

Storm Recovery Frequently Asked Questions

Updated 20 February 2020



Where do I go for assistance?

If you require further support contact Disaster Welfare on **1800 018 444** for assistance.

The NSW SES is the emergency agency for help during storm or flash flooding. If you are impacted by flood waters and need assistance please call the SES immediately on **132 500**. The SES has teams on standby to help you.

Recovery Information Centres

The Office of Emergency Management, Disaster Welfare has opened a Recovery Information Centre and recovery information points across the Central Coast. Council staff and other agencies are on hand to assist affected residents and can provide support for residents who are experiencing difficulties as direct result of the flood and storm event. Residents can ask questions around recovery and clean up, including direct assistance for their property. This could include insurance, what individuals are entitled to under funding programs and other individual needs.

Current recovery information points open:

The Entrance Community Centre (Building E), Battley Avenue, The Entrance:

- Monday to Friday 9am-5pm
- Saturday 10am-4pm

Blue Haven Community Centre, 1 Aspley Court Blue Haven:

- Tuesday 18 February 12-4pm
- Wednesday 19 February 10am-4pm
- Thursday 20 February 10am-4pm
- Friday 21st February 10am- 4pm
- Saturday 22nd February 10am-2pm
- Tuesday 25th February 10am- 4pm
- Tuesday 3rd March 10am – 4pm

Mangrove Mountain Community Hall - Corner of Wisemans Ferry Rd and Waratah Rd, Mangrove Mountain:

- Wednesday 26th February 5pm – 8pm
(information briefing at 5:30pm)

For more information on locations and opening times visit www.centralcoast.nsw.gov.au/news or call Council on 1300 463 954.

Evacuation centres

Our two evacuation centres on the Central Coast have now closed. **If you require further support contact Disaster Welfare on 1800 018 444 for assistance.**

Insurance - I am Insured

If you are insured talk to your insurance company as soon as possible about how to make a claim. **Take photos or video of damage to your property and possessions as evidence for your claim.**

If you have clearance from your insurer and evidence for your claim, you can start cleaning up.

The Insurance Council of Australia can be contacted with any questions, complaints or concerns about insurance on 1800 734 621.

Legal Aid NSW can provide free legal advice and minor assistance to people affected by disasters on a range of issues, including insurance, on 1800 801 529.

I am Uninsured

NSW Government Disaster Relief Grants are available for eligible individuals and families whose homes and essential household contents have been damaged or destroyed by a natural disaster.

Contact the Disaster Welfare Assistance Line on 1800 018 444.

Other support

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Showering facilities are available Monday to Friday:

- Peninsula Leisure Centre – Available from 9am-8pm
- Lake Haven Recreation Centre – Available from 9am-8pm
- Niagara Park Stadium – Available from 4–8pm
- Gosford Olympic Pool – Available from 9am-8pm
- Wyong Pool – Available from 9am-6pm
- Toukley Aquatic Centre – Available from 9am-6pm

How can I clean up waste from my property from the storm?

Residential waste services

Council will pick up storm/flood damaged waste over the coming weeks. This will not impact residents' annual allocation of kerbside pickups. Please put this waste on your kerbside and call Cleanaway on 1300 126 278 to let us know it is ready to pick up.

Council is monitoring areas daily where normal bin collection services have been impacted by recent storms. Council will reservice areas impacted by flood waters that have had waste collection services missed – residents should keep bins on the kerbside until collected.

Residents can book a kerbside collection for storm damaged bulky household waste (such as damaged carpet or furniture) and excess trees and organic garden waste that is too large for their green waste bin. Alternatively, you can organise a private skip.

If you are unable to clean up waste caused by the recent severe weather, please call Council on 1300 463 954 and we will organise assistance for you.

If you are collecting debris from your property for collection, please ensure it is left on the nature strip only and doesn't hang over into the gutters or on roads.

Spoiled food

If you have fridges and freezers with spoiled food due to power outages and this will not fit in your red-lidded bin, spoiled food waste can be disposed for free at all our waste management facilities. This material should be bagged and placed in the designated receptacles as directed at the facility. Alternatively, if you require an additional red-lidded bin pick up, please call Cleanaway on 1300 126 278. This service will be offered for the next few weeks while we clean up. Whitegoods which contain no spoiled food can also be accepted free of charge. Food must be removed from whitegoods (so they can be recycled) otherwise they must be disposed of to landfill and gate fees will apply.

Can I take storm damaged bulky household and organic garden waste to the tip?

You can dispose of tree or garden waste at one of Council's waste management facilities for free. This will be available for a period of time to allow residents time to clean up and we will advise when this additional service will finish. Residents simply need to supply proof of residency and residents' contractors need to supply copy/photo of the resident's rates notice. You can dispose of storm damaged bulky waste at Council waste management facilities at the reduced price of \$197 tonne (normally \$355). Council's Waste Management Facilities are located at:

- Buttonderry Waste Management Facility – 850 Hue Hue Road, Jilliby
- Kincumber Waste Management Facility – Cullens Road, Kincumber (not accepting large tree stumps or fridges containing spoilt food)
- Woy Woy Waste Management Facility – Nagari Road, Woy Woy

I have used my 6 bulk kerbside collections, can I receive some extra?

Kerbside collections booked for the removal of flood/storm damaged bulky domestic waste will not impact your annual allocation of kerbside pickups. Please put this waste on your kerbside

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and call Cleanaway on 1300 126 278 to let us know it is ready to pick up. Council will pick up storm/flood damaged waste over the coming weeks.

What do I do with used sandbags?

Split the bags to remove sand and place in your garden where it won't wash away. Place bags in the red lid garbage bin.

Public property and commercial company waste

Council will remove fallen trees and debris from the road and public reserves over the coming weeks. Businesses should use their private contract waste services or can deliver to one of Council's waste management facilities - normal fees apply.

Removal of seagrass

What you do could impact the environment therefore residents should only remove seagrass wrack from private property. Various options are available for residents to remove seagrass from private property including:

- You can stockpile and place this debris in a safe location next to roads but clear of paths. Council will undertake two clean ups, when the road is open after water has subsided and then approximately 1 week after.
- Placing it in your green waste bins debris.
- Delivering it to any of Councils waste management facilities for free.
- Booking a standard kerbside collection service through **1Coast.com.au** or call 1300 126 278 (for organics).

If seagrass is on foreshores and roads, allow it to dry out naturally. For those areas which are regularly mown, staff will mow the dried seagrass and debris. Council staff will undertake removal of seagrass from roads and footpaths.

How can I look after my health?

Floodwater and debris may be contaminated with sewage. To prevent illness, follow the personal protection methods in the 'staying healthy during and after floods' factsheet.

https://cdn.centralcoast.nsw.gov.au/sites/default/files/Business/Health_and_safety/NSW_Health_Fact_Sheet_staying-healthy-during-after-floods.pdf

Mosquitoes bites can transmit disease. View the NSW Health 'Mosquitoes Health Hazard' factsheet for information on protection measures and how to reduce mosquito risk around the home.

https://cdn.centralcoast.nsw.gov.au/sites/default/files/Business/Health_and_safety/NSW_Health_Fact_Sheet_mosquitoes-health-hazard.pdf

For general information on personal protection when cleaning up around your property, NSW Health and Red Cross provide information for public health.

Red Cross

www.redcross.org.au/about/how-we-help/international-aid/health-and-wellbeing

NSW Health

www.health.nsw.gov.au/emergency_preparedness/weather/Pages/storms-and-floods.aspx

If you or your family are struggling with emotional distress view the Beyond Blue factsheet 'Emotional responses after a disaster' or call their support service on 1300 22 4636.

https://cdn.centralcoast.nsw.gov.au/sites/default/files/Business/Health_and_safety/Beyond_Blue_Looking_after_yourself_emotional_responses_after_a_disaster.pdf

What am I entitled to?

Disaster relief for individuals

Grants are available from the NSW Government for eligible individuals and families whose homes and essential household contents have been damaged or destroyed by a natural disaster.

To be eligible for this grant you must:

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- be a low-income earner and meet an income assets test
- demonstrate that the affected home is your principal place of residence
- not be covered by insurance
- demonstrate that the damage was caused by the disaster
- lodge the application within four months of the disaster occurring

Contact the Disaster Welfare Assistance Line on 1800 018 444.

Replacing personal documents

Service NSW can help replace many of your personal documents free of charge if they were damaged or destroyed. This includes birth certificates, marriage certificates, licences and number plates.

Visit your nearest Service NSW centre or call 13 77 88.

Legal assistance

Legal Aid NSW can provide free legal advice and minor assistance to people affected by disasters on a range of issues, including insurance, tenancy, credit and debt problems.

Call 1800 801 529 or visit legalaid.nsw.gov.au

Flood waters

Keep clear of creeks and storm drains, never walk, ride your bike, drive through or swim in flood waters. Stay indoors away from windows and keep children and pets indoors as well. Please follow all road closure signage, driving through flood waters risks being stranded and causing further damage to flooded homes.

Avoid swimming and any other recreational contact with our waterways during the current significant rainfall conditions being experienced across the Central Coast. Extended heavy rainfall increases the risk of our waterways being impacted by pollution due to stormwater run-off and contact should be avoided for 24 hours after heavy rainfall

or when lagoons are open or for as long as stormwater is present. The most obvious signs of stormwater pollution are water discolouration as well as debris in the water and on the tide line.

We work in partnership with Department of Planning, Industry and Environment in the Beachwatch Program to monitor and report on water quality across our region. We are continuing to monitor and test our water quality regularly through this period.

If you are trapped by flash flooding, seek refuge in the highest available place and if you need rescue call 000.

Road closures and conditions

Flooded roads are being monitored continuously and Council's webpage shows main roads and significant thoroughfares impacted.

www.centralcoast.nsw.gov.au/residents/roads-and-water/road-closures

Stay up to date with traffic information and road closures at www.livetraffic.com state roads.

In severe weather conditions a number of roads may be closed, or open only for local residents. Due to changes in weather activity roads may close with little notice. Please take care.

Water and Sewer Services

Due to the current significant rainfall being experienced across the Central Coast, a number of properties have had water and sewer services impacted. Council is managing the network and all jobs are logged with crews working through repairs as quickly as possible in the current difficult conditions. Crews are prioritising repairing faults as power is restored and flood waters recede across impacted suburbs.

We encourage Central Coast residents to continue letting us know immediately if you are experiencing any water or sewer concerns - any time day or night. Log your concern online by clicking the 'Report an Issue' icon

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at centralcoast.nsw.gov.au. For emergencies please call 1300 463 954.

Our crews are currently completing daily checks of flood affected areas to determine safe access for crews to commence restoration of sewerage services. To view impacted services visit www.centralcoast.nsw.gov.au/council/news/helpful-information-following-severe-weather

Things to remember

- Please take time to check in on your neighbours, particularly elderly residents, to ensure that they are safe.
- If you need to drive, please drive to the conditions and carefully follow traffic control directions to ensure your safety and the safety of others.
- For an emergency that is life-threatening call 000 immediately. For Disaster Recovery please contact 1800 018 444
- For emergency help regarding direct flooding or trees down on private property call the NSW SES on 132 500 or visit their website www.ses.nsw.gov.au for information on how to plan and prepare for storm or flooding emergencies.
- For fallen powerlines or trees on powerlines please call AUSGRID on 13 13 88. Please DO NOT GO ANYWHERE NEAR FALLEN TREES, they are often tangled with powerlines and can be extremely dangerous.
- For the latest weather warnings refer to the BUREAU OF METEOROLOGY at www.bom.gov.au/nsw/warnings
- Report an issue to us any time day or night. Log your concern online by clicking the 'Report an Issue' icon at centralcoast.nsw.gov.au. For water and sewer emergencies please call 1300 463 954.
- Only accept financial assistance from registered charities, volunteers and government organisations

Any other questions or feedback?

Please contact Council on 1300 463 954 during business hours.