

Thursday - 17 June 2021

### Current Situation

Heavy rainfall and strong winds over several days caused widespread flooding and damage to homes, businesses, and critical infrastructure throughout Melbourne's Outer East and the Dandenongs. Power, telecommunications, and roads have been heavily impacted, and a significant number of homes are uninhabitable.

As conditions eased, the clean-up and restoration of essential services began and continues throughout impacted areas, however, the lack of access to critical sites due to fallen trees is delaying priority works.

To date, approximately 7,500 properties remain without power with 6,700 of those located in the Dandenongs. Works to restore power is continuing as a priority. These areas will experience progressive restoration.

Victoria Police has increased its presence in the Dandenong Ranges to address traffic management concerns.

### Power and Shower Sites

Please bring your own towel and toiletries

#### Yarra Ranges:

- Olinda Recreation Reserve  
71-73 Olinda-Monbulk Road, Olinda
- Lilydale Heights Secondary College  
17-19 Nelson Road, Lilydale
- Yarra Junction Sporting Pavilion  
2435 Warburton Highway, Yarra Junction
- Belgrave Community Hub  
1616/1624 Burwood Highway, Belgrave
- Queens Park  
36A Don Road, Healesville
- Kalorama Memorial Reserve  
1190-1196 Mt Dandenong Tourist Road, Kalorama

#### Cardinia: Open 9:30am – 8:00pm

- Worrell Reserve, Emerald
- Cockatoo Community Complex

For further information, please contact your local Council:

- Yarra Ranges: 1300 368 333
- Manningham: 9840 9333
- Cardinia: 1300 787 624

### Cardinia Drop-In Centres

Drop-in Centres are a place to charge your phone, grab a tea or coffee, drop in for a chat, ask questions or seek support. Drop-in Centres are located at:

- Hills Hub: Cnr Belgrave-Gembrook and Beaconsfield-Emerald Roads, Emerald
- Cockatoo Community Complex: 79 Pakenham Road, Cockatoo

### Upcoming Weather

The Bureau of Meteorology has advised of potential winds of up to 40km per hour in elevated areas across the region from midday Friday and into the evening.

Following last week's extreme weather there is an increased risk of trees falling or dropping limbs and further loss of power.

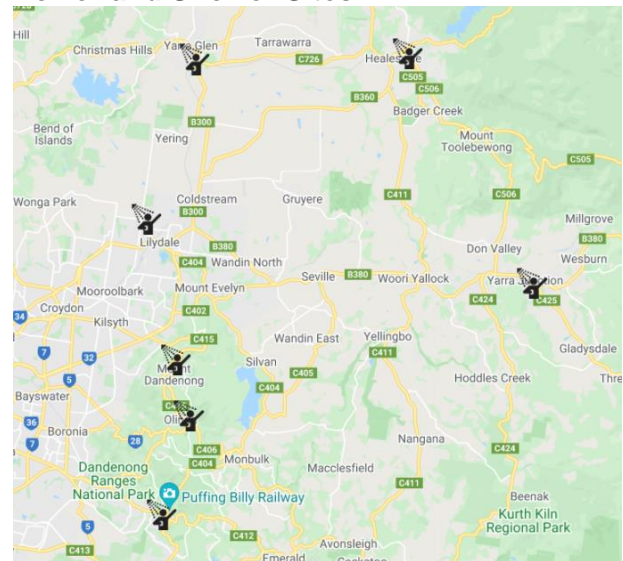
If you are in an area at risk of falling trees, we encourage you to relocate now.

In cases of financial hardship, please contact Yarra Ranges Council for assistance on 1300 368 333.

### COVID-19 Restrictions

If you are impacted by the current floods or power outages, you can leave your home and travel more than 25km in an emergency to stay safe, at a family member or a friend's house. You can also travel to get supplies you need to – no matter how far.

### Power and Shower Sites



### Water and Sewerage

Residents and businesses in Kallista, The Patch and Sherbrooke have been advised not to drink tap water. There has been an equipment failure due to recent severe weather at a Yarra Valley Water water tank, which may result in potentially unsafe water entering the drinking water system and taps. Advice messaging is expected to be in place for the next two days.

Boiling water will **NOT** remove any potential contaminants. Please do not use tap water for drinking, drink preparation, washing and preparing food, preparing baby formula, brushing teeth or making ice.

To report an issue with your service or get an update on an existing issue go to <https://faults.yvw.com.au> or call the 24/7 faults line on 132 762.

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### Emergency drinking water

Emergency drinking water is available on site at the following locations:

- The Patch Hall, 5 The Patch Road, The Patch
- The Kallista Public Hall, 6 Tom Roberts Road, Kallista

### Safety

Trees and branches will continue to fall – please exercise caution.

Fallen and damaged power lines continue to pose a hazard. It is important to treat all power lines as live and keep well clear of them. As power is reconnected, some grounded wires may become live.

If you are using a generator, **do not** attempt to connect it to the main wiring of your home. This is dangerous as there is a risk of fallen power lines becoming live. Electrical work can only be carried out by licensed electricians.

To ensure the safety of agency crews on site, you must not exceed 40km/h when approaching and passing emergency or escort vehicles that are stationary or moving slowly.

### Candles and alternate heating sources

When heating or lighting your home during a power outage, please be aware of the following:

- Do not use appliances designated for outdoor use inside your home, basement, garage, caravan or tent.
- Do not use these appliances close to an open window when outside.
- Appliances such as power generators, grills, camp stoves, patio heaters or other devices that burn petrol, gas or charcoal should only be operated in a well-ventilated outdoor area away from open windows and vents.
- Please be aware of fire hazards when using candles. Try to use torches instead.
- If you need to use candles, make sure you put them out before you go to sleep.

### Disposal of Food Waste

#### Yarra Ranges:

Extra bins have been made available for residents to dispose of food waste at the following locations:

- Kalorama Football Club  
Mt Dandenong Tourist Road, Kalorama
- Olinda public toilets  
33 Monash Avenue (service road)
- Kalorama Football Club  
Mt Dandenong Tourist Road, Kalorama

- Rear of the Healesville Community Link  
River Street, Healesville
- Monbulk Recreation Reserve  
Moores Road, Monbulk

#### Cardinia:

- Hills Hub Drop-in Centre, Emerald

### Green Waste

#### Yarra Ranges:

Council is currently looking at strategies to assist residents with green waste. More information will be available to residents shortly.

#### Cardinia:

Register in person at the Drop-in centre or call 1300 787 624.

### Food & Accommodation

For urgent relief needs including food and alternate accommodation, please call your local Council on 1300 368 333.

### Community Donations

Drop-in centres have been established for members of the public wishing to make a non-perishable food donation. Locations:

- Montrose Recreation Reserve  
950 Mt Dandenong Tourist Road, Montrose.  
Lilydale SES Unit members will transport all donations to the Kalorama Football Club
- Monbulk RSL  
48 Main Road, Monbulk.  
Emerald SES Unit members will transport all donations to Olinda Football Ground



*Kalorama Football Club*

### Hardship Assistance & Financial Support

- Personal Hardship Assistance Program payments are available based on referrals from local governments.
- Emergency re-establishment assistance is available for people whose principle place of residence (the home) is uninhabitable or inaccessible for more than seven days due to the Victorian floods.

To determine eligibility for financial support, email:  
[EmergencyHardshipPayments@dhhf.vic.gov.au](mailto:EmergencyHardshipPayments@dhhf.vic.gov.au)

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### Government Support Payment

To help people impacted by the energy outages, Acting Premier James Merlino, has announced a Prolonged Power Outage Payment of \$1,680 per week for up to three weeks will be extended to all eligible household without power as at Thursday 17 June. The payment will be assessed on a weekly basis and administered by Ausnet and help families by basics and find alternative accommodation.

The payment is expected to support about 7000 households. Further details will be provided in the coming days to those who are eligible, and will be based on the residential address, not the number of residents within the home. The government is also in discussion with Ausnet about payments owed to their customers who experienced outages over the last week.

### Restoration of power

AusNet Services, with support from emergency services, are working hard to restore power to affected areas with construction crews repairing and re-building the network.

Areas within the Yarra Ranges will experience progressive restoration.

Visit <https://www.outagetracker.com.au> for current estimated restoration times.

### Road Closures

Multiple roads are still closed or blocked.

Mt Dandenong Tourist Road is still closed to the public due to large fallen trees.

To view road closures, go to:

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

### NBN Australia Access:

NBN Muster Trucks will be at the following locations:

- Kalorama Oval – Cnr Mt Dandenong Tourist Road & Grange Road, Kalorama
- Sassafras Village Green, Cnr Mountain Hwy & Mt Dandenong Tourist Road, Sassafras
- Olinda Recreation Reserve – Cnr Olinda Monbulk Road & the Georgian Roads, Olinda

### National & State Park and Forests closures

Many tracks, trails, and recreation sites, including State Forests in the Yarra and Dandenong Ranges National Parks, are yet to be assessed for damage and will remain closed until they have been assessed and cleared.

### Health and Wellbeing

#### Managing your medications:

- Some medicines need to be refrigerated between +2°C and +8°C or their effectiveness can deteriorate. These can include vaccines, insulin, thyroxine tablets, immune therapies, some eye drops, some hormone products, and some antibiotic mixtures for children.
- If the power has been off for a prolonged period and you are concerned about the quality of your medicines, you should discard them unless it is essential to your immediate health.
- Some medicines, such as insulin, which are normally refrigerated can be kept at room temperature (below 25°C) for a specified number of days while you are using them.
- See the Consumer Medicines Information for the product information and consult your GP or Pharmacist.

The storms and power outages across Victoria may cause feelings of anxiety and concern in some people. Its important people look after their mental health and that of the family and friends. Support is available 24/7 from Beyond Blue (1300 224 636) and Lifeline (13 11 14).

### Family Violence

Emergencies can cause family violence – help is available. Emergencies can put additional stress on close relationships and families.

Abuse in a relationship is never acceptable, regardless of the circumstances, and is never the fault of the victim.

The Orange Door is the access point to services for adults, children and young people who are experiencing family violence.

Visit [orangedoor.vic.gov.au](https://orangedoor.vic.gov.au)

Safe Steps Family Violence Response Centre provides confidential support for women and children living with family violence. Call 1800 015 188 or visit [safesteps.org.au](https://safesteps.org.au)

The [No To Violence](#) Service is a confidential telephone service for men who might be using violence towards a family member or who have been victimised by a partner or family member. Call 1300 766 491 or visit [ntv.org.au](https://ntv.org.au)

Call 000 if you, or someone you know, is in immediate danger.

### Contacts

Local Roads – if you know a request hasn't been made – Council: 1300 368 333

Main Roads – VicRoads: 13 11 70

Power lines – AusNet Services: 13 17 99

Salvation Army: 13 72 58