

From Council:

Rochester Recovery Update

12 January 2023

For all enquiries and requests, contact Council on 1300 666 535.

Repair of Council-Owned Assets

Swimming Pool

We are still awaiting quotations for repair works to the pool, building and operational infrastructure. These works will need to be done to make the pool safe again before it can reopen to the public. We will keep the community updated about when works can start.

Roads and Infrastructure

A great deal of work is happening to get contractors on the ground as quickly as possible to continue with emergency road works. Following a thorough assessment of the road network, urgent remedial works have already been completed on several roads, including localised patching to open as many roads as possible. We expect to establish a panel of contractors and award new contracts in the next week or so. Works to undertake the remaining urgent road works across the shire are envisaged to start this month and continue until about April.

Other Assets

We have been working through the insurance process to progress the remediation of many other community facilities. The below list provides an update on a range of Council-owned assets:

- New child care facility (former kindergarten) – we aim to complete stage 1 of the work to enable it to open by Friday, 27 January.
- Tennis courts – damaged carpet will be removed in the week starting Monday, 16 January. We aim to reopen the courts in February.
- Apex, Lions, Rotary and skate parks – works have been awarded and are underway.
- Rochester Shire Hall – a builder has been appointed and we are awaiting flooring materials.
- Resource Recovery Centre – works have been awarded to contractors.

Community Support from the 4Rs

Customer Service Centre / Library

Council's Customer Service Centre is continuing to operate from the 4Rs building. The centre is open from Tuesday to Thursday, 8.30am – 4.30pm (closed for lunch between 12noon – 1pm). We expect that the centre will move into the former Commonwealth Bank building in February. In the meantime, you can make all your payments, lodge requests and receive click and collect library services at the 4Rs.



Insurance Council of Australia Information Sessions

The Insurance Council of Australia (ICA) will host a second community information session on Wednesday, 18 January at the 4Rs from 5pm. The session will provide policyholders with general information on all aspects of the claim process, including repair timelines, cash settlements and the complaints process, and other information that may assist people with their recovery.

In addition to the information session, there will be an opportunity for personal consultations with insurers on a drop-in basis on Thursday, 19 January between 10am and 6pm at the 4Rs.

If you'd like a consultation, please register at:

www.insurancecouncil.com.au/RochesterBookings.

Disaster Legal Help Victoria (DLHV)

DLHV will be at the 4Rs on Monday, 23 January and Monday, 30 January to assist the community with legal advice.

Department of Families, Fairness and Housing Victoria (DFFHV)

Representatives from DFFHV are available every Monday from the 4Rs to assist the community with emergency grants and other services.

Rochester Community House

The community house is now operating from the 4Rs with Foodshare, open on Tuesdays and Thursdays, 11am -1pm.



Waste Services



Household Flood-Affected Waste

The Rochester Transfer Station at 139 High Street (corner Sullivan Street) is still accepting household flood waste free of charge.

The opening hours are:

Tuesday 1 - 4pm
Thursday 9am - 12noon
Sunday 9am - 12noon

Building Waste

Residential quantities of building waste (less than three cubic metres) may be taken by residents to any of Council's resource recovery centres. For more information please visit www.campaspe.vic.gov.au/rrc.

Commercial quantities of flood affected building waste (more than three cubic metres) must be taken to the 'Commercial Flood Waste Facility' at the rear of Mount Scobie Transfer Station, 479 Everard Road, Kyabram. Commercial operators need to register and wait for a response before arriving at the facility.

To register, email Senior Project Engineer William Stansen at william.stansen@symal.com.au and include the area you are carting the waste from, truck registrations and truck tare weight.

Other Support

Support for Business

Access to Small Business Victoria's \$5,000 grants under the Small Business Flood Relief program has been extended until Tuesday, 7 February 2023.

Health and Wellbeing

There are many resources and services that can assist you if you are feeling anxious, overwhelmed, worried or stressed. You can contact your GP or another local service such as Echuca Regional Health Wellbeing and Primary Mental Health. For those aged 12 – 25, there are organisations such as Headspace Echuca. Many workplaces and schools will have employee or student assistance programs. Support lines can also be contacted, such as Beyond Blue on 1300 224 636 or Lifeline on 131 114. For more information, scan the QR code.



Recovery Hotline

Please note that the hotline (1800 560 760) has been set up to assist people about clean up services, temporary accommodation, and mental health and wellbeing support. All other enquiries should be directed to the appropriate authority.

Fire Season

While many people continue to recover and rebuild their homes, businesses and livelihoods, with the hot summer weather now upon us, as a community we must also keep top of mind our preparedness for the current fire season.

The following website links provide access to some useful information:

- Fire and heat information www.campaspe.vic.gov.au/emergency
- CFA information - Northern Country Fire District www.cfa.vic.gov.au
- Emergency Management Victoria www.emv.vic.gov.au