

CORANGAMITE SHIRE  
**RECOVERY FAQ BOOKLET**  
**JULY 2018**



Call us: 5593 7100  
[www.corangamite.vic.gov.au](http://www.corangamite.vic.gov.au)



**CORANGAMITE  
SHIRE**

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# FIRE-AFFECTED RESIDENTS

## MY PRIMARY RESIDENCE HAS BEEN LOST. WHAT DO I DO?

Emergency Relief and Re-establishment Assistance is available to eligible fire-affected community members:

- **Personal Hardship Assistance Payments** - provide payments of up to \$540 per adult and \$270 per child (up to a maximum of \$1,890 per household) are available to help meet immediate needs, including emergency food, shelter, clothing and personal items.
- **Emergency Re-Establishment Assistance** - provides up to \$40,700 per eligible household that has been affected by fire at their primary place of residence. The grants are available for eligible clean-up, emergency accommodation, repairs, rebuilding (a principal place of resident), and replacing some damaged contents

### Relief payments are NOT available:

- to cover the costs of cleaning up fallen trees or branches in people's yards - see pg. 15
- to cover the cost of repairing fences from fallen trees. If a tree has fallen on your house, please call the SES or your local council for more information
- to people impacted by power outages. Contact your energy distributor if you have any questions
- for business losses or compensation for the loss of income - see pg. 12
- to replace fencing - see pg. 14
- for motor vehicle repairs or towing
- to pay insurance excess

### Emergency re-establishment payment

Emergency re-establishment assistance is available if your principal place of residence (your home) is uninhabitable for more than seven days because of an emergency.

Emergency Re-establishment Payments are available to eligible households and provide up to \$40,700 per household for clean-up, emergency accommodation, repairs, rebuilding, and replacing some damaged contents.

This payment assists with the cost of emergency accommodation, repairs to your home, the removal of household debris, rebuilding, replacing some essential household items and reconnecting or undertaking safety checks on essential services such as gas water or electricity.

You will need to provide proof of identity, income and insurance status, and show evidence of the impact of the emergency on your home for all payments. Staff from the Department of Health and Human Services will work with you if you have trouble providing any of this information.

## ELIGIBILITY FOR RE-ESTABLISHMENT PAYMENTS

### Insurance and emergency re-establishment payments

Re-establishment assistance is available to individuals or families who do not have building [home] insurance or contents insurance:

If an applicant has contents insurance [and not home insurance], re-establishment assistance may be available to assist with structural repairs to the home, rebuilding, clean-up tasks and reconnecting or undertaking safety checks on essential services such as gas water or electricity. Assistance would not be available to replace or repair any household contents.

If an applicant has building [home] insurance [and not contents insurance], re-establishment assistance may be available to repair or replace essential household items. Assistance would not be available to undertake structural repairs, clean-up or rebuilding tasks that fall within the scope of the applicant's insurance. Applicants with both building [home] insurance and contents insurance are not eligible for re-establishment assistance.

**Please visit the relief centre inTerang, or call VicEmergency on 1800 226 226 for more information.**

### EMERGENCY CASH GRANTS

The Salvation Army is able to assist with emergency cash grants to people who have lost or damaged property. Material aid, bedding, clothes, household goods and food assistance is available. Chaplaincy and pastoral support can also be provided.

**Phone Peter, Karina or Chris on 5561 6792 or 0458 600 242.**

The office is on the Corner of Henna and Lava Streets, Warrnambool. Outreach services are also available.

### HOW CAN CORANGAMITE SHIRE HELP?

- Free waste and scrap metal disposal for fire affected houses
- Free disposal of waste at Naroghid Landfill and Transfer Stations across the Shire for fire affected properties - green waste, fencing material etc.
- Planning and building permit fee waivers for building or structures impacted by fires

## IF YOU NEED PERSONAL OR HOUSEHOLD ITEMS

Food and personal items are available from Terang CWA on The Promenade, and Cobden Uniting Church, 61 Curdie Street.

Your local charity can also help:

OPPORTUNITY SHOP	ADDRESS	PHONE
Timboon Op Shop	17 Timboon-Curdievale Road TIMBOON	0455 183 761
CDHS Charity Shop	41 Curdie Street COBDEN	5595 1162
Uniting Church Op Shop	50 Curdie Street COBDEN	0475 699 483
Lifeline South West Vic	178 Manifold Street CAMPERDOWN	5593 1441
St Vincent De Paul Society	156 Manifold Street CAMPERDOWN	5593 1122
Sunnyside Shop	184 Manifold Street CAMPERDOWN	5593 1175
Terang Community Op Shop	10 Shadforth Street TERANG	5592 1723

## IF YOU NEED FINANCIAL ASSISTANCE FROM YOUR BANK

Contact your bank to discuss eligibility for emergency assistance packages.

You may be eligible for:

- credit card and personal loan relief
- suspending home and personal loan repayments; and
- other financial assistance measures

NAB Customers who need help can visit their nearest open NAB branch, contact their banker directly or call **NAB Assist on 1800 701 599**.

Commonwealth bank customers can contact the **Special Assistance line on 1300 720 814** or visit <https://www.commbank.com.au/personal/support/crisis-support.html>

Commonwealth Bank is providing its emergency assistance package for customers and businesses affected by bushfires in south-western Victoria.

Affected customers are invited to to discuss their individual circumstances by **phoning 1300 720 814** or visiting their nearest Commonwealth Bank branch. More information can be found at [www.commbank.com.au/emergencyassistance](http://www.commbank.com.au/emergencyassistance)

## WHAT DO I DO ABOUT INSURANCE CLAIMS?

Fire affected residents with property or contents insurance should contact their insurance company as soon as possible:

- Ask your insurer for advice on actions you should take
- Do not throw away damaged items without first consulting your insurance company
- Make a list of items that have been damaged and take photographs if possible
- Keep receipts for any emergency repair work

## INSURANCE COUNCIL DECLARATIONS

The Insurance Council of Australia has declared a Catastrophe for areas in south-west Victoria where fires have damaged or destroyed homes and other property.

The declaration means claims from affected policyholders will be given priority by insurers. Claims will also be triaged to direct urgent attention to the worst-affected property owners.

Under the declaration the ICA has:

- **Activated its disaster hotline – 1800 734 621** – to assist policyholders if they are uncertain of their insurance details, or have general inquiries about the claims process
- Mobilised ICA staff to work directly with local services and affected policyholders in affected regions
- Established an industry taskforce to address and identify issues that arise

Community members can also enquire via [www.disasters.org.au](http://www.disasters.org.au)

## HOW CAN I ACCESS FINANCIAL COUNSELLING?

The Rural Financial Counselling Service provides primary producers and small rural businesses that are experiencing hardship with free and impartial financial information, options, decision support and referral services.

To access **financial counselling please telephone 1300 735 578.**

## TAXATION

### IS THERE ANY TAX HELP AVAILABLE?

Australian Taxation Office assistance is available to fire-affected residents.

If you have been affected by a disaster, such as the recent bushfires, don't worry about your tax affairs right away.

Support is available while you recover

The ATO understands that during this time there are more immediate problems you will be facing.

Help is available to you whenever you need it and you can find out more information at

<https://www.ato.gov.au/individuals/dealing-with-disasters> or call **1800 806 218.**

### ASSISTANCE FOR SMALL BUSINESSES

If you are affected by the recent bushfires, the ATO can help with your lodgment program and reconstructing records.

More information at <https://www.ato.gov.au/tax-professionals/your-practice/tax-and-bas-agents/natural-disasters/>

**Call 1800 806 218** to discuss your circumstances and how we can assist.

# LEGAL ADVICE

## WHO CAN I TURN TO FOR HELP?

Disaster Legal Help Victoria provides free legal advice, assistance and referrals to people affected by a disaster. For assistance, please **phone Disaster Legal Help Victoria's free helpline on 1800 113 432**. This phone line is open 8:45 am-5:15 pm, Monday to Friday.

## HOW DO I AVOID BEING RIPPED OFF?

The Consumer Affairs Victoria website provides information and advice about your rights and obligations following an emergency. Go to [www.consumer.vic.gov.au/disasterhelp](http://www.consumer.vic.gov.au/disasterhelp) for information on renting and rebuilding, insurance, banking and financial hardship; fundraising scams and price rip-offs.

## WHAT IF MY FIREARMS HAVE BEEN DESTROYED?

Firearms destroyed by fire to the extent of being unrecognisable, can be presented to a police station, along with a statutory declaration containing details of the firearms, the registered owner and the location where the firearm was destroyed.

# FENCING

## HOW CAN I GET HELP WITH FENCING?

To enquire about assistance with rebuilding your fences, call Blaze Aid camp leaders directly.

- **Cobden: <http://blazeaid.com.au/cobden-2018/> Chris and John Male, 0418 745 994, [blazeaid.cobden@gmail.com](mailto:blazeaid.cobden@gmail.com)**

Where boundary fences need replacing, normally each neighbour pays half, except on roads where the landowner is fully responsible.

If one neighbour wants a higher or better standard of fencing they pay the extra amount.

Ideally people sort it out themselves but if there is a dispute, there is a legal process that can be followed that involves issuing the neighbour with a fencing notice.

In the worst case a magistrate determines this.

For more information go to [www.justice.vic.gov.au/home/justice+system/laws+and+regulation/civil+law/fencing+law+in+vic](http://www.justice.vic.gov.au/home/justice+system/laws+and+regulation/civil+law/fencing+law+in+vic) or [www.disputes.vic.gov.au/information-and-advice/fencing/frequently-asked-questions-fences](http://www.disputes.vic.gov.au/information-and-advice/fencing/frequently-asked-questions-fences)





# WASTE

## HOW CAN I GET RID OF WASTE FROM THE CLEAN UP?

### FREE DROP-OFF FOR FIRE-AFFECTED PROPERTIES

Properties affected by the Terang, Gnotuk, Camperdown and Garvoc fires can drop off waste for free at the following of Council's waste management facilities:

FACILITY	LOCATION	OPENING TIMES
Corangamite Regional Landfill	County Boundary Road WEST NAROGHID	Mon - Fri: 7 am-4 pm Sat: 10 am-4 pm Sun: 10 am-3 pm
Timboon Transfer Station	Timboon-Curdies River Road TIMBOON	Wed & Fri: 1-3:30 pm Sun: 2-5 pm
Simpson Transfer Station	Princetown Road [2km south of Simpson]	Tues & Thurs: 1-3:30 pm Sun: 10 am-1 pm
Port Campbell Transfer Station	McRae Street PORT CAMPBELL	Tues & Thurs: 1-3:30 pm Sun: 1-4 pm
Derrinallum Transfer Station	Heards Road DERRINALLUM	Fri & Sun: 1-5 pm
Skipton Transfer Station	Beaufort Road [2km north of Skipton]	Every second Wed & Sun: 1-5 pm

This includes free drop off of waste, scrap metal, greenwaste and recyclables.

Residents can also drop off scrap metal for free at Wheelie Waste's facility located on the Princes Highway at Boorcan.

Houses, sheds and other buildings or structures burnt in a bushfire can leave potential health hazards, such as asbestos. **Contact Council on 5593 7100** before you commence any clean up works if you suspect that there is asbestos or other toxic wastes present.

Council cannot accept asbestos or asbestos contaminated waste at any of its waste facilities.

Council can provide free collection and disposal of waste and scrap metal from fire affected properties. Please contact Council on 5593 7100 for assistance.

**Call Council on 5593 7100 or go to [www.corangamite.vic.gov.au](http://www.corangamite.vic.gov.au) for more information.**

# WATER

## IS MY WATER TANK CONTAMINATED?

**Contact Council on 5593 7100** to refill your tanks. Wannon Water will arrange for a water carter to refill the tanks with potable water. This will be one 14,000L load per household, unless specific circumstances require more. Town water is not affected.

Wannon Water will inspect all water meters in fire-affected areas to ensure that water is available to customers and to replace any fire damaged meters. It will waive the rural water usage surcharge for the final two accounts of the 2017-18 financial year and apply a \$250 credit to the account of rural customers who had a water meter within the fire area. Where customers have higher than normal water use – due to water being used for firefighting or due to a water leak – Wannon Water can provide a once-off adjustment to the account, on a case-by-case basis. Customers requiring additional financial assistance are encouraged to contact **Wannon Water on 1300 926 666** which can offer assistance such as suspending account payments or establishing a regular payment arrangement.

# PASTURE RECOVERY

## WHO CAN HELP ME GET MY FARM BACK INTO PRODUCTION?

One-on-one pasture recovery advice is now available to assist landholders affected by the fires.

Through this new service, extension officers from Agriculture Victoria and WestVic Dairy will provide tailored information about:

- The impact of fire on your pasture
- How your pasture might respond to an autumn break
- How you can best plan for getting pastures back into production

Fires can have a drastic effect on a pasture. It can change the composition of the pastures and lead to a reduction in the growth and carrying capacity of the pasture in the following season.

Fire changes pastures in different ways depending on the intensity of the fire, the pasture species present, the fertility of the soil, the time of the autumn break and follow up rains.

To speak to an extension officer about your situation and or to organise a free visit please contact:

- **Agriculture Victoria**  
**Michele Jolliffe on 0428 581 883**
- **WestVic Dairy**  
**Helen Chenoweth on 5557 1000**

**If you need fodder for your livestock, please contact the VFF on 1300 882 833.**

The Rural Financial Counselling Service is also available to farmers, offering free and independent financial support to primary producers and non-agriculture related small businesses.

**RFCS can be contacted on 1300 735 578.**

Detailed information about recovering from fire, including a pasture recovery quick reference guide, is also available at [www.agriculture.vic.gov.au/firerecovery](http://www.agriculture.vic.gov.au/firerecovery)

# HEALTH AND WELLBEING

## WHAT SUPPORT IS AVAILABLE?

It is normal to have strong reactions following a distressing or frightening event, and people can experience a range of physical, mental, emotional and behavioural reactions.

There are a number support services available to assist you and your family recover from the strong emotional or physical reactions you may be experiencing.

It is normal to have strong emotional or physical reactions following a distressing event such as the recent fire events. There are many things you can do to cope and recover from traumatic events, and there are free, local support services available to help guide you through this time.

For access to local emotional support services please call Warrnambool Community Health on 5563 4000 or Colac Area Health on 5232 5180. They are offering free, confidential and professional support to individuals or families who have been impacted by the recent fires regardless of where you are located. No general practitioner referrals are required. <http://www.southwesthealthcare.com.au>

More helpful information is also available at [www.betterhealth.vic.gov.au/health/conditionsandtreatments/trauma-reaction-and-recovery](http://www.betterhealth.vic.gov.au/health/conditionsandtreatments/trauma-reaction-and-recovery)

Dozens of Red Cross and Victorian Council of Churches volunteers have been helping distressed people as they return to their properties, and checking in by phone to ensure they have access to the support they need. We understand that this is a very stressful time for many and encourage parents and carers to access information to help support children who may be distressed:

[www.redcross.org.au/files/Helping\\_Children\\_and\\_Young\\_People\\_Cope.pdf](http://www.redcross.org.au/files/Helping_Children_and_Young_People_Cope.pdf)

Another option to receive emotional support is to visit with your local GP or health service provider who can tell you what is available in your local area.

Emergencies create a high level of stress that can have a significant effect on emotional health and wellbeing. You may feel exhausted and emotional and these reactions can occur hours, days, weeks or even months after the event. Physical and emotional reactions are a normal response to distress and trauma. Some common emotional reactions include fear, guilt, anger, anxiety or depression.

If you or someone you know is in need of emotional and social wellbeing support, call one of the following numbers:

- **beyondblue – 24hrs, 7 days a week – 1300 224 636**
- **Lifeline – 24hrs a day, 7 days a week – 13 11 14**
- **Parentline – 13 22 89**
- **Kids Helpline – 24hrs, 7 days a week – 1800 55 1800**
- **NURSE-ON-CALL – 1300 60 60 24 or**
- **Australian Psychological Society Referral Service – 1800 333 497**

or visit [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

You can also talk to your doctor, local community health centre or Medicare Local, a counsellor or a psychologist. More information about potential reactions and things you can do to cope with and recover from traumatic events can be found at <https://www.betterhealth.vic.gov.au>

Topics include:

- Trauma reactions and recovery
- Trauma and families
- Trauma tips for parents
- Trauma and teenagers
- Trauma and primary school age children
- Trauma and children two to five
- Trauma and children newborns to two years
- Post-traumatic stress
- Survivor reactions to traumatic events
- Near-miss experiences and traumatic events

## STAGES OF EMOTIONAL RESPONSE

As you know, emergencies cause much stress which will result in a broad range of emotional responses.

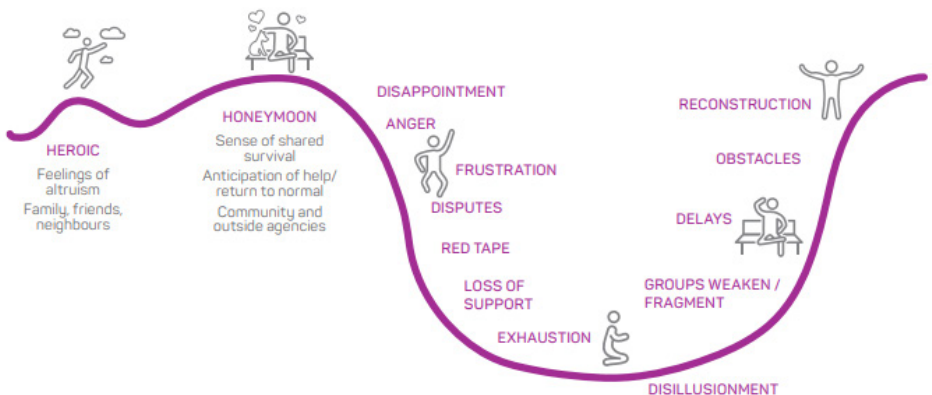
Typically these are normal responses, however, everybody will respond differently and at different times.

The below diagram outlines some of the common reactions and emotions that may be experienced following emergencies.

The timeframes are fluid and may vary between individuals and you may find you cycle back through reactions or skip through some other reactions.

Consider where you or your family and friends are in these responses.

Talking to each other or a support worker about how you are feeling or coping can help you understand and move through these reactions.



# DOCUMENTS AND IDENTIFICATION

## HOW DO I REPLACE KEY DOCUMENTS DESTROYED IN THE FIRE?

The Australian Registries of Births, Deaths and Marriages will replace certificates that were lost in the recent bushfires, free of charge.

You can call the **Department of Justice on 03 5215 8500** and they will mail the forms to you.



## WHAT IF MY DRIVERS' LICENCE WAS LOST IN THE FIRES?

If you've been affected by the South West Complex Fire March 2018 VicRoads can:

- refund your remaining registration without any admin fees for any fire damaged vehicles or,
- replace your licence/learner permit/marine licence card for free

Visit <https://www.vicroads.vic.gov.au> for more information.

## WHAT IF I'VE LOST MY PHONE?

### Telstra Assistance Package

Please contact **Claire from Telstra on 03 9597 6661** if you need your phone replaced due to fires.

Telstra will provide free and interim services to its customers residential and small business customers who lost services due to the South West Complex Fire March 2018.

Customers who have had to evacuate their home or have lost their home are encouraged to call **Telstra on 132 203** to register for the assistance package if they have had to evacuate their home or have lost their home.

# COMMUNITY RECOVERY

## WHAT IS THE COMMUNITY RECOVERY COMMITTEE AND HOW DO I GET INVOLVED?

Corangamite Shire has established a Community Recovery Committee to support the communities affected by the recent fires.

The community recovery committee comprises members of the community, Council, DHHS, Agriculture Victoria, VFF, Red Cross staff.

Its work can include:

- representing the community
- facilitating dialogue between the municipal recovery manager and the community so as to regularly advise on issues of concern
- working with the municipal recovery manager and task groups to tackle specific issues
- helping coordinate recovery initiatives, including special events.

### Community representatives:

**Camperdown:** Matthew Crane, Keith Stephens; **Terang:** Liza Fahey, Benjamin Dennis; **Cobden:** Barb Cowley, Andrew Chivell; **Scotts Creek:** Matt Makin, Gael Everet.

**To contact the committee, call Manager Fire Recovery Jarrod Woff or Fire Recovery Officer Sharna Whitehand on 5593 7100.**

## CASH DONATIONS:

### South West Victorian Community Relief Fund

Funds raised will be distributed to charitable organisations working with communities that are directly impacted by recent fires.

Donate at your nearest Bendigo Bank branch or online at: <https://www.communityenterprisefoundation.com.au/make-a-donation/appeals/south-west-victorian-bushfire-appeal>

### Rotary International Bushfire Appeal

Account: Rotary International District 9780 - Bushfire Appeal

BSB: 035 070

Account: 179 149

South West Fire Recovery Fund - South West Community Foundation

<https://www.givenow.com.au/southwestfirerecoveryfund>

**Salvation Army:** Please call 5561 6792

### BlazeAid

Online at <http://www.blazeaid.com.au/>

## FEED & FODDER:

To donate quality feed and fodder for livestock, please contact **Helen Chenoweth at WestVic Dairy on 5557 1000.**

## LABOUR:

If you want to donate your labour, please contact **Chris at BlazeAid on 0418 745 994.**

# CONTACTS AND LINKS

## **AGRICULTURE VICTORIA:**

**5336 6721** or visit <http://agriculture.vic.gov.au/agriculture/emergencies/recovery/bushfires-in-south-west-victoria>

## **AUSTRALIAN TAXATION OFFICE:**

**1800 806 218** or visit <https://www.ato.gov.au/individuals/dealing-with-disasters>

## **AUSTRALIAN PSYCHOLOGICAL SOCIETY REFERRAL SERVICE:**

**1800 333 497**

## **BEYONDBLUE:**

**1300 224 636** [24 hours]

## **BLAZE Aid:**

Chris - **0418 745 994**

<http://www.blazeaid.com.au/>

## **BUSHFIRE AFTERMATH SAFETY TIPS:**

<https://www.betterhealth.vic.gov.au/health/healthyliving/bushfires-and-water-tanks>

## **CORANGAMITE SHIRE COUNCIL:**

**5593 7100** or visit [www.corangamite.vic.gov.au](http://www.corangamite.vic.gov.au)

## **DEPARTMENT OF JUSTICE:**

**03 5215 8500**

## **DISASTER LEGAL HELP VICTORIA:**

**1800 113 432**

## **ENVIRONMENT PROTECTION AUTHORITY (EPA):**

**1300 372 842** [24 hours]

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

## **INSURANCE COUNCIL OF AUSTRALIA DISASTER HOTLINE:**

**1800 734 621**

## **KIDS HELPLINE:**

**1800 55 1800**

## **LIFELINE:**

**13 11 14** [24 hours]

## **NURSE-ON-CALL:**

**1300 60 60 24**

## **PARENTLINE:**

**13 22 89**

## **POWERCOR:**

**13 24 12**

## **REDCROSS:**

**13 24 12** or visit [www.redcross.org.au](http://www.redcross.org.au)

## **RURAL FINANCIAL COUNSELLING:**

**1300 735 578**

## **SALVATION ARMY:**

**5561 6792** or **0458 600 242**

## **SOUTH WEST FIRE RECOVERY FUND:**

<https://www.givenow.com.au/southwestfirerecoveryfund>

## **TELSTRA:**

**132 203**

## **VICEMERGENCY:**

**1800 226 226** or visit [www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)

## **VICROADS ROAD CLOSURES:**

<https://traffic.vicroads.vic.gov.au/>

## **VicTORIAN FARMERS FEDERATION:**

**1300 882 833** or visit <http://vff.org.au/support>

## **WANNON WATER:**

**1300 926 666**

## **WARNAMBOOL INCIDENT CONTROL CENTRE:**

**5559 2500**

## **WATER TANK CONTAMINATION:**

<https://www.betterhealth.vic.gov.au/health/healthyliving/bushfire-aftermath-safety-tips>

## **WILDLIFE VICTORIA:**

**[03] 8400 7300**



Telephone 03 5593 7100 Facsimile 03 5593 2695 Email [shire@corangamite.vic.gov.au](mailto:shire@corangamite.vic.gov.au)

**Corangamite Shire Council**

Civic Centre, 181 Manifold Street, Camperdown VIC 3260

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