

Wollondilly Shire Council Flood Recovery Information Sheet



The NSW Reconstruction Authority, in partnership with local council and recovery partners, is providing support to individuals, families, farmers, and business owners affected by recent flood events. This update provides information on the different clean-up, waste removal and support services available for the community.

Recovery updates

Disaster assistance is available following the April 2024 floods. For the latest updates on recovery support please visit the NSW Government April 2024 flood recovery updates page:

<https://www.nsw.gov.au/emergency/floods/live-updates-april-2024-recovery>

Face-to-face support

Mobile Recovery Assistance Point for Business

Has your business been affected by the recent flooding in Wollondilly?

Date: Wednesday 17 April 2024
Time: 10am-3pm
Location: 170 Argyle St Picton (carpark)

Services available:

- Service NSW Business Concierge
- Service NSW Customer Care Specialist
- NSW Reconstruction Authority – Recovery Team
- Community Links Wellbeing
- Wollondilly Councils Recovery Officer and Tourism & Business Support Teams

The Rapid Relief Team volunteers will be there with some yummy food!

Drop in, have a bite to eat and a cuppa and have your questions answered.

Returning to your property safely

Road access, assessments and repairs

Drivers and passengers are being urged to plan their journeys to work and school, or consider working from home.

Major impacts are still being experienced across the road and public transport network after last week's storms.

Road assessments are being undertaken across the affected area. Once roads are declared safe to re-open, Live Traffic NSW will be updated.

Visit <https://www.livetraffic.com> to keep up to date on road access and any repair works.

Damage to Wastewater Systems

On-site wastewater systems, such as septic tanks and aerated wastewater treatment systems (AWTS), and their land application systems, for example sprinklers and below ground drippers, can be easily damaged during a flood.

Avoid using flood-affected wastewater systems until assessed by a licensed plumber or service technician familiar with on-site wastewater systems.

More information on managing wastewater can be accessed at https://www.health.nsw.gov.au/emergency_preparedness/weather/Pages/floods-onsite-wastewater-systems.aspx

Clean-up of waste and debris

Residents and business who require assistance with flood affected waste should contact Council's Waste Team on 4677 1100 for advice.

Floodwater and mud can contain harmful objects and pollutants. Exercise caution and wear protective clothing when cleaning or touching flood-damaged items or material.

Further information on clean-up can be found at <https://www.nsw.gov.au/floods/clean-up-advice>

Separating waste

Separating your waste can help speed up the removal process.

Separate waste into:

- food waste – use your red lid bin first. If the bin is full, put food waste in a container
- hard bulk waste (furniture, carpets, mattresses)
- green waste (vegetation)
- scrap metal (whitegoods and e-waste)

Dealing with asbestos

Asbestos is in many houses and buildings, usually in the form of flat or corrugated sheets (fibro) used for walls, ceilings and roofing.

It can also be in pipes, electrical conduit, eaves or the backing under vinyl flooring.

A licensed asbestos removalist is the best way to remove asbestos, but this is not always possible after a disaster.

If members of the community find asbestos debris on their property, and a licensed removalist is not an option, they should at a minimum:

- Wear gloves and a P2 mask (not an ordinary paper mask or bandanna).
- Wear protective overalls or a shirt with long sleeves and trousers.

- Pick up (don't sweep) the pieces of asbestos and place in a thick plastic bag, together with the gloves and face mask when finished.
- Knot the top of the plastic bag when finished.
- Place the knotted plastic bag into a second empty plastic bag and knot the top.
- Label the bag as asbestos materials.
- Wash and clean hands thoroughly with soap and water.

More information is available at <https://www.asbestos.nsw.gov.au/safety/managing-asbestos-in-emergencies-and-disasters>

Damaged buildings or structures

If you have damaged structures on your property and are insured, check with your insurance provider about support for clean-up. At this stage, non-or under-insured properties will be required to self-manage structural clean-ups and disposals.

Water quality

Extreme wet weather and flood conditions can have a significant impact on the water quality and safety of local rivers.

It is important residents in flood-impacted areas remain safe and avoid impacted waterways where possible.

The community is encouraged to avoid waterways if they are impacted by pollutants.

Using private contractors

If you're using a building contractor or tradesperson for services to assess or rebuild structures on your property, you should check that they have a valid contractor licence.

You can check for a licence online. If you can't find it, contact NSW Fair Trading to confirm that the person does hold a contractor licence. By law, all contractors must show their licence number on all advertising, stationery and signage.

You can check a building licence at <https://www.service.nsw.gov.au/transaction/check-a-builder-or-tradesperson-licence>

Looking after yourself and others

During any emergency, and when returning home, it is important to take care of yourself and your mental health.

The impact of a disaster can be very distressing – even when you are not directly affected. There are a range of feelings you may be experiencing that are common reactions to an extraordinary situation. It is important to remember that you are not alone. Many people are in a similar position and many have been through it in the past.

Remember to:

- Spend time with family and friends
- Try to get back to a routine but don't push yourself and work too hard
- Continue a healthy lifestyle (try to eat well, sleep and exercise)
- Take time out, but don't isolate yourself
- Accept help when it's offered.

It's important you seek professional help if you are experiencing extreme feeling of distress, emotional reactions that last for more than a few weeks, or distress that interferes with your regular everyday activities.

There are a range of specific resources to help people work towards recovery in the event of a disaster. The Australian Red Cross and Salvation Army are available to provide support where needed.

Support services can also be contacted by calling the NSW Mental Health Line on 1800 011 511 or Service NSW on 13 77 88.

More information is available at <https://www.service.nsw.gov.au/services/health-and-care/mental-wellbeing-resources>.

Flood mental health support services

Floods often cause trauma and distress for individuals, families and communities. Many people affected will recover over time with support from relatives, friends and colleagues.

There are a range of specific resources to help people work towards recovery in the event of a disaster and further support will be available at the Recovery Centre/Recovery Assistance Point.

Financial and other support available

A disaster declaration has been made by the Australian and NSW Governments for the Wollondilly Shire Council area, opening up access to a range of special assistance measures for the community.

Financial support is available for primary producers, small businesses, sporting and recreation clubs and not-for-profit organisations impacted by the flood. These include:

- **Primary producers and small businesses:**
 - Concessional loans up to \$130,000
 - Transport subsidies up to \$15,000
- **Sporting and recreation clubs:**
 - Concessional loans up to \$12,000
 - Grants up to \$2,000
- **Not-for-profit organisations:**
 - Concessional loans up to \$25,000
 - Freight subsidies for primary producers.

Support for individuals

Disaster Relief Grants:

- Disaster Relief Grants are there to support those most in need and least able to return their homes to a safe and habitable condition after a disaster. The grants are designed to act as a safety net for the most vulnerable people in our communities, to help them in their recovery and to return to a basic standard of living. People need to meet eligibility criteria to receive the grants and assistance might be extended to include other support, including referrals to other agencies.

Temporary Accommodation:

- Temporary emergency accommodation for those that have no other means may be available by calling Service NSW on 13 77 88.

Contact Service NSW on 13 77 88 to find out more or to apply. You can also visit <https://disasterassistance.service.nsw.gov.au> to locate the assistance available in the Wollondilly area.

Support through donations

Community members who have been impacted by the recent floods can request donated goods and services support via GIVIT.

GIVIT is a national online Not-For-Profit organisation that matches generosity with genuine need.

Call [Community Links Wellbeing](tel:0246832776) on 02 4683 2776 to request a referral to GIVIT or

visit <https://www.givit.org.au/need-help> to find a local registered organisation who can assist.

If you want to make a donation

Australians love to help those in need, but we are asking the community to donate responsibly. Please think before you give, and don't donate unrequested items to the NSW communities affected by the recent floods.

Dropping off donations into impacted areas can overwhelm on-the-ground resources, who don't have the space, time, and capacity to manage what is being sent effectively.

Visit <https://www.givit.org.au/new-south-wales-flooding> to see how you can help those impacted by the recent flooding, or for other ways to donate, visit <https://www.nsw.gov.au/emergency/donations>.