

# Important information - October wind storm



## Frequently Asked Questions

18 October, 2016

### Personal support

#### Can I access any financial assistance?

Please contact Council's Recovery Coordination Team on 1300 368 333. They will put you in touch with a relevant agency for further advice or assistance.

The Department of Health and Human Services (DHHS) is now offering a Re-establishment Fund for residents whose properties were damaged as a result of the storms. Go to

<http://emergency.vic.gov.au/relief>

#### Where can I access counselling and/or personal support for myself or my family?

Red Cross and other agencies can assist with a number of services. Please contact Council's Municipal Recovery Manager (MRM) on 1300 368 333 who will put you in touch with the relevant agency for further advice or assistance.

#### Can I claim for food spoilage as a result of the power outages?

To enquire about eligibility for compensation for food spoilage due to the power outage (related to the 9 October storm event), please contact Ausnet Services on 1300 360 795 (if eligible, compensation may take a number of weeks).

### Property

#### My house has suffered major structural damage and I don't know if it is safe to enter – who do I need to contact?

Contact your insurer and Council. If your house has suffered major structural damage, Council will complete a building assessment and provide advice on whether your house is habitable.

As a precaution:

- You should not enter the tree-damaged sections of the building until a building assessment has been completed and you have been advised that it is safe to access those parts of the building.
- You should ensure that anyone on the property or adjoining properties maintains a safe distance away from the fallen tree and tree-damaged sections of your building/s, which as a guide is at least one and a half times the height of the wall of the building.
- Ensure the electricity and solar panel supply to the building is isolated or disconnected by a licensed electrician.
- Ensure the gas supply to the building is turned off at the gas meter.
- Secure any loose debris that may be blown around and become a danger in high winds.

For all Council-related property enquiries, phone Yarra Ranges Council on 1300 368 333.

*Continued...*

## **Septic tanks**

If your power is out and your septic tank is not working, please contact a local plumber for emergency works.

## **What if my home has been damaged and it contains asbestos?**

Buildings built before 1988 may contain asbestos cement sheeting in walls, roofs, floor underlays, eaves, some flues or backing of some vinyl floor tiles. These materials are not generally a health risk unless they are cut or broken up, or ground, in which case they may release asbestos fibres.

If your home contains asbestos and you suspect asbestos materials have been damaged from the storm, it is recommended you contact a licensed asbestos specialist to assess.

More information regarding the safe handling of asbestos can be found at [www.asbestos.vic.gov.au](http://www.asbestos.vic.gov.au)

## **Would the power outages have impacted the quality of my tank water?**

The quality of your tank water may be compromised if your pump has not been working due to the power outage. Bottled water may be your best option in the meantime.

For concerns regarding the safety of your tank water, please contact Council's Public Health Officers on 1300 368 333.

## **Wastewater and septic systems**

If you rely on power for your septic system to function, and your property is without power, the system may be affected.

Sewage contains harmful bacteria and viruses and diseases can be transmitted if appropriate measures are not taken.

Indications that your septic system may require attention include:

- A pungent odour around the tank and land application area.
- Blocked fixtures and wastewater overflowing from the relief point.
- High sludge levels within the primary tank.
- Sewage flowing up through the toilet and sinks.

If your tank is full or overflowing, contact your service agent and/or licenced septic tank cleaning service.

If your tank or effluent lines are damaged, contact a licenced plumber or drainer for emergency works.

# Important information - October wind storm



## Frequently Asked Questions

18 October, 2016

For general advice or enquiries around septic systems, contact Council's Health Service on 1300 368 333.

### Power

#### What do I do if I have concerns about gas connections?

You should contact your gas retailer or a plumber to organise to have your gas bottles checked.

### Temporary accommodation

#### Where can I go if I need temporary accommodation?

If your house suffered major damage and has been deemed uninhabitable, contact Council and you will be referred to an appropriate service provider.

#### My power is still out. Is there somewhere I can access hot showers and laundry facilities?

Council has made contact with the following businesses to arrange access to showers and laundry facilities (at some locations only). Please note you will need to report to the office and BYO towels and soap for each facility. Gold coins will also be required to operate laundry machines.

- **Belgrave Heights Convention Centre**, 3 Convention Avenue, Belgrave Heights, (9am to 5pm, Monday to Friday)
- **Badger Creek Big 4 Caravan Park**, 417 Don Road, Badger Creek
- **Brittania Ridge Caravan Park**, 160 Tarrango Road, Yarra Junction
- **Doon Reserve Caravan Park**, 200 Doon Road, Yarra Junction, (7am-10am and 4pm-7pm. Please call in advance. Laundry facilities **are not** currently available.)
- **Healesville Caravan Park**, 322 Don Road, Healesville (1pm-4pm)
- **Lilydale Caravan Park**, 105 Warburton Highway, Lilydale (\$5.50 fee)
- **Warburton Caravan Park**, 30 Woods Point Road, Warburton, (9am-6pm)

### Stay updated

Further updates regarding assistance for community members impacted by the storm are available on Council's website and social media channels:

[www.yarraranges.vic.gov.au/latestnews](http://www.yarraranges.vic.gov.au/latestnews)

[www.facebook/yrcouncil](http://www.facebook/yrcouncil)

[www.twitter.com/yrcouncil](http://www.twitter.com/yrcouncil)