

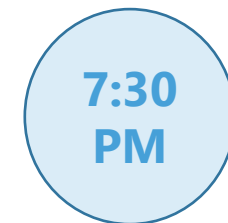
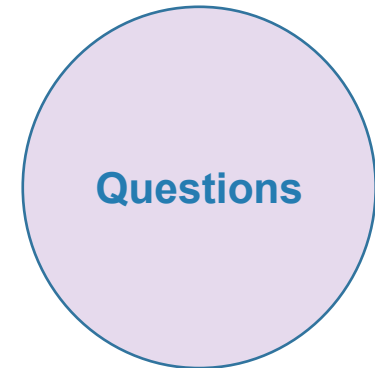


Flood Safety in Shepparton

March 2023

We will talk about:

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



Finish





Emergencies in Australia

When life or property is in danger

Call TRIPLE ZERO - 000

Ask for Police, Fire or Ambulance



132 500 for flood and storm emergencies

- Your house is flooded
- Flood water around your house
- A tree has fallen on a house or road
- Your roof is damaged or leaking badly



For local flood info and help to get ready, go to www.ses.vic.gov.au



In Victoria

Emergency warnings are issued in English at:

www.emergency.vic.gov.au

There is a phone app and the Vic Emergency 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 Radio Stations**



- ABC Local 97.7 FM
- Triple M 95.3 FM
- STAR 96.9 FM
- SKY NEWS TV

WARNINGS

Work the same for flood, or fire, or other emergencies.

All come from
VicEmergency
in VICTORIA only.



VIC
EMERGENCY
www.emergency.vic.gov.au



Emergency warning

You are in danger and need to take action.

You will be impacted.

You may need to **“take shelter”** or **“evacuate”**.



Watch & Act

An emergency is happening near you.

Take action to protect yourself and others.



Advice

An incident or hazard is near you.

Find more information from **trusted sources**.

Floods in Australia

Riverine floods

Rivers or Creeks get too full and starts to flood the community.

We usually know it is coming and there will be warnings in English.



Flash floods

Too much rain, too fast, drains can not cope.

Happens fast. Goes away fast. A few hours.

We don't know it's coming. No warnings until it happens.



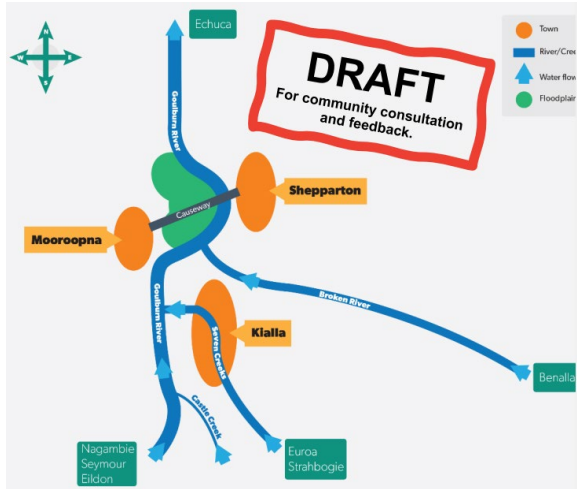
Before a flood



Shepparton, Mooroopna & Kialla Local Flood Guide

DRAFT
For community consultation
and feedback.

Riverine flood information for the Goulburn River, Broken River & Seven Creeks.



A graphic of the waterways that flow into Kialla, Mooroopna, and Shepparton



Property specific Flood Risk Information:
(03) 5822 7700
& in the GBCMA
Community Portal



1

Find out if floods happen where you:

- work
- live
- plan to visit.



<---- LOTS OF WAYS

2

Know where the **safe areas** are, and how to get there safely. **“Higher Ground”**

Talk to your NEIGHBOURS

3

Keep a RediPlan in your SES Grab Bag.



4

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.

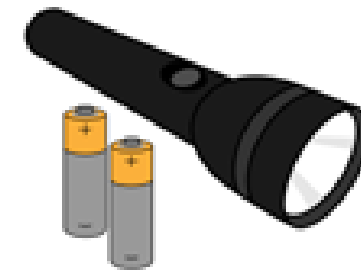
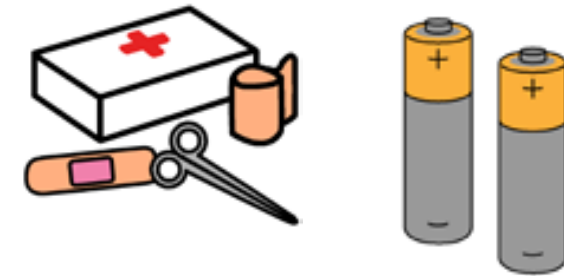
MY EMERGENCY INFORMATION						
Name of household member	Medicare number	Centrelink number	Passport number	Tax file number	Driver Licence number	Car registration

Get emergency items ready

Have survival items ready so you can eat and drink, stay healthy, identify your self, access money, access insurance, comfort your children, care for your animals and prove you own your car or house.

Your emergency kit needs:

- SES Grab Bag for important items
- Phone charger & extra battery
- battery powered **RADIO** and torch with spare batteries
- first aid kit & important medicine or prescriptions
- List of emergency contact numbers
- Copies of identity documents – Driver's licence, Medicare Card, Passport, Birth Certificates, insurance details.



PLAN	
1	_____
2	_____
3	_____
4	_____

Floodwater is 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



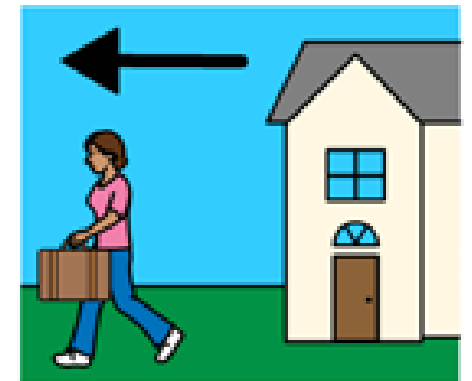
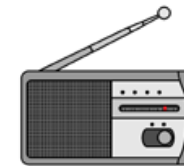
**Do not eat dead fish you find
They may be toxic.**

Flood safety

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

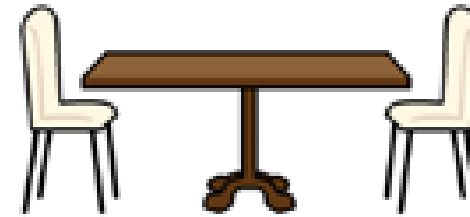


- I. Evacuate means leave your house until it is safe to go home
- II. Act early in a flood. Roads can close when the flood gets worse.
- III. Listen to emergency services for help to stay safe



Prepare your home:

- block toilets and drains with sandbags *inside a plastic bag* to stop sewage backflow.
- put electrical items on tables and benches
- put important or valuable items on tables and benches
- tie things down so they **cannot** float away. For example, plastic furniture or a BBQ.
- If you need to sandbag – learn how at www.ses.vic.gov.au
- If you evacuate – turn off gas and electricity when you leave.



Check the news for information about how to stay safe.



<https://soundcloud.com/user-760283919/swahili-flood-payments-explainer?in=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.



Who helps during a flood

Shepparton Rescue Squad Volunteers

SES Volunteers

CFA Volunteers

Police, Ambulance

All emergency services

Sometimes, the Australian army.



Shepparton Rescue Squad



Victoria Police



Country Fire Authority (CFA)



Australian Army



Emergency relief centres change in every event

Community Relief Information Hub

Shepparton

St Vincent de Paul Society Victoria
290 Wyndham Street, Shepparton VIC 3630
Contact (all hours) 03 5821 0317
Email: shepparton@svdp-vic.org.au

Mon-Fri: 10:00am-12:00pm

Sat & Sun: Contact Service ?

Flood Recovery Hotline

If you have been affected by the Victorian floods or Bogong landslip, call the Flood Recovery Hotline on 1800 560 760 for help with:

- a range of clean-up services
- finding somewhere to stay
- financial, mental health and other support.

Press 9 for an interpreter.

Call 1800 560 760

After a flood

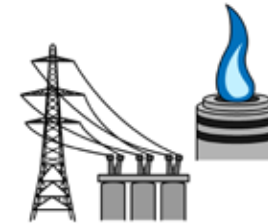
Going home

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

- **IF STILL ON** 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



EMERGENCY RECOVERY VICTORIA

FLOOD RECOVERY HOTLINE
1800 560 760

Press 9 for an interpreter

Open every day
7:30am – 7:30pm

VICTORIA
State Government

An illustration of a person with purple hair wearing a headset, sitting at a desk with a laptop, representing a customer service representative.

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.



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**

Health, animals and insects

Mould can occur after things have been wet. Mould is dangerous and must be properly removed.

Floods cause snakes, animals and insects to move to higher ground. Look out for animals in strange places and learn about first aid for bites and stings.

Mice and rats may also be moving around, and they can carry diseases. Do not leave food out.



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 instead of paying a professional, 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.



What is it?

Professional Health information and advice in your language

Call Multicultural Health Connect

- ✓ Find health services such as doctors, hospitals and community health centres.
- ✓ Get health advice from a nurse.
- ✓ Better understand Australia's health system and where to get help.
- ✓ Learn about COVID-19, including managing the disease, COVID-19 vaccines, isolation and close contacts.

healthdirect
Australia

1800 186 815

Available 11:30am-8pm, 7 days a week including public holidays

Health information and advice from staff who understand and respect your culture and language

healthdirect.gov.au



healthdirect

This service is provided by Healthdirect Australia on behalf of the Australian Government with assistance from the Victorian Department of Health



Multicultural Health Connect: 1800 186 815

Classification: FOR OFFICIAL USE ONLY



**World
Wellness
Group**

Mosquitos

- Mosquitoes breed in water and are bad after floods.
- Mosquitoes spread diseases 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.
- **WASH REPELLENT OFF BEFORE YOU GO TO BED.**



Japanese Encephalitis (JE) Vaccine

You can book your JE vaccine at Greater S
council Shepparton council's public
immunisation clinics below:

[Book VE vaccination](#)



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.



Localised Mental health services

- Headspace
- Wellways
- The Bridge youth service
- Head to Health Shepparton



**HEAD TO
HEALTH**

wellways

Other localised services

- Goulburn Valley Flood recovery service
- VincentCare
- Goulburn Valley Local Public Health Unit
- Shepparton Family and Financial Services



PLAN	
1	_____
2	_____
3	_____
4	_____

If you see an emergency warning:

1. follow your **RediPlan**
2. find your SES Grab Bag
3. check on family, friends and neighbours



RediPlan is what your family will do if there is a flood.

Who are Trusted sources?

In some other communities, multicultural associations translate warnings into language as they are issued. Does anybody in Shepparton do this?

- VicEmergency App
- www.emergency.vic.gov.au
- Emergency Radio
 - ABC Local 97.7 FM
 - Triple M 95.3 FM
 - STAR 96.9 FM
 - SKY NEWS TV



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- Emergency service workers like Victoria Police and SES volunteers.





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