm.

The team can be contacted on 1300 367 700 and is available to assist individuals with commencing the recovery referral process.

You can also contact council via the designated email - flood2021@latrobe.vic.gov.au

Yinnar Community Information Hub

Yinnar Memorial Hall – community information hub is open today (Monday 14th) from 10:00-5:00PM, with representatives from Latrobe City Council available. Tuesday onwards the hub will be open 10-3PM daily until further notice.

Council officers will be able to register residents and provide assistance and referrals to relevant services. Residents will be able to access power to recharge devices. Please note, that this isn't a Relief Centre, it is a place to seek information.

This Information Centre is following all COVID Safe requirements.

Relief and Recovery Information

Personal Hardship Assistance Program (PHAP) payments are available to people whose homes are damaged or destroyed and are uninhabitable.

The PHAP assists people experiencing financial hardship because of a single house fire or a natural disaster related emergency such as flood or storm.

Emergency relief assistance may be available for up to 7 days after the emergency event. A one-off payment is provided to help meet immediate needs, including emergency food, shelter, clothing, medication and accommodation.

Contact council or visit the [VicEmergency Relief & Recovery](#) section, or for more information email: EmergencyHardshipPayments@dfh.vic.gov.au

Keep an eye on your neighbour and work together

Make sure your neighbours are OK and aware of this latest information. Work together to cope until phones/power are restored and offer support to those with any special needs, like the elderly and people with different abilities.

If you suspect someone is missing, please report it to the Australian Red Cross "Register.Find.Reunite" service by

visiting register.redcross.org.au. There is no requirement for donations to be collected for communities at this time.

Insurance

If you have property or contents insurance, contact your insurance company as soon as possible. Ask for advice on actions you should take. Do not throw away damaged items without first consulting your insurance company. Make a list of items that have been damaged and take photographs if possible. Keep receipts for any emergency repair work. For assistance with insurance contact the Insurance Council of Australia on 1800 734 621 (24/7 hotline). You can find information on lodging a claim following a disaster here: www.disasters.org.au

Food & Medicine Safety

Medicines that require a fridge, meat/ perishables may no longer be safe to eat or use. If unsure, safely dispose of them. If your insurance includes food loss, keep a list or photos of food you throw away.

Rubbish, bin replacement and transfer stations

All Latrobe City transfer stations are now open, with the exception of Yinnar which is a small facility and will be open on weekends only.

Flood damaged goods and materials, and spoiled food, will be accepted free of charge at Latrobe City Council Transfer Stations for flood impacted residents only. You will need to provide your name and identification that confirms your address, or Relief Centre case number.

- Morwell – Monday to Friday 8AM-2PM, Saturday and Sunday 9AM-2PM
- Moe – seven days a week 12:30PM-4:30PM
- Traralgon – Monday to Friday 11AM-5PM, Saturday and Sunday 12-4:30PM.

Showers

To assist members of our community, who remain impacted by power outages, there are several venues open for those who wish to access shower facilities.

We ask that you call the venues before heading in for a hot shower!

- Gippsland Regional Aquatic Centre, **Traralgon (Open from 6am, 1300 444 722)**
- Latrobe Leisure Morwell (**Open from 6am, 5128 6144**)
- Latrobe Leisure Moe Newborough (**Open from 6am, 5135 8580**)
- Latrobe Leisure Churchill (**Open from 6am, 5120 3888**)

Supplies including towels and toiletries are available to those who may require them. Please ask our friendly staff at the venue's reception.

All facilities will be following COVID Safe requirements to keep us all as safe as possible.

Donations

There has been an overwhelming amount of people offering support, demonstrating both care and compassion for those who have been affected by the floods. Latrobe City Council is extremely grateful for the offers, it is unable to accept donations of any sort, monetary, food or hard goods.

To donate funds visit: www.gerf.org.au/donate

To donate goods visit www.givit.org.au

Information for people returning home after flooding

If you are returning home after flooding of your property, remember to stay alert - dangerous conditions caused by flooding remain.

Check for building damage before you enter and if your home has been flooded, have all electrical and gas equipment professionally tested before use.

Tragically there have been two lives lost and police will prepare reports for the coroner. We don't want to see any more, so we implore the community to please take care. Never drive in flood waters – it may be the last decision you make.

Other things to be mindful of:

- Cuts from broken glass and debris may be a problem – wear sturdy waterproof boots and rubber or leather gloves.
- Avoid any areas that remain flooded.
- Wild animals, including rodents, snakes or spiders, may be trapped in and around your home.
- Flooding can cause excessive mould growth, which must be cleaned up before moving back to your home.
- Flooding may cause sewage to overflow inside your home. Contaminated areas must be cleaned and disinfected. Keep children and pets away until the clean-up is completed.
- If you rely on rainwater or groundwater, your water may be contaminated after floods. Find out what you need to know.

- If you live in a flood-affected area, your septic tank system may be affected.
- **Beware of mould** - Flooding, excess moisture and pooled water can cause mould growth in your home. This may be a health risk for you and your family. When returning to your home after a flood, be aware of any visible mould or a musty smell. High mould levels are likely if the house has been flooded for more than two days. To prevent mould growth, clean up and dry out the house as quickly as possible (within 48 hours).
- **Wild animals, including rodents, snakes or spiders, may be trapped** in your home, shed or garden. Do not approach wild or stray animals. For advice about dealing with animals contact your local council, animal shelter or vet. Store away all food to avoid attracting rats and mice (for example, store food in containers with secure lids). Watch out for snakes. Mosquitoes can breed rapidly in stagnant waters and become a nuisance. Take precautions to control mosquitos around your home. Remove pets and other animals that have died as soon as possible. For advice on safe disposal speak to your local council or vet.

Road closures

Roads still closed due to flood water include:

- Traralgon: Whitakers Road from Princes Highway to Howitt Street.
- Moe: Becks Bridge Rd due to flood waters

Fallen Tree impacted roads

The enormity of the storm and flood event across our City hasn't been lost on our community, the far and wide impact and damage means the clean-up work, clearing of trees and debris, is still happening. We are pleased with the progress so far and appreciate your understanding as we continue on with this task. We now believe that all residents have access in one direction or another out of their property.

Roads remaining blocked by falling trees/landslip are:

- Dobbins Rd – Fallen tree tangled in HV line
- Townsend Rd after No. 105 – Fallen tree tangled in HV line
- Whitelaws Track after No. 1165 (believed to be the last property on Whitelaws) – Fallen trees
- Shellcotts Rd past No. 440 – Fallen trees
- Upper Middle Creek Rd past 220 – Landslip

Information on updated road closures is available via 13 11 70 or the VicTraffic website traffic.vicroads.vic.gov.au

Traralgon Local Flood Guide

The Traralgon Flood Guide provides local information in flooding in the area. You can find it by googling the phrase 'Traralgon Flood Guide' or following this link:

https://www.latrobe.vic.gov.au/sites/default/files/2020-07/Traralgon%20Local%20Flood%20Guide_0.pdf

Stay Informed

- www.emergency.vic.gov.au.
- VicEmergency app
- Facebook or Twitter (#vicHAZARD)
- Latrobe City Council website and social media channels
- SES East Region facebook page
- VicEmergency Hotline free call **1800 226 226** for warnings and recovery information, including emergency relief assistance grants for hardship.

To access this information in other languages call the Translating and Interpreting Service on 131 450 (freecall) and ask them to call VicEmergency Hotline.

If you are deaf, hard of hearing, or have a speech/communication impairment contact National Relay Service on 1800 555 677 and ask them to call the VicEmergency Hotline.

If you are without power, use a battery-operated radio or car radio to tune in to local emergency broadcasters for the latest information. Charge your phone in the car if needed.

ABC Gippsland and TRFM are your Emergency Broadcasters.

ABC Gippsland:

- 100.7 FM
- 828 AM
- TRFM: 99.5 and 99.9 FM

Water supply

Gippsland Water is asking customers to conserve water where they can, as it works to restore services following the flooding event.

Widespread power outages, inundation at key sites and raw water quality changes are contributing to reduced treatment capacity.

For more information visit the Gippsland Water website gippswater.com.au

Roadside Wood Collection

An increase in illegal roadside collection of storm damaged timber is causing traffic hazards in affected areas and impacting the safety of emergency workers still trying to make the area safe.

VicRoads/Regional Roads Victoria and Latrobe City Council do not give permission for the removal of roadside timber.

DELWP will advise of any possible wood collection sites when areas have been declared safe.

Mental health

It is normal to have strong emotional or physical reactions following a distressing event. There is always help available through:

- Your doctor
- Local mental health professionals
Lifeline - 131 114
- **Beyond Blue** - 1300 224 636
- **MensLine** - 1300 789 978
- **Kid's Help Line** - 1800 55 1800
- **Parent Line** - 13 22 89

Family Violence

There is an increased risk of family violence after an emergency. Help is available. Visit www.vic.gov.au/familyviolence or call 1800 737 732 (1800RESPECT).

Covid information

If you need to leave your home due to extreme weather or flood, please do so. Follow your normal evacuation or relocation plans in a COVIDSafe way.

If you are currently isolating or quarantining because you have COVID-19, are a primary or secondary close contact, or are awaiting a COVID-19 test result and need to relocate due to an emergency, move somewhere safe as quickly as possible. Then call 1300 651 160 (available 24/7) and press 0 to let operators know that you have relocated.

Power Outages and Powerlines

Ausnet Services are making progress with restoring power to properties. Most of Jeeralang Junction is back on but there are still some isolated outages. This was achieved ahead of time which has freed up resources to focus on other areas.

However, some communities and remote properties in areas with more damage to the power network will take longer.

To report powerlines down in your area, call 000, Ausnet Services 13 17 99.

If there are fallen powerlines, stay more than 8-10 metres away. NEVER drive over fallen powerlines or stand near fallen powerlines, they can be fatal. Always treat fallen powerlines as live even when they are broken or on the ground.

This includes never driving over the extension cord between your generator and the house.

Latest power info at www.outagetracker.com.au

a power outage still impacts your health or safety, or you need power for life support or water supply, travel to accommodation or a friend or family member's house that has power.

Turn off and unplug all appliances to prevent damage in case of a surge when power is restored. If your home or business has been damaged, arrange an electrical safety inspection by a licensed electrician.

This includes circuit breakers, RCDs (safety switches) or other switches on your switchboard.

Generators:

Never try to connect temporary generators to household wiring unless you have a direct power inlet installed by a licensed electrician.

Do not modify an extension cord to plug into household wiring. Do it yourself electrical work is very dangerous and illegal.

Do not use appliances designed for outdoor use inside a home, basement, garage, caravan or tent. Appliances such as power generators, BBQ grills, camp stoves, or other devices that burn petrol, liquid petroleum gas, natural gas or charcoal should only be operated in a well-ventilated outdoor area away from open windows and vents.

Exhaust fumes like Carbon Monoxide can be deadly.

Ensure fuel is stored in proper safety containers away from ignition sources eg. gas pilot lights.

When power returns

Before switching the power back on, check that all your all electrical appliances and equipment are still unplugged or turned off.

Check that there is no damage to electrical cables, wiring or equipment. If you identify any damaged electrical equipment or cables:

- do not turn on the power
- do not touch the equipment or cable
- call a licensed electrician to make it safe.

If no damage is identified, you can turn on the main power switch.

- If you have an RCD (Residual Current Device), press and hold the test button for 5 seconds. This will turn the power off. The RCD must operate immediately on pressing the test button.
- Reset the RCD and press the test button a second time. If the RCD operates correctly and turns off the power, reset it and you can begin switching on electrical equipment.
- If the RCD fails the testing, it should be turned off and immediately replaced by a Registered Electrical Contractor.

4. Turn on each circuit breaker one at a time.

What if supply has been restored but I still have no power?

- The smart meter will display lights and numbers if supply has been restored to your property.
- If neighbours have electricity and you do not, there may be a problem with the supply to your property.
- If there are continuing power supply problems such as fuses blowing, circuit breakers, safety switches turning off etc, contact a registered electrician.