

CORANGAMITE SHIRE

FIRE FAQ BOOKLET

APRIL 2018



Call us: 5593 7100

www.corangamite.vic.gov.au



CORANGAMITE
SHIRE

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FIRE INFORMATION

WHEN WILL THE FIRE BE EXTINGUISHED?

The fires that have burnt more than 15,000 hectares of land across Corangamite and neighbouring shires are contained, but peat continues to smoulder in the Cobrico area causing smoke and health issues for residents. Losses include 24 houses and 63 sheds, hundreds of livestock, pasture and silage. There is currently no fire threat to communities, but you should continue to stay informed and monitor conditions.

Peat fires smoulder for a long time and can be difficult to put out. Smoke contains fine particles, water vapour and gases including carbon monoxide, carbon dioxide and nitrogen oxides. Some peat fires may produce sulfur compounds which can be odorous.

The Environment Protection Authority (EPA) and Department of Health and Human Services (DHHS) have developed a guide to the possible health impacts of peat smoke from this event and the actions that residents need to take based on their proximity to the smoke which can be found at www.emergency.vic.gov.au/relief [See attachment – South West Peat Fires Exposure Zone and Health Advice]

Community members around the active peat fires near Cobrico need to be aware of the risks of peat smoke and understand what it means for them. The two key risks are carbon monoxide, generally contained to within 1 km of the peat smoke plume, and particulate matter (particles), which can travel long distances from the peat smoke plume.

Victoria Police has reported on the cause of each of the fires: **Penshurst / Gazette fire** – tree in bluegum plantation fell onto power lines, bringing them to the ground igniting the surrounding vegetation. **Terang-Cobden fire** – the largest of the south west fires a result of power lines being brought down by high winds and igniting the vegetation below. **Garvoc fire** – caused by snapping power line in high winds and falling to the ground. Electrical arcs then ignited the vegetation below. **Gnotuk fire** – caused by tree limb falling across powerlines.

HOW CAN I FIND OUT WHAT IS HAPPENING WITH THE FIRE?

The fires are contained but it is important to keep up to date with the latest warnings and advice in case the situation changes.

For the latest warnings and advice on fires in Victoria, general fire safety advice or recovery information, go to the VicEmergency website, download the app, or call the **VicEmergency Hotline on Freecall 1800 226 226**. Callers who are deaf, hard of hearing, or have a speech/communication impairment can call **VicEmergency via the National relay Service on 1800 555 677**.

You can also follow VicEmergency on Facebook and Twitter or listen to ABC Local Radio. Please like the Corangamite Shire Facebook page for fire recovery updates at www.facebook.com/CorangamiteShire



WHAT IS PEAT?

Peat is generated gradually in wetlands through the build-up of partially decayed vegetation. Peat sources can be found above ground or buried many metres below the soil surface. Peat is high in carbon content and naturally porous. If peat dries out, lightning strikes, bushfires and even extreme daytime temperatures may start a peat fire.

Peat fires are uncommon and generally occur in locations away from populated areas. Peat fires smoulder for a long time and can be difficult to put out. Smoke contains fine particles, water vapour and gases including carbon monoxide, carbon dioxide and nitrogen oxides. Some peat fires may produce sulfur compounds which can be odourous.



Cobrico peat fire

Peat smoke exposure zone up to 6km – Terang fire (enlarged)



HOW CAN I MANAGE THE HEALTH IMPACTS OF PEAT SMOKE?

The EPA has established incident air quality monitoring stations at Cobden, Camperdown and Terang and has now added two more incident stations in the Cobrico area to monitor the smoke from the peat fires.

Air quality information is available at the EPA AirWatch website at www.epa.vic.gov.au/EPAAirWatch

Community members around the active peat fires near Cobrico need to be aware of the risks of peat smoke and understand what it means for them. The EPA and DHHS have developed a guide to the possible health impacts of peat smoke from this event and the actions that residents need to take based on their proximity to the smoke which can be found at https://files-em.em.vic.gov.au/public/EMV-web/SouthWest_Peat_Fires_Health_Advice_Exposure_Zones_25March2018.pdf

You can use the guide to determine your individual risk, and decide on what action you should take. The two key risks are carbon monoxide, generally contained to within 1 km of the peat smoke plume, and particulate matter which can travel long distances from the peat smoke plume.

Carbon monoxide builds up gradually in the human body over a period of hours. It is also gradually removed from the body after exposure stops. Regular paper dust masks, handkerchiefs or bandanas do not protect you from fine smoke particles or gases. Particulate matter face masks [e.g: P2 masks] will not protect against carbon monoxide exposure, but can help reduce particulate matter entering the lungs.

It is recommended that if you are within 1 km of the peat smoke plume you relocate to stay with family and friends overnight, however you can return during the day. Take precautionary actions, such as regular testing and monitoring of your health if you return to visit your property.

A 24-hour health assessment centre has been established at the Terang Relief Centre, located at the Terang Civic Centre. **Community members who are within 1km of the fire are encouraged to get their carbon monoxide levels tested regularly.**

Animals including livestock generally tolerate smoke [and ash fallout] from exposure to a smoke plume; however some animals, particularly pets and horses, may exhibit minor respiratory problems or eye irritation.

Every property and species is different and the levels of smoke exposure will vary from day to day depending on the prevailing wind. Where safe to do so, it is recommended that livestock should be moved away from the active smoke plume. Veterinary advice should be sought if animal owners are concerned that their animals are being affected by smoke or ash.

For the latest warnings and advice on fires and smoke in Victoria, general fire safety advice or recovery information, go to the VicEmergency website, download the app, or call the VicEmergency Hotline on freecall 1800 226 226.

Callers who are deaf, hard of hearing, or have a speech/communication impairment can call **VicEmergency via the National relay Service on 1800 555 677.**

You can also follow VicEmergency on Facebook and Twitter or listen to ABC Local Radio.

RELIEF CENTRES AND COMMUNITY INFORMATION POINTS

- **Terang:** Civic Hall, High Street (health checks available 24 hours, community information available from 10am-4 pm daily) **Phone 5593 7100.**
- **Cobden:** Civic Hall, 53-55 Victoria Street **Phone 5593 7100.**

Services available include, Department Health and Human Services (DHHS), Red Cross, Victorian Council of Churches. Carbon monoxide testing is being done at Terang. Anyone with health concerns can access the Terang relief centre 24 hours a day, seven days a week.

(Friday and Saturday – closed Sunday and Monday)

From next week, Cobden Civic Hall will operate as a Community Information Point from 10 am-4 pm daily. Please visit Terang for DHHS and Red Cross services.

Please contact the **VicEmergency Hotline on 1800 226 226 outside of operating hours.**

ROAD CLOSURES

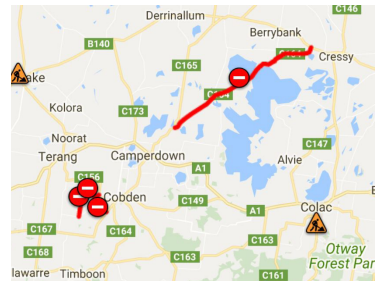
Roads will be opened when it is safe to do so.

Roads will be cleared in order, from main feeder roads down to minor roads, depending on how many users they service.

Please be aware of fire vehicles and personnel working in the area. If you encounter smoke, please slow down and turn on your headlights.

Information on updated road closures is available via 13 11 70 or online at

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



**VICROADS ROAD CLOSURE MAP
CURRENT 29 MARCH 2018**

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

DHHS staff are available at the Terang Relief Centre, or you can call VicEmergency on 1800 226 226 for more information.

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.

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.
- We will cover the cost of dead stock disposal
- No saleyard fees for sale of fire-affected stock
- We will cover the cost of asbestos removal from fire and storm affected houses and sheds
- Planning and building permit fee waivers for building or structures impacted by fires
- If you need a generator because power has not yet been restored, **please contact Council on 5593 7100**

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



Volunteers sorting donated clothing at the Uniting Church Relief Centre at corner Curdie and Adams Street, Cobden.

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>

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

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>

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.

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.**

CLEAN-UP AND GOING HOME

Our priority is to get as many people back to their homes as soon as possible, but we must do that safely.

Houses, sheds and other buildings or structures burnt in a bushfire can leave potential health hazards. These may include:

- Fallen or sharp objects, smouldering coals, damaged electrical wires, leaking gas and weakened walls
- Hazardous materials that may be present after a bushfire include asbestos, ashes, especially from burnt treated timbers and garden or farming chemicals
- There are several things people returning to the bushfire affected area should consider: Wear protective clothing (such as long pants and full sleeves) when checking your property after a bushfire. Make sure you also wear sturdy footwear and heavy-duty work gloves. Wash your hands after removing contaminated clothing and articles
- Heat from fire can affect the safety of your food. All foods that have been fire damaged or affected by heat should be discarded. This includes all perishable and non-perishable foods (such as cans or packaged foods)
- Power outages can also leave perishable foods that may have been refrigerated unsafe to eat
- Pets and other animals may have died and will need to be removed. For advice on safe disposal, **please call the Corangamite Shire office on 5593 7100**
- For information about safety after a bushfire visit the Better Health Channel <https://www.betterhealth.vic.gov.au/health/healthyliving/bushfire-aftermath-safety-tips>
- For information about water tanks contamination and safety visit the Better Health Channel <https://www.betterhealth.vic.gov.au/health/healthyliving/bushfires-and-water-tanks>
- Returning home after a bushfire can be traumatic and bring up a range of emotions. Visit the <https://www.redcross.org.au/getmedia/60e35f90-9463-4d59-96dd-dbdb406e7251/Returning-Home.pdf.aspx> for more information and tips on returning home

If you are concerned about asbestos please **contact Council on 5593 7100** before you commence any clean up works.

FENCING

HOW CAN I GET HELP WITH FENCING?

BlazeAid will be establishing in Terang and McArthur, as well as Cobden.

Anyone needing fencing aid or wishing to donate their time and skills should contact one of the following:

- **Cobden:** Blazeaid.cobden@gmail.com or Chris on 0418 745 994;
- **McArthur:** Blazeaid.mcarthur@gmail.com or Barry on 0437397664;
- **Terang:** Blazeaid.terang@gmail.com or Vicki on 0437817330.

The Department of Environment, Land, Water and Planning website has details for landholders for repair of fences and the replacement of essential water after a bushfire - Fences, control lines and essential water after bushfire.



DEAD LIVESTOCK AND ANIMALS

For help disposing of dead livestock, contact Corangamite Shire on 5593 7100.

Corangamite Regional Landfill can accept small animals and small numbers of dead livestock for free.

WASTE AND SCRAP METAL COLLECTION FROM FIRE-AFFECTED PROPERTIES

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

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.

To help residents clean up after the fire and storms, Council is offering free greenwaste drop-off at all transfer stations between Wednesday 21 March and Tuesday 3 April.

Call Council on 5593 7100 or go to www.corangamite.vic.gov.au for more information.

ASBESTOS

IF I KNOW OR SUSPECT MY HOUSE CONTAINS ASBESTOS, WHAT SHOULD I DO?

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.

There are significant health risks associated with asbestos, especially following fires. Council cannot accept asbestos or asbestos-contaminated waste at any of its waste facilities. Council will cover the cost of asbestos removal from fire-affected homes.

If you are just visiting a property but not cleaning up, a protective kit can be worn to minimise exposure to airborne dust and other hazards from fire-damaged homes. Protective kits are available from the Relief Centres. If asbestos-containing materials have been burnt on your property a licensed asbestos removalist should be arranged to perform the clean-up work.

WHAT SHOULD I DO IF I THINK I OR MY KIDS HAVE BEEN EXPOSED TO ASBESTOS?

Asbestos fibres only pose a risk to your health when they are airborne and breathed in. It is quite likely that asbestos fibres are in ash and materials around fire damaged buildings. If ash from neighbouring building materials contains asbestos fibres and is breathed in there is a small risk of contracting an asbestos related disease.

However, it is important to note that the risk of developing an asbestos-related disease increases in proportion to the number of asbestos fibres a person breathes in. The vast majority of people who develop asbestos-related diseases have worked on jobs where they have frequently breathed in large amounts of asbestos fibres. If you have significant concerns you should contact your doctor.

SEWAGE

WHAT ABOUT SEWAGE MANAGEMENT?

If you are on town water and sewerage you can contact **Wannon Water for any enquiries about your water supply or waste water management on 1300 926 666.**

For other enquiries about your Wannon Water services call during business hours (8:15 am–5 pm). For information about management of septic tanks please contact **Council on 5593 7100.**

Fire and heat can damage components of septic tanks and other sewage systems, both above and below ground. We recommend you conduct a further visual assessment of all PVC pipe work to check for damage. Damaged pipes will need to be replaced by a plumber.

It is important that you continue to look for signs that the septic tank and effluent disposal areas are working properly. Indications that the septic system is failing include;

- surface seepage along soil absorption trench lines
- a lush green growth down slope of soil absorption trench lines
- general water logging around the land disposal area
- a pungent odour near the tank and effluent disposal area.

If you have concerns, contact your plumber or maintenance provider.

WATER

IS MY WATER TANK CONTAMINATED?

For residents returning to their homes in bushfire affected areas, even if your house is undamaged, your water tanks may be contaminated.

If the water in your tank looks, tastes or smells unusual, assume it is contaminated. Do not drink it or give it to animals. For further information about how to check the quality of water in your tank, visit the Better Health Channel: www.betterhealth.vic.gov.au/health/healthyliving/bushfires-and-water-tanks

Even if your water tank is contaminated, you may still use your water for other purposes such as flushing toilets, watering the garden, firefighting and cleaning (non-food preparation). If your tank needs cleaning, it is recommended that you contact Council on 5593 7100, as working in a confined space is dangerous.

You should not source water from a creek that has been affected by bushfire as the water may be contaminated. Water drawn from deep bores or wells should still be safe to use. If you suspect contamination, use an alternative water supply for drinking and food preparation.

POWER

HAS POWER BEEN FULLY RESTORED?

The main power supply has been restored, however if you are experiencing difficulties please contact **Powercor 13 24 12** and speak to an operator to report your fault.

It is important that you speak to Powercor if you are still without power. For information on what to do during a power outage visit: www.energyandresources.vic.gov.au/energy/safety-and-emergencies/power-outages

During a fire, solar panels may have been damaged and solar panels may continue to generate power. When returning home after a fire, do not touch your solar panels or their wiring until they are assessed by an electrician. If you need a generator, please **contact Council on 5593 7100**.

HAZARDOUS TREES

WHAT SHOULD I DO IF I FIND HAZARDOUS TREES ON MY PROPERTY?

If you find hazardous trees on your property that need removing as a result of the recent fire, contact **Warrnambool Incident Control Centre (ICC) on 5559 2500**.

ANIMAL WELFARE

HOW CAN I GET HELP WITH MY LIVESTOCK?

If you need assistance with livestock, please contact **Agriculture Victoria on 5336 6721**. Agriculture Victoria can also provide information about disposal of carcasses, agistment and salvage slaughter.

For help managing other fire recovery issues, such as erosion, weeds, re-establishing pasture, and securing water supplies, call **Agriculture Victoria on 136 186** or visit <http://agriculture.vic.gov.au/agriculture/emergencies/recovery/bushfires-in-south-west-victoria>

If you need fodder for your livestock, contact **Victorian Farmers Federation on 1300 882 833**.

If you have stock in need of transport, we can house for free at Camperdown Saleyards. Contact **Corangamite Shire on 5593 7100**.

There will be no saleyard fees for sale of fire-affected stock.

For help disposing of dead livestock, contact **Corangamite Shire on 5593 7100**.

CAN I DISPOSE OF DEAD LIVESTOCK ON MY PROPERTY?

The Environment Protection Authority Victoria (EPA) is advising farmers with dead stock in the wake of these fires to dispose of them to landfill, as their first and best option.

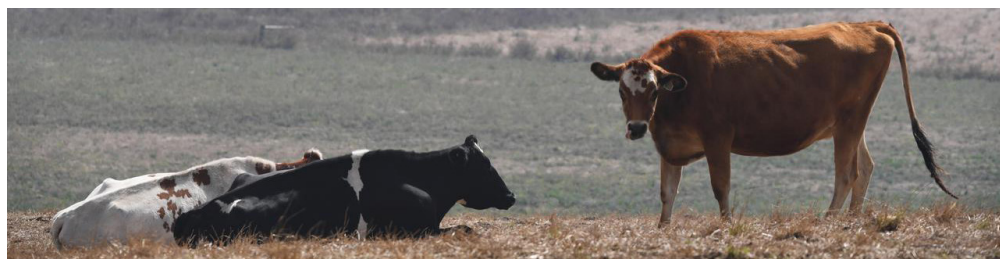
EPA understands it's a difficult time for farming families affected by the fires, and is offering advice intended to minimise the burden and help to protect their farms from additional after effects of the fires.

Where stock can't be moved to landfill, they should be buried at the site in accordance with EPA's Farm Waste Management publication. For assistance with this, **please contact Council on 5593 7100**.

Information on disposing of carcasses is also available at <http://agriculture.vic.gov.au/agriculture/emergencies/recovery/bushfires-in-south-west-victoria>

When disposing of numbers of dead stock on the farm, there are important safeguards the land owner will need to consider, to protect your ground and surface water sources from contamination, and yourself and your neighbours from odour and possible health hazards

Land owners with any questions can also call **EPA's 24 hour contact line, on 1300 EPA VIC (1300 372 842)**.



WHAT CAN I DO WITH SPOILT MILK SUPPLIES?

There's a variety of effective ways to dispose of spoilt milk on the farm after power outages in bushfire affected areas.

While small volumes of milk can be discharged direct to effluent ponds, it is not the preferred disposal option as it can lead to future odour problems.

On-farm disposal via irrigation, trenching or disposal on non-productive areas of land are all possible, provided there are no off-site impact. The best option needs to be considered for each site using the guidance available from EPA and Agriculture Victoria. EPA understands that farmers are dealing with a very difficult time and will work with those affected in any way they can.

For more advice on disposal of spoilt milk, visit:

<http://agriculture.vic.gov.au/agriculture/dairy/managing-effluent/emergency-disposal-of-milk>

WHAT SHOULD I DO IF I FIND INJURED OR DISTRESSED WILDLIFE?

If local residents or visitors to fire-affected areas see wildlife that appear injured or distressed, they should contact **Wildlife Victoria on (03) 8400 7300**.

Do not handle wildlife unless advised to do so. Always treat wild animals with caution, especially when they are distressed or injured, as they may react unpredictably and can be dangerous. Wildlife can bite, scratch, kick and carry diseases. Wherever possible, wait for an experienced/qualified person to arrive.

If you find sick, injured or orphaned wildlife, timely help may be critical. Do not approach the animal, but immediately call for assistance.

PETS

If your animals are injured, seek veterinary treatment immediately.

If your pets are lost, notify your Council and neighbours, and check animal shelters daily. You can also post on Facebook as often there will be a lost pets group or Buy, Swap, Sell groups the community uses.

Found a lost, stray or injured animal? Visit <http://agriculture.vic.gov.au/pets/care-and-welfare/stray-and-unwanted-animals-in-society/found-a-lost,-stray-or-injured-animal>

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. 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

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

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

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?

The Community Recovery Committee will be established so that interested members can help ensure the community's views are actively integrated across all recovery activities. It will be Chaired by a Corangamite Shire Councillor and supported by Council staff and other agencies.

Representatives from key community groups have been nominated to be on this committee. When appropriate, a representation of residents who have been impacted by the fire event will be sought.

HOW CAN I HELP OR DONATE?

**NO FOOD OR WATER DONATIONS ARE REQUIRED - WE ARE AT FULL CAPACITY.
THANK YOU FOR YOUR GENEROSITY.**

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 the **Victorian Farmers Federation on 1300 882 833** or visit <http://vff.org.au/support>

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

DEPARTMENT OF JUSTICE:

03 5215 8500

ENVIRONMENT PROTECTION AUTHORITY (EPA):

1300 372 842 [24 hours]

www.epa.vic.gov.au/EPAirWatch

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

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

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

Corangamite Shire Council

Civic Centre, 181 Manifold Street, Camperdown VIC 3260

www.corangamite.vic.gov.au