

# Situation Update

## 2 December 2022

### Free Green Waste Disposal

To assist in cleaning up properties prior to the fire season, residents will be able to dispose of green waste free of charge at any of Council's eight transfer stations for four weeks, the exemption period running from Saturday, 10 December to Sunday, 8 January. Residents are asked to separate their green waste load from all other general waste. Any contaminated green waste loads will not be accepted free of charge.

All transfer stations are closed on Christmas Day, Boxing Day and New Year's Day. For centre locations and opening hours, go to Council's website.

### Kerbside Flood Waste

Kerbside household flood waste collections have been running in Rochester for around six weeks. State Government contractors will stop running these collections in Rochester as of **5pm on Sunday, 11 December**. We encourage Rochester residents to get all remaining household flood waste onto their nature strips ASAP and to register their property address well before 11 December. The Rochester Transfer Station will continue to take flood waste free of charge until the end of the year. To register your property, go to Council's website and complete the online registration or call 1300 666 535.

### Echuca Recovery Centre

The Echuca Recovery Centre is located at the former specialist school - 238 High Street. The Recovery Centre is open from 9am to 4.30pm, Monday to Friday. Representatives at the centre offer advice and information from Council, along with agencies such as Suncorp, Disaster Relief Australia, Department of Families, Fairness and Housing and Ag Biz Assist. For more information, contact the Recovery Centre on 0400 215 375.

### Farmers Forum

Farmers are invited to attend a free informational dinner hosted by Agriculture Victoria. Representatives will discuss pasture management and animal health. Assistance will be given to access grants for those impacted by flooding and major rainfall. There will also be an opportunity to engage with representatives from Agriculture Victoria, AgBiz Assist, Services Australia and Council, either on the night or by appointment at a later date.

When: Thursday, 8 December at 7pm

Where: OTP Tongala Hotel Motel

Numbers are limited. RSVP to Astrid O'Farrell on 0428 322 901.

### Flood Recovery Hotline

1800 560 760 (7.30am – 7.30pm, every day)

- Find out about a range of clean up services
- Find financial, mental health and other support
- Find somewhere to stay

### How to Lodge Service Requests

There are several different ways you can lodge a service request with Council. Service requests can include matters relating to roads and paths, animals, public buildings, parks and gardens, environmental health and many other community issues.

Ways you can lodge a service request:

- Go to Council's website and click on the tab 'Report it Online' on the homepage
- Contact Council on 1300 666 535 and speak with one of our Customer Service Officers
- Email [shire@campaspe.vic.gov.au](mailto:shire@campaspe.vic.gov.au) and put your request in writing
- Visit a Customer Service Centre and ask to lodge a service request
- Talk to our Customer Service Officers via 'Webchat'

### Rochester Recovery Centre

The Rochester Recovery Centre is located at the 4Rs (Rochester Racecourse Recreation Reserve) and most services are available from 10am – 4pm. Services include financial assistance and funding organisations, recovery support, Council and State Government representatives.

Council services available at the 4Rs includes customer service and payments, library services (click and collect), maternal and child health (by appointment), immunisations (bookings required) and public computers.

A temporary service centre located at the former Commonwealth Bank building will open in the new year. The community will be updated once the building is opened.

### Rochester Transfer Station

The Rochester Transfer Station will open this weekend from 9am – 5pm. From Monday, 5 December, the Rochester Transfer Station will resume normal operating hours:

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