

FLOOD RECOVERY AND SUPPORT



Immediate flood assistance

- Triple Zero – Dial 000 for life threatening medical and emergency assistance
- SES – Call 132 500 for flood related emergencies
- Flood Recovery Hotline - 1800 560 760 for help or assistance with navigating available supports, clean-up, temporary accommodation, mental health and wellbeing support. The recovery hotline is open from 7.30am-7.30pm every day.

Emergency Relief Payment

The emergency relief payment is available for community members whose homes have been impacted by the current flood emergency in Victoria. It is a one-off payment for immediate relief needs, including food, clothing, medication and accommodation.

<https://emergencypayments.dffh.vic.gov.au/>

Australian Government Disaster Recovery Payment

The Australian Government Disaster Recovery Payment (AGDRP) is a lump sum payment to help you if you've been significantly affected by Victorian Floods in October 2022.

Check if you are eligible by visiting:

<https://www.servicesaustralia.gov.au/how-to-claim-victorian-floods-october-2022-australian-government-disaster-recovery-payment?context=63461>

Sources of reliable information in an emergency

- Call the VicEmergency hotline 1800 226 226
- Download the VicEmergency App
- Listen to local radio
- Tune in to local TV or Sky News
- If you are deaf, hard of hearing or have a speech impairment, you can contact the VicEmergency Hotline through National Relay Service on 1800 555 677.
- If you don't speak English, call the Translating and Interpreting Service on 131 450.

Travelling by car

Driving on flooded roads is dangerous, and it doesn't take much to make your car become unstable, lose traction or wash away. Stay safe by never driving through floodwater.

Visit traffic.vicroads.vic.gov.au for the latest road closures and road information resulting from the flooding across Victoria.

Financial assistance

Primary Producer Flood Relief Program

The Primary Producer Flood Relief Program will deliver a \$10,000 payment to primary producers directly affected by the floods to help them clean up, re-establish their properties, and get their businesses up and running again.

<https://www.ruralfinance.com.au/industry-programs/victorian-floods-october-2022-primary-producer-support>

Small Business Immediate Flood Relief Program

Small business owners whose livelihoods have been affected by the floods will also be supported through the \$54 million Small Business Immediate Flood Relief Program.

Directly impacted small businesses will be eligible for a one-off payment of \$5,000 to support clean-up, safety inspections, repairs, the hiring of equipment and purchase of stock that businesses need to get back in business as quickly as possible.

<https://business.vic.gov.au/grants-and-programs/small-business-immediate-flood-relief-program>

Rural Financial Counselling Service (RFCS)

Call 1300 735 578 or visit www.wswrcs.com.au

The RFCS provides free financial counselling and wellbeing support services to farmers, fishing enterprises, forestry growers and harvesters, and small related businesses experiencing, or at risk of, financial hardship.

Looking after your health and wellbeing

- Nurse on Call: 24hr caring and professional health advice 1300 60 60 24.
- National Relay Service: Assistance making a phone call if you are deaf or have a hearing or speech impediment. Speak and listen number: 1300 555 727. Teletypewriter number: 133 677. SMS relay number: 0423 677 767.
- Translation and Interpreter Services: Provides access to phone and on-site interpreting services in over 150 languages. Requests must be submitted at least 48 hours in advance. www.tisnational.gov.au
- Lifeline: 24hr crisis support and suicide prevention services, 13 11 14 or lifeline.org.au
- Beyond Blue: Information and support for anxiety and/or depression, 1300 224 636 or beyondblue.com.au
- Kids Help Line: 24hr phone and online counselling service for people aged 5-25, 1800 551 800 or kidshelpline.com.au

Local support services

Community Health / Hospitals

Boort District Health
3 Kiniry St, Boort
P: (03) 5451 5200

Inglewood and District Health Services
3 Hospital St, Inglewood
P: (03) 5431 7000

Northern District Community Health
P: (03) 5451 0200

Boort Medical Centre
2 Coutts St, Boort
P:(03) 5451 5200

Dingee Bush Nursing Centre
21 King St, Dingee
P:(03) 5436 8309

Marong Medical Centre
8 Hospital St, Inglewood
P:(03) 5438 3308

Boort and Pyramid Hill Community Health
P:(03) 5451 0200

Wedderburn Health Clinic
25 Wilson St, Wedderburn
P: (03) 5494 3511

Legal Services
Loddon Campaspe Community Legal Service
P: 1800 450 909

Neighbourhood Houses
Boort Resource and Information Centre (BRIC)
119-121 Godfrey St, Boort
P: (03) 5455 2716

Inglewood Community Neighbourhood House
Cnr Verdon & Market St, Inglewood
P: (03)5455 2716

Pyramid Hill Neighbourhood House
43 Kelly St, Pyramid Hill
P: (03) 5455 7129

Wedderburn Community House
24 Wilson St, Wedderburn
P: (03) 5494 3489

Animal and insect related hazards

- When returning to a flood-affected area remember that wild animals including rodents, snakes or spiders may be trapped in your home, shed or garden.
- If you have been bitten by a snake, get immediate medical attention by calling 000.
- If you have been bitten by or injured by an animal or insect, seek advice from a doctor.

Beat the bite

Mosquitos can breed in floodwaters. If you're travelling through or visiting this region make sure you:

- Cover up - wear long, loose-fitting clothing.
- Use mosquito repellents containing picardin or DEET on all exposed skin.
- Limit outdoor activity if lots of mosquitoes are about.
- Use 'knockdown' fly spray, mosquito coils or plug-in repellent where you gather to sit or eat outdoors.
- Don't forget the kids – always check the insect repellent label. On babies, you might need to spray or rub repellent on their clothes instead of their skin. Avoid applying repellent to the hands of babies or young children.

Japanese encephalitis (JE)

Japanese encephalitis (JE) virus has been detected in north and north western Victoria. It's a potentially serious infection spread through mosquito bites.

Loddon Shire has been included as a priority area for the roll out of the Japanese Encephalitis vaccination. Residents of Loddon Shire and those that usual place of work is within the Loddon Shire that are aged 50 years or over and who spend at least 4 hours per day outdoors for occupational or recreational purposes may receive a vaccination.

Appointments to receive the vaccination can be made by contacting one of the following clinics.

- Inglewood Pharmacy – 5438 3021
- Wedderburn Health Clinic – 5494 3511
- Boort Community Pharmacy – 5455 2044
- Boort District Medical Centre – 5451 5220

Loddon Shire Services

For up to date information regarding flood recovery and council services:

- Visit our website at www.loddon.vic.gov.au;
- Call our office between 8.15am-4.45pm, Monday-Friday on (03) 5494 1200; or
- Go to our Facebook page at www.facebook.com/LoddonShire/