

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: www.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

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

Flood impacted residents are urged to register their information with Council's Flood Recovery Team via 1800 065 993 (free call) or info@strathbogie.vic.gov.au to access further flood-related support services including waste disposal.

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.

How do I dispose of storm-related green waste?

Council free storm-related green waste disposal finished on Sunday, January 28. Residents are reminded they can use their green-lidded kerbside bin for green waste disposal.

Find out more on our website:

www.strathbogie.vic.gov.au/free-storm-green-waste-disposal

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 your 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.

Farmers who have been impacted by floods and have urgent animal welfare needs should contact VicEmergency on 1800 226 226.

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 with your power provider or on your house insurance.

Trees, fences and general clean up

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

Council Officers are working hard to clear roads and ensure safe travel.

Report 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.

If your fences have been significantly damaged by flood waters, please speak to Council's Flood Recovery Team on 1800 065 993.

- [Floods and septic tanks](#)
- [Floods and private water sources](#)

Missing or wandering animals

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

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](#)

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?

Emergency relief payments are available for eligible community members whose homes have been impacted by the floods and those who were evacuated.

Emergency relief payments are designed to provide immediate financial help for eligible Victorians experiencing extreme financial hardship due to the floods and storms.

An emergency relief payment can help you to pay for things you need most, including food, clothing, medication and/or accommodation.

Emergency relief payments are based on a fixed amount for each member of your household.

The payment is not calculated based on how much money you earn.

Payments are \$640 per adult and \$320 per child, up to a maximum of \$2240 per eligible family.

If you think you are eligible for a payment, please contact Council's Flood Recovery Team on 1800 065 993 (free call) or info@strathbogie.vic.gov.au

What should I do if my business was impacted?

If your businesses has been impacted, please contact Council's Economic Development and Projects Coordinator Steve Cooper on 1800 065 993 (free call) or info@strathbogie.vic.gov.au

What support is available for primary producers?

AgVic provide a range of recovery support services. You can access these by contacting 0427 694 185 or recovery@agriculture.vic.gov.au

What is emergency re-establishment assistance?

Emergency re-establishment assistance is available if your home has been damaged or destroyed by the floods and storms and you:

- do not earn much money
- do not have building or contents insurance.

You can use this money for:

- cleaning up your home
- staying somewhere else
- repairs to your home
- rebuilding your home
- replacing damaged contents.

If you think you may be eligible, contact Council's Flood Recovery Team on 1800 065 993 or info@strathbogie.vic.gov.au

For more information about re-establishment assistance, visit services.dffh.vic.gov.au/personal-hardship-assistance-program