

The Victorian and Australian Governments have dedicated \$150 million for a state-coordinated flood clean-up program. The program includes:

- free all-hazard structural assessments for affected residential properties and small businesses (commercial light)
- supporting local councils to collect flood debris and waste from kerbsides (nature strips).

Emergency Recovery Victoria (ERV) is the State's lead agency for relief and recovery and is responsible for coordination of the program.

Street Debris Removal (SDR)

ERV is supporting local councils to collect flood debris and waste from kerbsides (nature strips). Removing flood debris and waste will ensure that waste is disposed of by licenced contractors into licensed tipping sites.

Local councils can register at:

1800 560 760

cleanup@erv.vic.gov.au

Structural assessments (SA) of your home or small business

Home owners, small business and not-for-profit property owners can register for a free all-hazard structural assessment if their property damaged by the 2022 Victorian Flood event.

This assessment can be used to identify any hazards such as asbestos, giving guidance as to how the structure needs to be managed.

Structural Make-Safe

Flood-affected structures that are uninsured and deemed repairable through the structural assessment are eligible for the Structural Make-Safe Program which will remove safety hazards (such as electrical dangers and asbestos) from uninsured flood- eligible structures. The structural make-safe program supports hazard removal, it is not a general clean up, mucking out or removal of non-hazardous waste.

Owners of insured properties should contact their insurer.

Safety in cleaning out structures

Before returning to your property or cleaning out any structures consider hazards that may be present such as asbestos, an extremely hazardous material often present in building materials.

ERV strongly encourages anybody affected by the current flooding event to register for an all-hazard structural assessment before commencing with the cleaning out of structures.

Additional information and guidance on flood recovery supports such as advice on asbestos materials and returning home safely after a flood can be found online at **vic.gov.au/2022-flood-recovery**

YOU CAN REGISTER:

By phone

1800 560 760

Open from 7.30 am to 7.30 pm every day.
Press 9 for an interpreter.

Online

vic.gov.au/2022-flood-recovery

In person

Visit a clean-up hub if there is one in your area (these are being set up in communities with significant flooding of homes and buildings)

General clean-out and repairs are not covered in this service. If you need help "mucking out" your home, please call your local council as a first step.

COMMONLY ASKED QUESTIONS

Can I get an assessment through the clean-up program if I am insured?

Yes. People who are insured can register to have their homes and small businesses assessed for hazardous materials and structural safety. People who are not insured are also eligible.

If I am insured will the state clean-up program pay for the demolition of my home?

Yes. The ERV clean-up program will cover the costs of demolition, even if your property is insured.

What if I am not insured or my insurance won't cover flooding?

If you do not have insurance, or are under-insured, you can still register for an assessment and any assessment and demolition costs if that is required, will be met through the state clean-up program.

How long will I have to wait?

There have been many communities affected by the 2022 floods right across the State. By registering through the **1800 560 760** number you will be given an indication of when a team from our contractor Johns Lyng Group (JGL) will be in your area.

Is my Council cleaning up the kerbside rubbish?

If you live in one of the flood affected towns and rural communities in central and north east Victoria it is likely ERV is supporting your council with street debris removal, part of the overall state clean-up program. Please contact your local council for more information.

What do I do with my sandbags that are contaminated with polluted water?

By blocking the water flow, sandbags including both the bag and the sand can become contaminated with sewage, pathogens and chemicals from the floodwater.

Please call your council to understand sandbag collection within your area.

I cannot clean up my home by myself, who can help me?

In the highest impacted communities ERV is working with Disaster Recovery Australia (DRA) to coordinate spontaneous volunteers, corporate volunteering programs and other local community organisations with volunteers to help "muck-out" homes inundated with water.

Currently this program is focussed on communities with the greatest impacts. A first step if you live in an area with only minor flooding would be to call your council for assistance, or to call the Flood Response Hotline on **1800 560 760**