

# Community Newsletter

## Thursday 3rd November 2022

### Information about the flood emergency

#### Echuca

- Advice has been received from technical specialists that the risk has reduced at **Ogilvie Avenue** and the aim today is to **improve the traffic flow through this area.**
- The Murray River Echuca Wharf is 94.73m. The levels at Echuca are slowly falling. River levels in the Murray in the Echuca to Barham section is likely to stay high for one to two weeks.

#### Rochester

- River levels have receded. Work continues the setup of the temporary village at the Elmore Event Centre to ensure locals have safe and secure housing close to home.

#### Torrumbarry

- The level at Torrumbarry will remain around 7.85m for the next week. Works continue to reinforce the temporary emergency levee and continue to be closely monitored.

#### Kerang

- Peaked 77.97m on 22/10 Second Peak may reach 77.5m Further rises are likely as upstream peaks arrive.

**Flood Recovery Hotline** is a single state-wide number for Victorians affected by the October 2022 floods. It can help with:

- navigating available support
- clean-up
- temporary accommodation
- mental health and wellbeing support

**Call 1800 560 760**

The Flood Recovery Hotline is open from 7.30am to 7.30pm every day.

#### Emergency relief payments

<https://services.dffh.vic.gov.au/personal-hardship-assistance-program>



### Water and Sewerage from Coliban Water

**Latest water and sewer network updates for flood-impacted towns on Coliban Water website at 10am and 4pm each day**  
[www.coliban.com.au/latest-updates](http://www.coliban.com.au/latest-updates)

#### Echuca and Rochester

**The drinking water in Echuca and Rochester is currently safe to consume.**

- To prevent the sewer network being overwhelmed, Coliban Water are asking all Echuca residents to minimise their use of anything that produces wastewater, including toilets, showers, baths, dishwashers & washing machines.
- The Rochester sewer network is now partially operational. While the network has been partially restored, the service is likely to be unreliable and you may experience outages. Residents may notice crews removing the Rochester flood gates.

#### Gunbower and Leitchville

**The drinking water in Gunbower and Leitchville is safe to consume.**

- Coliban Water have undertaken precautionary measures to protect critical community water and sewer assets. Much of this infrastructure in Cohuna, Gunbower and Leitchville is underground and can be impacted by floodwater.
- If you can do so, we recommend setting aside 20-40 litres of drinking water in suitable containers to meet the drinking water needs for your household.

#### Boort and Pyramid Hill

**The drinking water in Boort and Pyramid Hill is safe to consume.**

- Coliban Water completed precautionary actions to protect some of their assets in Pyramid Hill. This included sand bagging around sewer pump stations
- Poor water quality is experienced in the raw water supply at Boort. Customers may notice a musty or earthy odour in their drinking water. There are no health risks associated with the town drinking water supply.

### Relief / Information / Resource Centres

- **Echuca Relief Centre & Information**  
Stadium 244 High Street Echuca  
Phone: 0400215375
- **Swan Hill Relief Centre & Information**  
15 Gray Street Swan Hill  
Phone: 0447094347
- **Rochester Resource Centre**  
Racecourse Recreation Reserve  
Northern Highway, Rochester
- **Foodshare**  
Rochester Presbyterian Church  
2 Victoria Street, Rochester

### Infectious Diseases

Find out more:

[www.betterhealth.vic.gov.au/health/healthyliving/emergencies-floods](http://www.betterhealth.vic.gov.au/health/healthyliving/emergencies-floods)

### Japanese Encephalitis Virus (JEV)

Find out more:

<https://www.health.vic.gov.au/subscribe>

### Mosquito-Borne Disease

Find out more:



[www.betterhealth.vic.gov.au/health/healthyliving/mosquitoes-can-carry-diseases](http://www.betterhealth.vic.gov.au/health/healthyliving/mosquitoes-can-carry-diseases)

### Mould and Your Health

For information and safety on how to clean up and remove mould go to **Mould removal at home** visit the below link

<https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/mould-removal-at-home>

### Wildlife

If you see animals that appear injured or caught in flood water call 136 186 or via Wildlife Emergency App

### Mental Health Support

It is normal to have strong emotional or physical reactions following a distressing event. There is always help available through your local doctor and local mental health professionals

[Lifeline](https://www.lifeline.org.au) - 131 114

[Beyond Blue](https://www.beyondblue.org.au) - 1300 224 636

[MensLine](https://www.mensline.org.au) - 1300 789 978

[Kid's Help Line](https://www.kidshelpline.org.au) - 1800 55 1800

[Parent Line](https://www.parentline.org.au) - 13 22 89

[Partners in Wellbeing](https://www.partnersinwellbeing.org.au) – 1300 375 330

[GriefLine](https://www.griefline.org.au) – 1300 845 745



### Flood Safety Advice



<http://emergency.vic.gov.au>

**Stay informed of conditions and be prepared to act if your situation changes.**

SES advises that all community members should: Never walk, ride, or drive through floodwater.

**Never allow children to play in floodwater**, stay away from waterways and stormwater drains during and after heavy rain.

Keep well clear of fallen power lines.

### For Commercial and Recreational Users of the Murray River:

Visit the NSW SES website for information:

<https://www.ses.nsw.gov.au/news/all-news/2022/emergency-area-declared-murray-river/>

### **Agriculture Victoria**

Agriculture Victoria is assisting rural landholders with agricultural relief needs – with a priority on addressing urgent animal welfare issues.

Primary Producer Flood Recovery Grants of up to \$75,000 to support clean-up and recovery activities for primary producers.

Rural Landholder Grants of up to \$25,000 for eligible rural landholders that operate smaller-scale primary production enterprises to support clean-up and recovery activities.

<https://www.ruralfinance.com.au/>

### **Financial support for flood-affected farmers A support package is available for flood-affected farmers:**

<https://agriculture.vic.gov.au/farm->

[management/emergency-management/floods/flood-advice-and-support](https://agriculture.vic.gov.au/farm-management/emergency-management/floods/flood-advice-and-support)



### **When Returning to your Home**

- **Electricity:** Only turn on power at the mains if water has **not** entered your property. Have wiring and appliances tested and tagged before use. For more information contact your service provider.
- **Gas:** If your home has been impacted by floodwater, **do not** attempt to turn the gas supply back on. For more information contact your service provider.

### **COVID 19**

COVID-19 is still active in our communities. Remember to maintain hygiene, hand washing and wear masks when feeling unwell or when you can't socially distance.

### **Useful information**

#### **Know Your Local Council**

Find your council using the link below for the latest information

<https://knowyourcouncil.vic.gov.au/>

#### **For specific public health concerns or advice**

Please contact Loddon Mallee Public Health Unit  
[phu@bendigohealth.org.au](mailto:phu@bendigohealth.org.au)

### **Emergency relief payments**

<https://services.dffh.vic.gov.au/personal-hardship-assistance-program>

### **Service Aust payments**

Australian Government Disaster Recovery Payment and Disaster Recovery

[Victorian Floods, October 2022 - Natural disaster - Services Australia](#)

### **Nurse-on-call**

Nurse-on-Call on 1300 60 60 24 (24/7 phone service that allows you to discuss any health-related issue with a registered nurse.

[www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)

VicEmergency Hotline – free call 1800 226 226  
VicEmergency app  
Facebook or Twitter (#vicHAZARD)

To access this information in other languages, call the Translating and Interpreting Service on 131 450 (free call) and ask them to call VicEmergency Hotline.

If you are deaf, hard of hearing, or have a speech/communication impairment contact National Relay Service on 1800 555 677 and ask them to call the VicEmergency Hotline.

### **Australian Red Cross**

<https://www.redcross.org.au/help/>

### **Family violence**

There is an increased risk of family violence after an emergency. Help is available. Visit [www.vic.gov.au/familyviolence](http://www.vic.gov.au/familyviolence) or call 1800 737 732 (1800RESPECT).

### **Power outages**

[www.powercor.com.au/power-outages-and-faults/live-outage-map/](http://www.powercor.com.au/power-outages-and-faults/live-outage-map/)

**Telstra** has activated disaster assistance packages for customers in the impacted areas.

See links for updated information Telstra Disaster Assistance -

<https://exchange.telstra.com.au/victoria-tasmania-flooding-disaster-assistance-2022/>

### **Road closures**

[www.traffic.vicroads.vic.gov.au](http://www.traffic.vicroads.vic.gov.au)

SES [www.ses.vic.gov.au](http://www.ses.vic.gov.au)

Coliban Water <https://coliban.com.au/latest-updates>

**Rural Financial Counselling Service**  
Victoria West 1300 735 578  
<https://wswracs.com.au>

**Latest River Heights** for the  
Campaspe, Loddon, Avoca, Murray  
- Riverina  
[http://www.bom.gov.au/cgi-bin/wrap\\_fwo.pl?IDV60149.html](http://www.bom.gov.au/cgi-bin/wrap_fwo.pl?IDV60149.html)



### **School closures**

Information on updated school closures is available via the Dept of Education website:  
<https://www.education.vic.gov.au/about/programs/health/Pages/closures.aspx>

### **Flood event: Support for children, students and families**

Supports and resources are available to government school students and families affected by the 2022 Victorian flood event.  
<https://www.vic.gov.au/flood-event-support-children-students-and-families>