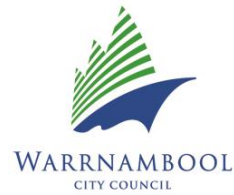


Support available in times of emergency



Council provides a variety of services to residents affected by emergencies. This guide outlines support Council provides and services that are not provided.

Trees:

Council will:

- Assess, maintain and remove dangerous trees on roadsides, public land and reserves
- Assess trees that are posing a threat to people and public buildings

Council will **not** assist with:

- The assessment or removal of trees that are away from the above mentioned areas; e.g. trees which are located in paddocks or away from structures.

Water:

Council will:

- Assess water quality for tanks and storage units

Council will **not** assist with:

- Cleaning tanks
- Refilling pools
- Replacement of pumps/generators

Septic Tanks:

Council will:

- Assess septic tanks initially and complete follow up assessments 3 months later
- Waiver fees for permits for new septic tanks if the old one was damaged in the emergency if this is appropriate

Council will **not** assist with:

- Replacement costs of septic tanks

Debris and rubbish removal:

Council will:

- Provide free tip/landfill passes to affected properties
- Replace damaged bins

Council rates:

Council will:

- Defer rate payment for affected properties
- Re-evaluate properties where assets have been lost

Support available in times of emergency



Financial Assistance:

Council will:

- Refer residents to the appropriate authorities for financial assistance and provision of grants.

Council will **not**:

- Provide financial assistance or grants to residents

Land Management:

Council will:

- Offer advice around weed identification and management
- Assist with advice around re-vegetation of native areas
- Visit properties that have been affected by fire to assist regeneration

Council will **not** assist with:

- Replace lost plants including fruit trees, non-indigenous species etc

Support for businesses

Council will:

- Give advice and provide information to local businesses in relation to economic recovery

Links:

www.business.vic.gov.au
<http://www.tourism.vic.gov.au/component/content/article/17-business-tools-and-support/433-crisis-resources.html>

Personal and psychological support:

Council will:

- Link affected residents to counselling services
- Provide information and links to recovery support via Connect Warrnambool website and Facebook page
- Coordinate Community Recovery Committees

Council will not:

- Provide counselling services
- Provide a case management role

Lifeline	13 11 14
Beyond Blue	1300 22 4636
Mens Line	1300 78 9978
Kids Help Line	1800 55 1800
Nurse on Call	1300 60 6024
www.betterhealth.vic.gov.au	
www.emergency.vic.gov.au/relief	

For more information:

For the latest information please visit:
www.emergency.vic.gov.au/relief
or phone

Warrnambool City Council

1300 003 280 (local call)
or
5559 4800

Moyne Shire Council

1300 656 564
or
5568 0555

