

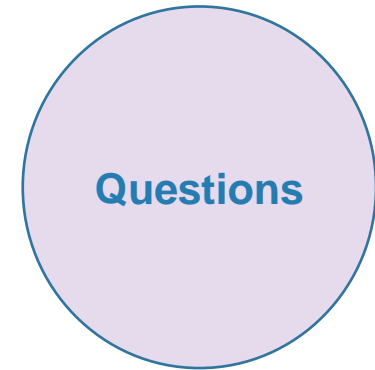


Flood Response in Mildura

December 2022

We will talk about:

- ✓ **Floods in Australia**
- ✓ **Before a flood**
- ✓ **Flood warnings**
- ✓ **Flood safety**
- ✓ **After a flood**
- ✓ **Health, animals and insects**
- ✓ **Financial support and emergency relief**



Finish



Floods in Australia



Riverine flooding

Water comes over the top of the banks of Rivers or Creeks



Flash flooding

A lot of rain happens quickly and water floods Streets or Houses



Who helps during a flood?



State Emergency Service (SES)



Victoria Police



Country Fire Authority (CFA)



Australian Army



Before a flood



1

Find out if floods happen where you:

- work.
- live.
- plan to visit.



2

Know where the **safe areas** are, and how to get there safely.

3

Keep a list of emergency contacts.



4

Make an emergency kit:

- Battery powered radio.
- Torch.
- Spare batteries.



5

If you own a house, check your **home and contents insurance** is up to date and covers you for flood.

Insurance means you:

- pay small amounts of money over time.
- get money back to fix damage after an emergency.



Like money to fix a window after a storm.

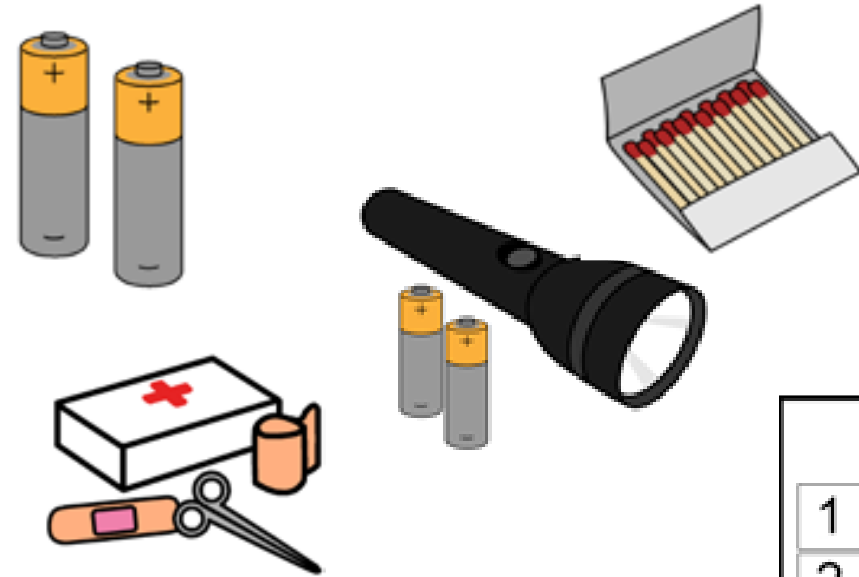
If you rent, you still need **Contents insurance** so you can replace damaged items, like a fridge.

Get your emergency kit ready

Save time in an emergency. Have your emergency kit packed.

Your emergency kit needs:

- waterproof bag for important items
- battery powered radio and torch
- spare batteries
- first aid kit
- candles and matches
- important papers with contact numbers
- a copy of your Home Emergency Plan

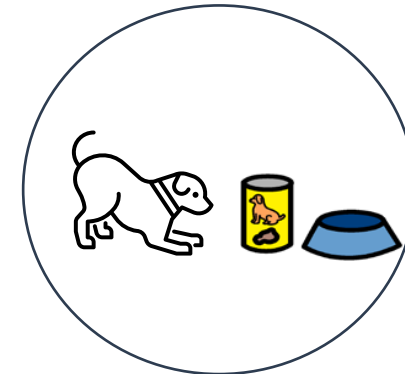


PLAN	
1	_____
2	_____
3	_____
4	_____

Take your emergency kit with you

Before you leave home, add:

- phone and charger
- medications
- clothing and strong shoes
- special things your family need
- toiletries like soap and a toothbrush
- **Prescriptions:** notes from the doctor that let you get medicine
- **Non perishable food:** food that doesn't go in the fridge or freezer
- Bottles of water
- Pet leads, food and bowls.



Flood warnings



Emergency warning

You are in danger and need to take action. You will be impacted.



Watch & Act

An emergency is developing near you. Take action to protect yourself and others.



Advice

Something is happening near you. Try to find out more information from **trusted sources**.

Trusted sources are:

- VicEmergency App
- www.emergency.vic.gov.au
- Radio
 - ABC Local 104.3FM, 594AM and 1062AM
 - River 1467AM
 - Hit 99.5FM
 - Triple M 97.9FM
- VicEmergency Hotline
Call **1800 226 226**
*If you don't speak English call the Translating and Interpreting Service on **131 450** for translated information from VicEmergency Hotline.*
- Emergency service workers like Victoria Police and SES

Flood safety

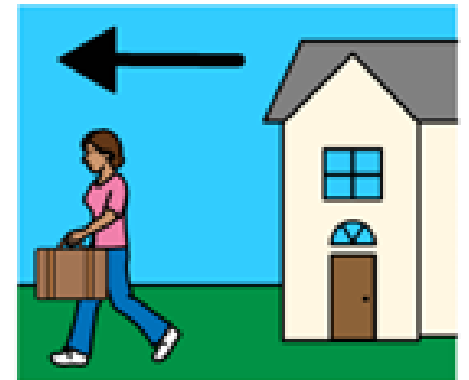


If there is a flood:

- **never** drive, ride or walk in floodwater
- find information from **trusted sources**
- be ready to **evacuate**.



- I. Evacuate means leave your house until it is safe to go home
- II. Act early in a flood. Roads can close when the flood gets worse
- III. Listen to emergency services for help to stay safe



PLAN	
1	_____
2	_____
3	_____
4	_____

If you see an emergency warning:

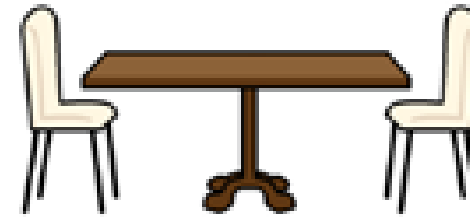
1. follow your **Home Emergency Plan**
2. find your emergency kit
3. check on family, friends and neighbours



Home Emergency Plan is what your family will do if there is a flood.

Prepare your home:

- put electrical items on tables and benches
- put important items on tables and benches
- tie things down so they **cannot** float. For example, plastic furniture or a BLEW.
- block entry points to the home
- block toilets and drains with sandbags to stop sewage backflow



Check the news for information about how to stay safe.



<https://soundcloud.com/user-760283919/sets/victorian-flood-news-nembc>



Make sure other people are safe

You might call

- family
- friends
- neighbours.

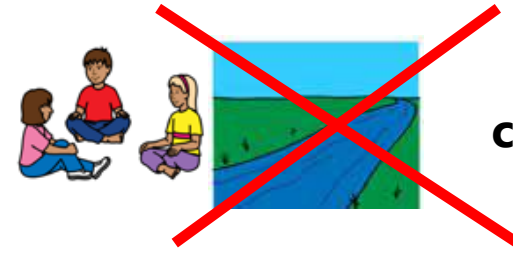


There are some people who might need more help in a flood:

- older people
- babies
- people who are sick
- people who need help to move around. For example, a person who uses a walking frame.



Flood waters are dangerous and can make you sick



Do not let children play in flood water



Do not go home until it is safe



Do not drive in flood water



Do not fish in flood water



Do not swim in flood water



Do not eat dead fish you find

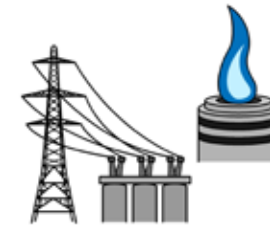
After a flood



Going home

When you get home after a flood there are things you must do to be safe.

- turn electricity and gas **off** before you go inside
- use a torch to look through the inside of your house
- look for damage to the windows, walls and roof



FLOOD RECOVERY HOTLINE
1800 560 760
Press 9 for an interpreter

Open every day
7:30am – 7:30pm



When you get home after a flood there are things you should **not** do.

- do **not** let children play in or near floodwater
- do **not** use gas or **electrical appliances** until they are checked for safety.



Electrical appliances are things you use in your home that plug into power such as

- kettle
- iron
- hair dryer.



Health, animals and insects



Mould

Mould grows in damp or wet areas with poor ventilation.

For example, a house that has been flooded.

Mould that is in your house can grow and spread.



Cleaning up mould:

If you decide to remove mould yourself, make sure you:

- Keep all windows and doors open
- Wear **protective clothing** (shower cap, rubber gloves, eye protection, overalls, suitable footwear and a face mask)

When you go home **after a flood**:

- look around for mould.
- Is there a musty, damp smell?
- Mould is likely if your house has been flooded. It is important to clean up and dry out the house as quickly as possible.
- Open windows and doors to let air through.



Snakes

After a flood, animals – mice, rats, snakes or spiders - may be in your home, shed or garden.

After a flood:

- ✓ wear boots, gloves and long pants to protect your legs
 - ✓ pay extra attention to your hands and feet when cleaning
 - ✓ if you see a snake, step back and allow it to move away - do not touch it
 - ✓ be aware of snakes swimming in the water
 - ✓ remove waste from around your house. It can attract snakes, spiders, and rodents.
-
- If you find a snake in your house, do not panic.

Call the Department of Environment, Land, Water and Planning on 136 186 for a list of snake catchers in your area.



Venomous Snakes



Mainland Tiger Snake



**Highland Copperhead Snake/
Lowland Copperhead Snake**



Red-bellied Black Snake



Eastern Brown Snake



Eastern Small-eyed Snake

Spiders

If you are bitten by a spider:

- ✓ wash the area and use ice packs to help with the pain
- ✓ do not apply pressure
- ✓ seek medical help immediately if you were bitten by a redback spider or if your symptoms worsen.



Red back



White-tailed



Funnel-web



Mouse



Huntsman



You can get help from your doctor or
Call NURSE-ON-CALL 24 hours a day, 7 days a week on **1300 60 60 24**

Mice, rats and insects

- Mice and rats carry diseases. Remove food and other items that can attract mice and rats.
- Get rid of garbage and place a lid on the rubbish bin. Use traps in dry areas if needed.
- Stay away from **stagnant** water. Mosquitos breed in stagnant water.
- **Stagnant** means not moving. For example, puddles of water.
- Cover your body as much as possible and use a mosquito repellent.
- Flies carry diseases. Clean up leftover food and scraps that flies are attracted to straight away.



Mosquitos

- Mosquitoes are around pools of water left behind after a flood.
- Mosquitoes carry diseases and spread them by biting you.
- There are four mosquito-borne diseases in Victoria that can make you sick.

Keep safe:

- Cover up. Wear long, light, loose-fitting clothes
- Use repellent that has **Picaridin** or **DEET**
- Do not spray repellent on babies or children. You can rub repellent on their clothes instead of their skin. Do not put repellent on their hands.



Food and drinking water safety

If your garden has been flooded, the food you are growing may not be safe to eat.

Do not eat:

- leafy vegetables, such as spinach, cabbage, lettuce and kale
- produce that was already damaged before the flood.
- *A tomato with split skin with exposed flesh will not be safe to eat.*



Drinking water from a tank or the town water supply

- Floodwater can contaminate tanks and other water supplies.
- If your water supply looks, smells or tastes unusual, do not use it **until you can check it is safe**



Floods can be scary

After a flood, people can have many different **reactions** – some may be upsetting. This is common.

Reactions can include: feeling helpless, grief, sadness, anger, trouble sleeping, or unhelpful things like drinking more alcohol or arguing with people around you.



Ask for support from people who care about you and that you trust.

Give yourself time to adjust.

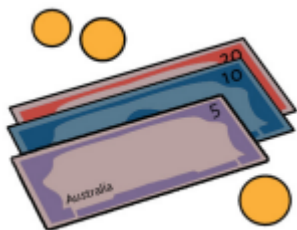


Do activities that are enjoyable for you. This can help to gain a sense of control, balance, meaning and purpose.



Financial support and emergency relief





Emergency Relief Payment

The Emergency Relief Payment is money to help you get the things you need most.

Things you need most can be:

- a safe place to **sleep**
- **clothes**
- **food**
- **medicine.**



Can you get this payment?

You can get the Emergency Relief Payment if your home is:

- damaged in a natural disaster.

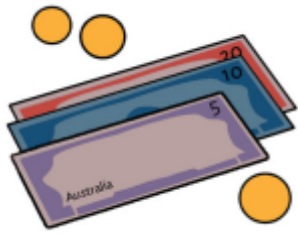
We do not need to know your income.



APPLY USING THIS LINK:

<https://emergencypayments.df.fh.vic.gov.au/>





Temporary Visa Holder Flood Hardship Support

Who is this service for?



Live in **Victoria**



Were **working** or were seeking work in flood affected areas



Unable to access other income supports



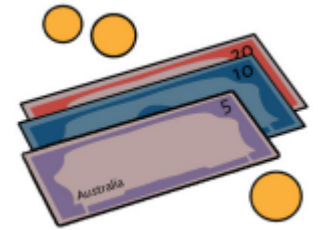
Be seeking **asylum**, hold a temporary visa or have an **uncertain visa status**



Have no or very **limited income**, savings or community support.

How much is the payment?

If eligible, single people can receive up to \$580. Families receive more based upon situation and size.



Apply Here:

<https://www.redcross.org.au/migration/temporary-visa-holder-flood-hardship-support-victoria/>



Emergency relief centres

Community Relief Information Hub

Mildura

The Alfred Deakin Centre - Benetook Room
190 Deakin Ave, Mildura
Contact (all hours) 03 5018 8100
Email: communityrelief@mildura.vic.gov.au

Daily 9:00am-5:00pm



Mildura City Council

<https://www.mildura.vic.gov.au/Community/Flood-Updates-and-Advice>



More information



FLOOD RECOVERY HOTLINE
1800 560 760
Press 9 for an interpreter

Open every day
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If someone's life is in danger,
Call **000**



Call **132 500** for help from the SES:

- Your house is flooded
- There is water around your house
- A tree has fallen down
- Your roof is damaged or leaking



For help to get ready, go to
www.ses.vic.gov.au



For the latest information go to:
www.emergency.vic.gov.au

Extra Slides below...



Financial help in a natural disaster

If you have been affected by a natural disaster or single house fire and you are experiencing financial hardship, you may be eligible for an emergency relief payment.

Documents you need to provide for an application

To complete the online application form, you must provide:

- An email address
- Evidence of your identity and place of residence, using your driver's licence, passport, Centrelink card, Medicare card, or birth certificate.
- Bank details to receive payment via direct deposit.

Payment amounts

Emergency relief assistance is based on a fixed amount for each member of your household (adults and children). Payments are \$580 per adult and \$290 per child (up to a maximum of \$2030 per eligible family) are available.

Apply using this link: <https://emergencypayments.dffh.vic.gov.au/>

More information:

<https://emergency.vic.gov.au/relief/#translations> & <https://services.dffh.vic.gov.au/personal-hardship-assistance-program>