

Community Recovery in Strathbogie Shire

The following information has been developed to help our community access information. Please contact Council if we can be of any further assistance.

Ph: 1800 065 993

E: info@strathbogie.vic.gov.au

W: strathbogie.vic.gov.au

Please stay safe

The message – first and foremost – from Strathbogie Shire Council and emergency services is please be safe. Please remember these important messages from the State Emergency Service (SES):

- Floodwater is dangerous. Stay safe by never entering floodwater.
- Phone 132 500 for emergency assistance from VICSES.
- Phone Triple Zero (000) in life-threatening emergencies

Frequently asked questions

Waste and transfer stations

When will my kerbside bin be emptied?

We are endeavouring to empty all bins as quickly as possible. At this stage any bins that were missed in Nagambie and Avenel will be collected next Wednesday 19 October.

What can I do if I have flood effected household waste to dispose of?

Council will be waiving fees to our Transfer Stations and extending hours to dispose of flood waste (such as carpet, affected furniture and bedding). This week's opening hours are:

- **Violet Town:** Tuesday, Thursday, from 8am to 11am and Saturday 8am to 1pm
- **Euroa:** Wednesday, Thursday, Friday, Saturday, Sunday from 8am to 4pm
- **Nagambie:** Wednesday, Thursday, Friday, Saturday, Sunday from 8am to 4pm
- **Avenel:** Wednesday, Friday, Sunday from 10am to 2pm
- **Graytown:** Saturday from 8am to 12noon.

At this stage it is expected all Transfer Stations will return to normal operating hours from Monday, October 24.

Will there be a rubbish collection service?

We're organising for removal teams to come to our region to help with the job of removing waste from flood-affected properties.

This service will be delivered free of charge to locals in partnership with Emergency Recovery Victoria and the Victorian Government.

Contractors will remove flood-affected waste from properties, and here are some important things we need you to do:

1. Register your flood-affected property by completing the online form below
2. Place your waste where it is safe and doesn't become a hazard (if you can manage on your property for now)

3. Please keep mattresses separate from other waste if possible

We don't have a timeline for this service as yet, we need your information to send them to the right homes and businesses.

Please remember you don't have to wait!
We have waived fees at our Transfer Stations for flood affected waste – so you can continue to access this service

Can I take asbestos to the transfer stations?

No. Our transfer stations are not licensed to take asbestos. This material will be able to go to landfills around us, once they also reopen. Due to the risk please don't bring any asbestos or suspected asbestos into our transfer stations.

Transfer station staff will be able to reject loads if they consider that they may contain asbestos.

Stock on my property have died, what can I do?

Our transfer stations are not licenced to take mortality waste. If there is only a small amount of stock we recommend burying them on property.

If you have a large amount of deceased stock reach out to us and our Environment and Waste Team will work with you on a solution.

I have used sandbags, how do I dispose of them?

These can be taken to our transfer stations for disposal. We ask that you please don't place the sand in either your green or red bins as depending on the amount it will make your bin too heavy to collect.

Due to a power outage all the food in my fridge and freezer have spoiled. What should I do?

This material can be either placed in your red bin for disposal or brought to our transfer stations. You may be able to claim the contents back on your house insurance, check with your insurance company.

Trees, fences and general clean up

How long will it take for Council to clean up roads and roadsides?

Council Officers are working around the clock to clear roads and ensure safe travel.

Report incidents of trees over roads by visiting our website and submitting a request – or phone 1800 065 993. To report a hazard or tree down on a road managed by VicRoads road, call 13 11 70.

Who can help me clear trees on my private property?

We encourage you to speak to your insurance agency and engage private contractors to do this work.

My fences have been damaged by falling trees. Will Council pay for their repair?

We work to limit potential damage to property from fallen trees or branches (for which we are responsible) through regular tree audits and prompt response to notification of potential hazards.

Unfortunately, certain weather conditions can cause strong and healthy trees or branches to fall and cause damage. In these instances, Council is unable to reimburse costs. We urge you to speak to your insurance agency.

Building repairs and permits

Do repairs need a building or planning permit?

The best advice we can give you is to contact Council and speak to our building or planning team. In all instances, either structural repairs or replacement building you will need a Building Permit from a private building surveyor and we will work with you to help.

How do I report damage to Council property?

Contact Council or our After-Hours Emergency Service to report trees down over roads, water flowing over roads with no signage in place, or

damage to Council facilities — phone 1800 065 993.

Septic tanks

What do I do if my septic tank isn't working (toilet not flushing, sink not draining)?

Do not use or flush the toilet or sinks and check your pumps. Some need to be turned off to prevent flooded pumps from damage, others need to be left on! If you're in doubt in any way, contact your service agent for advice.

Once the flood water recedes, call a plumber to check for damage and/or a septic tank contractor to get the tank pumped out. Once pumped out the system should function again. If the system has been damaged contact a plumber and Council's Environmental Health Officer.

For more information:

- [Guidance for treating swimming pools](#)
- [Floods and septic tanks](#)
- [Floods and private water sources](#)

Missing or wandering animals

I have lost my pet or found someone else's pet?

Please phone Council on 1800 065 993. If your fences are damaged, contain your pets in your home until they can be repaired. Livestock and horses should be moved to another property or paddock until fences can be repaired.

Financial help

Is there financial assistance available to those impacted by flood?

The Victorian Government has announced payments of up to \$1,960 per eligible family, including \$560 per adult and \$280 per child, are available through a one-off payment to help meet immediate needs including food, shelter, clothing, and medication. You can apply online at <https://emergencypayments.dffh.vic.gov.au>

The Federal Government has also announced financial help is available through Services Australia for people impacted by flooding. Learn more and apply at: <https://www.servicesaustralia.gov.au/natural-disaster>

Flood recovery hotline

A flood recovery hotline has been initiated for Victorian impacted by floods. The hotline 1800 560 760 can help with:

- Navigating available support
- Mental health and wellbeing support

The hotline is open from 7.30am to 7.30pm every day.