

# Situation Update

## 25 November 2022

### Insurance Information Session

The Insurance Council of Australia is hosting an information session for those impacted by the severe weather and floods, providing general information on the claims process, complaints avenues and other useful information to assist with the insurance and recovery process.

When: Wednesday, 30 November at 5pm

Where: Echuca Workers, 165-171 Annesley Street



Register for the insurance session here.



If you are unable to attend, scan this QR code to watch a previously recorded event.

### Farmers Community Connect Day

Rapid Relief Team is heading to Rochester to host a Farmers Community Connect Day for locals to enjoy. The day will include donations of feed tested, A-grade hay, a free barbeque lunch, barista made coffee and mental health, financial and veterinary support.

When: Thursday, 15 December from 7am to 3pm

Where: Rochester Recreation Reserve (Football oval)

Farmers must register for hay via [bit.ly/FCCRochester](https://bit.ly/FCCRochester) or by calling 0457 185 330 before Monday, 5 December.

### 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.

### Open for Business

Many of our local traders are open for business as usual and we encourage you to shop local. It has never been more important to support our local business owners as they make up for lost revenue in the lead up to Christmas.

Businesses in Rochester need our support. Follow the Rochester Business Network on Facebook to find out which businesses have reopened. Many businesses in Campaspe Shire and Murray River Council are listed on the Echuca Moama Tourism website, which can be viewed by going to:

[www.echucamoama.com/things-to-do/business-finder](https://www.echucamoama.com/things-to-do/business-finder)

### 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

### Emergency Relief Payments

Several financial support grants from Federal and State Government departments have been collated on Council's website. Grants for individuals, businesses, primary producers and other groups are listed. For the full list, go to [www.campaspe.vic.gov.au/relief](https://www.campaspe.vic.gov.au/relief)

### ERV Information Van

Emergency Recovery Victoria contractors, Johns Lyng Disaster Recovery, have set up an information van in the Echuca High Street car park, at the back of Cotton On. They will be providing information and advice on flood waste and all ERV programs. The van is open weekdays from 7am to 3pm and open this weekend from 10am to 3pm.

### Echuca Recovery Centre

The Echuca Relief Centre has transitioned to become the Echuca Recovery Centre and has moved from the Echuca South Basketball Stadium to the former specialist school - 238 High Street. The Recovery Centre is open from 9am to 4.30pm, Monday to Friday. The centre will offer advice and information available through Council along with agencies like 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.



## Kerbside Flood Waste Collections

### Rochester

Kerbside household flood waste collections have been running in Rochester for around five 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.

### Echuca

Kerbside household flood waste collections have started. Please ensure your property address is registered so contractors can start work immediately. If access to your property is restricted, please register and collection will be arranged when your property becomes accessible.

### How to register?

Contact our Customer Service team on 1300 666 535 or complete the easy online application by scanning the QR code:



### Need assistance?

If you need assistance getting your household flood waste or sandbags onto your nature strip, contact the Flood Recovery Hotline on 1800 560 760.

## 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.

## Sandbag Removal

Please register your property address to ensure you're on the collection list.

If you need help getting the sandbags from your property to your nature strip call the Flood Relief Hotline on 1800 560 760. Collection of sandbags will start shortly.

Scan the QR code to register:



## Water Update from Coliban Water



### Echuca

- Work continues on the Anstruther St sink hole site and it is fenced-off for safety.
- More information at [www.coliban.com.au/echuca-update](http://www.coliban.com.au/echuca-update)

### Rochester

- Your sewer network may be unreliable and customers should expect outages.
- Repairs to sewer pump stations impacted by floodwater are underway.
- More information at [www.coliban.com.au/rochester-update](http://www.coliban.com.au/rochester-update)

### Gunbower

- The Boil Water Advisory in Gunbower is lifted. Your water is safe to drink.
- Sandbags are in place at the Gunbower Water Treatment Plant.