

NBN Co support

NBN Co field technicians continue to operate in the Dandenongs, undertaking impact assessments to identify any remaining damage to nbn™ infrastructure that will need repair. These assessments are feeding into a comprehensive network restoration and recovery plan to ensure that any outstanding issues are resolved as soon as possible.

Since the storms impacted Victoria on Wednesday 9 June 2021, nbn has deployed up to three Road Muster™ Trucks each day across storm affected areas.

Today, NBN Co Road Muster™ Trucks will be on site at the following locations, providing free Wi-Fi and device recharging capabilities to local communities at:

- Kalorama Oval, Cnr of Mount Dandenong Tourist Rd and Grange Road, Kalorama (10am-5pm)
- Olinda Recreation Reserve, Cnr Olinda Monbulk Rd and The Georgian Roads, Olinda (8am-5pm)

From Monday 28 June, NBN Co will begin installing temporary satellite services at Kalorama and Olinda to provide 24/7 high speed internet, until power is restored across the region. Our staff will be on the ground at Kalorama from 12pm-2pm and Olinda from 2pm-4pm throughout the week assisting the community with their enquiries

Storm Response Community meetings and Drop-In sessions

Council, emergency services and State Government agencies will be hosting community meetings to provide an update on storm recovery and answer residents' questions. Meetings will have representatives from Council, Bushfire Recovery Victoria, Victoria Police, the SES, the Department of Families, Fairness and Housing, AusNet Services and the Department of Transport (VicRoads) in attendance.

The meetings, which include some small drop-in sessions, will provide community members with a debrief on the recent weeks of storm recovery work, a look at what's ahead, information about where to access help for various needs and a chance to ask questions of the various agencies.

The smaller drop-in sessions will feature Council and AusNet staff available to answer questions, along with Red Cross representatives to check in on community members. Auslan interpreters will also be in attendance at the below sessions:

- **Olinda Relief Hub – Olinda Recreation Reserve | Sunday, 27 June – 3pm-5pm**
- **Kalorama Relief Hub – Kalorama Memorial Reserve | Monday, 28 June – 4pm-6pm**

A community drop-in session will be held at:

- **Belgrave Community Hub | Monday, 28 June – 1pm-3pm**

More meetings and drop-in sessions will be announced soon.

If you have a hearing, speech or communication impairment, call the National Relay Service on 1300 555 727 and ask them to call Council. To get this information in another language call the Translating and Interpreting Service on 131 450 and ask them to call Council.



Key Contact Information

For urgent relief needs including food and alternate accommodation contact Council on **1300 368 333**

	Serviced by	Contact Number
Road Closures	VicRoads	13 11 70
Fallen trees - Local Roads	Council	1300 368 333
Fallen trees - Main Roads	VicRoads	13 11 70
Fallen trees - On Powerlines	AusNet Services	13 17 99
Livestock issues	Contact Agriculture Victoria	9032 7676
Flood or Storm assistance	SES	132 500
Material aid and financial support	Contact Council	1300 368 333
Temporary care for pets	Council	1300 368 333
Mental health support	Beyond Blue	1300 224 636
Domestic Violence Support	EDVOS	9259 4200 or 1800 015 188 (after hours)
Legal Services	Eastern Community Legal Centre	1300 32 52 00
RSPCA	Animal Welfare	9224 2222

Financial assistance

Prolonged power outage payment

To be eligible for a payment you must:

- Have a residential electricity account
- Be without power as at 12.01am Thursday 17 June 2021, due to the recent severe weather event

Assistance available via the dedicated storm relief hotline 1300 561 171, 8am-8pm, 7 days.

Disaster Recovery Payment

Eligible applicants can receive a one-off payment of \$1,000 per adult and \$400 for each child younger than 16 years of age. To see if you are eligible for this payment, and how to process a claim please call 180 22 66.

Disaster Recovery Allowance

Eligible applicants can receive the Disaster Recovery Allowance for a maximum of 13 weeks, to be paid from the date you started losing income as a direct result of the recent storms and floods. To see if you are eligible for this payment, and how to process a claim please call 180 22 66.

Department of Families, Fairness & Housing (DFFH)

DFFH has a number of relief payments and offers of financial assistance for storm-affected residents. If you believe you could be eligible for this financial relief, please email EmergencyHardshipPayments@dffh.vic.gov.au.

Dandenong Ranges Emergency Relief Service (DRERS)

DRERS is offering financial support for people who may not be eligible for other forms of financial support. If you would like their support, please give them a call on 9754 7777.