

# Information for residents and businesses affected by recent storms

Updated: 21 June 2021



This flyer provides information and support from Council available for residents affected by the storms.

- If your home or business has been damaged: call Victoria SES on 132 500. Please note the SES is now experiencing a high volume of calls.

For more info, please visit [www.cardinia.vic.gov.au/storminformation](http://www.cardinia.vic.gov.au/storminformation)

## Drop-in centres

Drop-in centres for residents affected by the storms now open at our Hills Hub in Emerald, and at Cockatoo Community Complex. The drop in-centres are places for you to charge your phone, grab a tea or coffee, drop in for a chat, ask questions or seek support.

- The centres will stay open while there are still power outages in the Hills.
- Both centres are being run by Council staff and local volunteers.
- You will need to check in to the centres using the Service Victoria QR code.
- COVID-safe measures and regulations are in place.
- Emerald Library, which is located next door to the Hills Hub, is also open for community use.

### Emerald drop-in centre

Hills Hub

Corner of Belgrave-Gembrook and Beaconsfield-Emerald Roads, Emerald.

9:30am to 4pm

Ph: 5943 4555

### Cockatoo drop-in centre

Cockatoo Community Complex

79 Pakenham Road, Cockatoo

9:30am to 4pm

Ph: 5943 4333

If you would like to receive support from the Victorian Council of Churches Emergency Ministry (VCCEM), please visit:

[www.vccem.org.au/floods](http://www.vccem.org.au/floods)

## Water supply

A portable water pumping station is available at the Hills Hub for you to fill jerry cans or large bottles.

## Showers

- Please bring your own towel and toiletries.
- You'll need to check in to the showers using the Service Victoria QR code at: [service.vic.gov.au/check-in](http://service.vic.gov.au/check-in)

### Cockatoo Community Complex

Showers open 9:30am to 8pm

### Hills Hub, Emerald

Showers open 9:30am to 8pm

## Food relief

### BBQ lunches at the drop-in centres

Join your neighbours and service teams. Share a community BBQ lunch.

11.30am – 1.30pm daily.

Hills Hub Drop-in Centre and Cockatoo Community Complex Drop-in Centre.

### Tea and dinner at the drop-in centres

Select a meal, heat it up, and sit down with a choice of hot or cold drinks and muffins.

4pm – 8pm daily.

Hills Hub Drop-in Centre and Cockatoo Community Complex Drop-in Centre.

### School lunches

Fuel your learning with a packed lunch, to take to school or eat at home. Pre-order for delivery by calling 0428 33 5555 by 12 noon for next day

These services are managed by the Cardinia Emergency Relief Taskforce and being kindly delivered by the following local groups:

- Hopeworks
- Follow Bless Collective
- ADRA
- Gurdwara Siri Guru Nanak Darbar
- Salvation Army

Information on how to access food relief as well as where to donate items is also available at the drop-in centres or by calling our customer support team on **1300 787 624**.

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## **Extra waste collection services and bin collections**

### **Extra hard and green waste collection**

If you have extra waste you need to manage, council can help.

### **Hard and green waste disposal**

- For larger items including hard and green waste, additional kerbside pick-up services will be provided to storm-affected areas.
- Register in-person at the Emerald or Cockatoo drop-in centres or call us on 1300 787 624.

### **Disposing of food**

You can dispose of spoiled food at Hills Hub drop-in centre in Emerald and Cockatoo Community Complex drop-in centre in Cockatoo.

### **Bin collections**

Most bins have now been collected after work conducted by emergency crews to make streets accessible again.

Your normal collection schedule will continue.

## **Stay informed**

- VicEmergency website: [emergency.vic.gov.au](https://www.emergency.vic.gov.au).
- VicEmergency Hotline (freecall): 1800 226 226
- VicEmergency app
- Facebook or Twitter
- Local radio

To access this information in other languages call the Translating and Interpreting Service on 131 450 (freecall) and ask them to call VicEmergency Hotline.

If you are deaf, hard of hearing, or have a speech/communication impairment contact National Relay Service on 1800 555 677 and ask them to call the VicEmergency Hotline.

## **Mental health**

It is not unusual to have strong emotional or physical reaction following a distressing event. There is always help available through:

- Your doctor or mental health professional
- Men's Help Line: 1300 789 978
- Kid's Help Line: 1800 55 1800
- Parent Line: 13 22 89
- Lifeline: 13 11 14
- Beyond Blue: 1300 224 636

## **Lysterfield Transfer Station**

Cleanaway is offering a 10% discount to all Cardinia residents for disposal of their green organics or general waste into Lysterfield Resource Recovery Centre at 840 Wellington Rd, Lysterfield.

Residents will need to provide a copy of their licence to the weighbridge staff to confirm they live in the shire. The site is open from 7am–4pm Monday to Friday and Saturdays from 8am–midday.

## **Food safety after a power outage – information for businesses**

- Food businesses have a responsibility to ensure that food is safe to eat, and that foods that need to be kept cold or frozen have been stored properly.
- When a power outage happens, refrigerators and freezers don't operate to maintain foods at safe temperatures, unless you have a backup generator.
- When the power turns back on, refrigerators and freezers will also turn back on and restore the temperature of the food. The food may then seem ok to use; however, it's very unlikely that foods will have been kept cold enough to avoid contamination and spoiling. Frozen foods that partially thaw and then re-freeze can also be a food safety risk.

**All foods that need to be kept cold or frozen and might not have been MUST be discarded and must not be consumed.**

Find out more about food safety at:  
[health.vic.gov.au/](https://www.health.vic.gov.au/)

### **Contact Cardinia Shire Council:**

Ph: 1300 787 624 (during business and after hours)

Email: [mail@cardinia.vic.gov.au](mailto:mail@cardinia.vic.gov.au)

