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## Flood and storm advice and support

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To view this directory on your mobile phone and access the latest links.

1. Open the camera app on your phone.
2. Hold your phone so that the QR code appears in view.
3. Tap the link.

Agriculture Victoria is working with producers and industry in response to continuing flood events across Victoria.

An important part of our role in emergencies includes assessing the impacts and damage, as this will inform the types of support required both immediately and over the medium to long-term.

Producers are encouraged to get in contact if they have horticultural, livestock, crops or other agricultural issues resulting from the recent floods.

Telephone: 1800 226 226

Email: [recovery@agriculture.vic.gov.au](mailto:recovery@agriculture.vic.gov.au)

Website: [agriculture.vic.gov.au/floods](https://agriculture.vic.gov.au/floods)

### **Urgent animal health concerns – injury, loss or disease**

Anyone with urgent animal welfare issues should contact Agriculture Victoria on **1800 226 226**.

### **Flood Recovery Hotline**

Flood Recovery Hotline is a single state-wide number, 1800 560 760, that Victorians impacted by the October 2022 floods can call for help or assistance with:

- Navigating available supports
- Mental health and wellbeing support

The recovery hotline is open from 7.30 am - 7.30 pm every day.

Call 1800 560 760

### **Financial Assistance and Support**

For the latest information visit

- [https://emergency.vic.gov.au/relief/#current\\_events](https://emergency.vic.gov.au/relief/#current_events)
- <https://www.servicesaustralia.gov.au/natural-disaster-events?context=60042>

### **Emergency Relief Payments**

Emergency financial assistance is available for community members whose households have been impacted by the current flood emergency in Victoria to help them to meet their relief needs.

If you think you may be eligible for an emergency relief payment, complete the online application form <https://emergencypayments.dffh.vic.gov.au/>

### **Re-establishment Assistance**

Re-establishment assistance is also available to households of limited financial means, whose principal place of residence (their home) is uninhabitable (damaged or destroyed) or is inaccessible for more than 7 days due to the ongoing Victorian flood emergency.

This financial assistance is being provided through the jointly-funded Commonwealth-State Disaster Recovery Funding Arrangements.

The assistance will be available for clean-up, emergency accommodation, repairs, rebuilding (a principal place of residence) and replacing some damaged contents. Re-establishment assistance is available to individuals or families who do not have building (home) insurance or contents insurance and is also means tested.

For information and support about the relief services that may be available to you, and to enquire about a re-establishment payment, please call the Flood Recovery Hotline 1800 560 760.

For more information on the Personal Hardship assistance program, visit [Personal Hardship Assistance Program - DFFH Services](#).

### **Power Outages**

For what to do in the event of a power outage visit this page of the Department of Environment, Land, Water and Planning's website: <https://www.energy.vic.gov.au/safety/power-outages> and this page of the Energy Safe Victoria website: <https://esv.vic.gov.au/safety-education/emergencies/energy-safety-during-floods/>

### **Australian Government Disaster Recovery Payment (AGDRP)**

For the latest information including the list of eligible local government areas visit <https://www.servicesaustralia.gov.au/victorian-floods-october-2022-australian-government-disaster-recovery-payment>

The Australian Government Disaster Recovery Payment is a lump sum payment to help you if you've been significantly affected by the Victorian Floods in October 2022 and live in one of the eligible local government areas.

The AGDRP is a one-off non-means tested payment of \$1000 for eligible adults and \$400 for children, who have suffered significant loss, including a severely damaged or destroyed home.

### **How to apply**

1. Submit a claim online using your myGov account. For instructions visit <https://www.servicesaustralia.gov.au/how-to-claim-victorian-floods-october-2022-australian-government-disaster-recovery-payment?context=63461>

2. Call Services Australia on 180 22 66.

### **Disaster Recovery Allowance**

For the latest information including eligibility rules and the list of eligible local government areas visit <https://www.servicesaustralia.gov.au/victorian-floods-october-2022-disaster-recovery-allowance>

The Disaster Recovery Allowance (DRA) is a short-term payment to help you if the Victorian Floods in October 2022 directly affects your income.

You can get it for a maximum of 13 weeks. It is paid from the date you started losing income as a direct result of the Victorian Floods that started on 6 October 2022.

**How to apply**

1. Submit a claim online using your MyGov account. For instructions visit <https://www.servicesaustralia.gov.au/how-to-claim-victorian-floods-october-2022-disaster-recovery-allowance?context=63450>
2. Call Services Australia on 180 22 66.

**Telstra Disaster Relief and Assistance**

The Telstra assistance package gives Telstra customers, who have suffered severe damage or loss of their homes and businesses, access to free and interim services to mitigate short-term impacts caused by damaging weather.

If you are a Telstra customer living in one of the areas listed at <https://exchange.telstra.com.au/victoria-tasmania-flooding-disaster-assistance-2022/> you may have already received an SMS from Telstra containing a link to request assistance. If you haven't received an SMS Telstra customers can call the Telstra disaster assistance line on 1800 888 888.

**How to apply** If you're in a disaster-impacted area, call Telstra on 1800 888 888 to speak with its disaster assistance team.

**Rural Financial Counselling Service (RFCS)**

The Rural Financial Counselling Service provides free and independent financial counselling to eligible farmers, fishers, foresters and small related enterprises who are experiencing, or at risk of, financial hardship.

They can help with:

- identifying financial and business options
- developing an action plan
- negotiations with lenders
- applications for [Farm Household Allowance](#)
- referrals to other professional services including accountants, agricultural advisors, education, or counselling.

To find a Rural Financial Counsellor in your region visit <https://nema.gov.au/get-support/rural-financial-counselling-service/rural-financial-counselling-service-information/locations#/map>

**Sewage and livestock**

Information for farmers that are concerned that their paddocks, pastures or animals have been impacted by sewage contaminated floodwater. Animal owners should avoid livestock having any contact with sewage contaminated water or areas where sewage contamination has occurred.

Cattle and pigs that come into contact with untreated sewage can develop parasitic infections caused by the human tapeworms *Taenia solium* and *Taenia saginata* respectively. The infection of *Taenia saginata* in cattle is called *Cysticercus bovis* ('beef measles') and is notifiable in Victoria.

For further information on notifiable diseases, visit <https://agriculture.vic.gov.au/biosecurity/animal-diseases/notifiable-diseases#h2-5>

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If sewage contamination is suspected on your property notify Agriculture Victoria on **1800 226 226**.

Emergency Contacts and Information		
<b>Life threatening emergencies</b>	<b>Always call triple zero if there is a threat to life</b>	Phone: 000
<b>Vic State Emergency Service (VICSES)</b>	For VICSES flood emergency assistance and to locate your local unit.	Phone: 132 500
	For flood advice	<a href="http://www.ses.vic.gov.au/get-ready/your-local-flood-information">www.ses.vic.gov.au/get-ready/your-local-flood-information</a> Information Hotline: 1800 226 226 Social Media: <a href="https://facebook.com/vicses">facebook.com/vicses</a> <a href="https://twitter.com/vicsesnews">twitter.com/vicsesnews</a>
<b>VicEmergency</b>	Monitor the Vic Emergency app, website and hotline for flood warnings and emergency information in Victoria.	<a href="https://emergency.vic.gov.au">https://emergency.vic.gov.au</a>
<b>Emergency Broadcasters</b>	Emergency AM and FM radio broadcasters	<a href="https://www.emv.vic.gov.au/responsibilities/victorias-warning-system/emergency-broadcasters/list">https://www.emv.vic.gov.au/responsibilities/victorias-warning-system/emergency-broadcasters/list</a>
Technical support		
<b>Agriculture Victoria</b>	Agriculture Victoria staff can assist farmers with technical support and advice in the following areas: <ul style="list-style-type: none"> <li>• Cropping, grazing and pasture recovery</li> <li>• Water budgeting and quality</li> <li>• Soil erosion management</li> <li>• Animal health and nutrition</li> <li>• Whole farm planning</li> </ul>	For more information email: <a href="mailto:recovery@agriculture.vic.gov.au">recovery@agriculture.vic.gov.au</a> call: 1800 226 226  For information on workshops and events, visit: <a href="http://agriculture.vic.gov.au/support-and-resources/event-listing">agriculture.vic.gov.au/support-and-resources/event-listing</a>
	Advice on how to prepare for a flood, and what to do before and after a flood event.	Agriculture Victoria Website: <a href="https://agriculture.vic.gov.au/floods">https://agriculture.vic.gov.au/floods</a>
	To report flood damage on farm	1800 226 226
<b>Emergency Animal Disease (EAD) Hotline</b>	If you suspect a pest or disease outbreak or have seen something unusual contact the EAD hotline	1800 675 888
Business Support		
<b>Farm Business Management and Planning Support</b>	Agriculture Victoria delivers technical and decision-making support services to assist farm businesses recovering from events such as flood. Working with our industry partners, the department provides services across industries including beef, sheep, dairy, grains, horticulture and irrigation.	Visit <a href="http://agriculture.vic.gov.au/floods">agriculture.vic.gov.au/floods</a> or call 1800 226 226
<b>Rural Financial Counselling Service (RFCS)</b>	The RFCS provides free financial counselling to farmers and small businesses who are in, or at risk of, financial hardship.	National Information Line 1300 771 741 <a href="https://nema.gov.au/get-support/rural-financial-counselling-service/rural-financial-counselling-service-information/locations#/map">https://nema.gov.au/get-support/rural-financial-counselling-service/rural-financial-counselling-service-information/locations#/map</a>
<b>Farmer Assistance Hotline (Australian Government)</b>	Information on the Australian Government's support services available to farmers and rural communities.	Call 132 316
Flood warnings and rainfall information		
<b>VicRoads – road closures</b>	For latest road closures and traffic hazards contact VicRoads – VicTraffic.	<a href="https://traffic.vicroads.vic.gov.au">https://traffic.vicroads.vic.gov.au</a>
<b>Flood Warnings</b>	For information about flood warnings see the Bureau of Meteorology (BoM) and the VicEmergency App	Bureau of Meteorology (BoM) <a href="http://www.bom.gov.au/vic/warnings/index.shtml">http://www.bom.gov.au/vic/warnings/index.shtml</a> VicEmergency <a href="https://emergency.vic.gov.au">https://emergency.vic.gov.au</a>
<b>Victorian weather and warnings</b>	You can view weather forecasts and rainfall information	<a href="http://www.bom.gov.au/vic/index.shtml">http://www.bom.gov.au/vic/index.shtml</a>
<b>River Height Levels</b>	You can view river height levels for all Victorian regions on the BoM website.	<a href="http://www.bom.gov.au/vic/flood/index.shtml?ref=hdr">http://www.bom.gov.au/vic/flood/index.shtml?ref=hdr</a>

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Emergency Contacts and Information

Local government contact information

Local Council	To locate contact details for your local shire council	<a href="https://www.localgovernment.vic.gov.au/">https://www.localgovernment.vic.gov.au/</a>
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Catchment Management Authorities

All Victorian Catchment Management Authorities (CMAs)	Catchment Management Authorities (CMAs) are responsible for the integrated planning and coordination of land, water and biodiversity management in each catchment and land protection regions.	Visit <a href="https://viccatchments.com.au/about-us/our-cma-regions/">https://viccatchments.com.au/about-us/our-cma-regions/</a>
Corangamite CMA		1800 002 262 <a href="mailto:info@ccma.vic.gov.au">info@ccma.vic.gov.au</a>
East Gippsland CMA		(03) 5152 0600 <a href="mailto:reception@egcma.com.au">reception@egcma.com.au</a>
Glenelg Hopkins		(03) 5571 2526 <a href="mailto:ghcma@ghcma.vic.gov.au">ghcma@ghcma.vic.gov.au</a>
Goulburn Broken CMA		(03) 5822 7700
Mallee CMA		(03) 5001 8600 <a href="mailto:reception@malleecma.com.au">reception@malleecma.com.au</a>
North Central CMA		(03) 5448 7124 <a href="mailto:info@nccma.vic.gov.au">info@nccma.vic.gov.au</a>
North East CMA		1300 216 513 <a href="mailto:necma@necma.vic.gov.au">necma@necma.vic.gov.au</a>

Personal and Family Support

National Centre for Farmer Health	Support resources for emergencies, emotional and social wellbeing, farm business support services, information for rural and health professionals, rural support organisations, Victorian Emergency Water Supply Points Map.	Call (03) 5551 8533 <a href="http://farmerhealth.org.au">farmerhealth.org.au</a>
Lifeline	24/7 crisis support and suicide prevention services.	Call 131 114 or visit <a href="http://lifeline.org.au">lifeline.org.au</a>
Beyondblue	24/7 telephone information and support to help everyone in Australia achieve their best possible mental health.	Call 1300 224 636 or visit <a href="http://beyondblue.org.au">beyondblue.org.au</a>
MensLine Australia	24/7 service for men with relationship and family concerns.	Call 1300 78 99 78 or visit <a href="http://mensline.org.au">mensline.org.au</a>
Family Relationship Service	Providing families with access to information about family relationship issues.	Call 1800 050 321 or visit <a href="http://familyrelationships.gov.au">familyrelationships.gov.au</a>
Mental Health Care Plan	A mental health care plan provides Medicare rebates for up to 10 individual or 10 group appointments per year with a psychologist, occupational therapist or social worker.	Contact your local GP for a referral <a href="http://healthdirect.gov.au/mental-health-care-plan">healthdirect.gov.au/mental-health-care-plan</a>
Kids Helpline	Confidential telephone counselling service for young people aged 5 to 25.	1800 551 800 <a href="https://kidshelpline.com.au/">https://kidshelpline.com.au/</a>
Parentline	Counselling and information for families with children up to 18 years. Open 8am to midnight, seven days.	132 289 <a href="http://www.parentline.com.au/">http://www.parentline.com.au/</a>
GPs and Community Health Care providers	If you or a loved one need support during difficult times, visit your local Doctor (GP). Community health services also provide a range of primary health care services that could include: acute hospital care, medical centre, home and community care, district nursing, women's health, allied health services (podiatry, occupational therapy etc.), counselling, pharmacy, referrals.	Contact your local GP  Contact your local Community Health service to confirm their services.
NURSE-ON-CALL	Expert health information and advice (14 hours, 7 days)	Phone: 1300 60 60 24
Australian Red Cross	For people affected by Victorian Severe Weather and Flood.	Phone: 1800 733 276 <a href="http://www.redcross.org.au/">www.redcross.org.au/</a>

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Emergency Contacts and Information

Rural Aid

Rural Aid offers free, confidential counselling to Rural Aid registered farmers and their family.

1300 327 624  
[contact@ruralaid.org.au](mailto:contact@ruralaid.org.au)  
<https://www.ruralaid.org.au/>

Other support

Blaze Aid

BlazeAid works alongside families and individuals in rural Australia to help rebuild fences and other structures that have been damaged or destroyed through natural disasters.

[www.blazeaid.com.au](http://www.blazeaid.com.au)

Translated flood safety factsheets

Department of Health

The Victorian Department of Health has a number of translated resources available to help families prepare for and recover from floods.

- [Animal and insect related hazards](#)
- [Mould and your health](#)
- [Returning home safely](#)
- [Power outages: food safety after a power failure](#)
- [Power outages: using alternative fuel and electricity generation safely](#)

<https://healthtranslations.vic.gov.au/>

Emergency Contacts and Information

**Agriculture Victoria Recovery Support Services**

Technical support and advice is available in the following areas:

**CROPPING, GRAZING AND PASTURE RECOVERY**

- Species options for resowing
- Soil requirements for sowing new pastures
- Assessing soil characteristics
- Interpreting soil test results
- Predicting pasture recovery over the next year

**WATER QUALITY**

- Assess on-farm storage capacity in dams and tanks, look for holes and leaks
- Contaminates may have entered water sources
- If in doubt, consider alternative water source for stock
- Develop strategies to protect water supplies from contamination
- Identify stock water requirements

**SOIL EROSION MANAGEMENT**

Loss of ground cover can lead to significant soil erosion. Technical advice is available for the following:

- Mitigating soil erosion
- Gully, tunnel and sheet erosion
- Impacts on water quality following a flood

**ANIMAL HEALTH AND NUTRITION**

- Move stock to high ground for feeding
- Feed budgeting, including understanding feed quality and livestock requirements
- Long-term farm decisions and managing through varying climatic conditions
- Costs, cashflow to aid short and long-term decisions
- Stock condition scores and targets
- Containment areas and restocking
- Using own land for agistment
- Using land for hay and silage production or cropping
- Design and management of shade and shelter for livestock
- Advice on animal health

**WHOLE FARM PLANNING**

Whole Farm Planning can help improve farm productivity and sustainability through the following:

- Matching land use and capability
- Understand of soils and their management
- Assessing water needs
- Management of land degradation
- Pastures and grazing management
- Native vegetation in a farming system
- Risk management
- Farm design (paddock size, laneways etc)

1800 226 226

recovery@agriculture.vic.gov.au

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