

## After the floods

### Accommodation

If you are unable to remain at home and do not have friends or family to stay with, you should contact your municipal council for assistance. If you are renting, then you should contact your landlord or real estate agent to let them know what has happened. Consumer Affairs Victoria provides advice for tenants: [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

### Repairing your home and restoring precious possessions

While structural damage should always be assessed by a suitably qualified person, prompt action may reduce some damage to your home and contents. Information regarding home repair and salvage is available at [www.redcross.org.au](http://www.redcross.org.au)

### Advice for businesses

Your local Victorian Business Centre can provide information and advice on services that might be available. Contact the Victorian Business Line on 13 22 15 or visit the Business Victoria website [www.business.vic.gov.au](http://www.business.vic.gov.au)

### Advice for primary producers

Primary producers often face a range of issues after floods. Your local DPI Office can provide you with advice on fencing, fodder, and farm business planning. For further information visit [www.dpi.vic.gov.au](http://www.dpi.vic.gov.au) or the DPI customer service centre 136 186

### Emergency contacts

The Department of Human Services is the State Government Department responsible for coordinating recovery services. If you can't find what you need through your Municipal Council, your regional office of the Department of Human Services may be able to link you to services and information you require.

#### Local Council

Website: [www.mav.asn.au](http://www.mav.asn.au)

#### Department of Human Services

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

#### Emergency Services

Police, Fire & Ambulance call: 000

#### Victoria State Emergency Services

Emergency phone number: 132 500  
Flood information line: 1300 842 737



## Practical advice

Floods affect people in different ways. This can range from the stress of being under threat, the loss of property and income, becoming injured or ill due to specific hazards associated with floods, or even the loss of loved ones.

Victoria has effective recovery arrangements in place to assist people affected by emergencies. These services are coordinated through your Municipal Council. In the first instance, you should always contact your Municipal Council to see what recovery services are available. Up to date information is available from the [SES Flood Information Line](#) on 1300 842 737.

The Department of Human Services (DHS) and some state and Commonwealth agencies also provide information for people affected by emergencies. Much of this information can be linked to from the DHS website: [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)

During a major flood, information may be distributed at municipal council offices, relief and recovery centres and community meetings via an information pack called *After the Floods – Practical Advice*. This brochure outlines some health and recovery information available to people affected by flooding.

This information is additional to flood preparedness and response information provided by the State Emergency Service or other response agencies prior to and during the flood emergency. Public safety information is also broadcast on ABC radio. Your safety is most important and you should always follow the advice of the response agencies when deciding to defend your property and/or evacuate, and prior to returning home.

## Health matters

Floods can impact upon people's health in a number of ways. This can include excessive exposure to cold and damp, contact with contaminated flood-waters, drinking or eating spoiled food or water and high mould levels can aggravate respiratory illness. Floods also increase many hazards around the home and due care needs to be taken when returning to your property or using temporary fuel and power sources. The following fact sheets are available:

- [Flood hazards – protecting your health and safety](#)
- [Flood – mould growth and your health](#)
- [Flood – protect yourself from animal and insect hazards](#)
- [Food safety and emergency power failure](#)
- [Power blackouts – using alternative fuels and electricity generation safely](#)

Other health related fact sheets are available on the Better Health Channel at: [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

The impact of an emergency can be stressful and exhausting, and people are encouraged to look after themselves during this period. People who readily use formal and informal support from family, friends or other support organisations are generally found to recover better from stressful situations. Access to information and support will aid recovery for most people. Sharing the fact sheets in this kit with family and friends may help you better support each other. The following fact sheets are available:

- [The stress of being under threat](#)
- [Stress after an emergency](#)
- [Family and crisis](#)
- [Children and crisis](#)
- [Teenagers and crisis](#)
- [When someone you know has had a traumatic](#)

[experience](#)

## Financial matters and material aid

There are many financial things you will need to consider after a flood: insurance, mortgages and credit, household budgeting and financial assistance to name a few. Assistance available following an emergency event may vary depending on the scale and type of incident. Financial assistance made available by the Victorian government following any large incident will be published on the department's website. The following fact sheets are available:

- [Dealing with financial matters after an emergency](#)
- [Personal hardship grants: Emergency grant](#)

Public appeals and financial and material assistance from non-government organisations may also be available to households affected by floods. Your municipal council is usually the best source of information regarding the range of local assistance available in your community.

If the floods have affected your employment status you should contact Centrelink on 13 10 21 to discuss your income support needs. Information is also available from the Centrelink website [www.centrelink.gov.au](http://www.centrelink.gov.au)

## Insurance

Making early contact with your insurer and knowing what to do while you are waiting for your insurance assessment can make a big difference to your peace of mind. The Insurance Council of Australia provides assistance to anyone experiencing problems in resolving insurance issues. See [www.insurancecouncil.com.au](http://www.insurancecouncil.com.au) for further information.