



Community meeting summary

Glenorchy Community Hall 30 November 2022

Attendees

40 community members	
Northern Grampians Shire Council (NGSC) Councillors – Cnrs. Emerson (Mayor), Erwin and Gready	
Trenton Fithall	Acting Chief Executive Officer, NGSC
Nola Tudball,	Manager Community Services, NGSC
Rachel Whittaker	Community Development Officer, NGSC
Kendra Clegg	Regional Director, Southwest Region, Emergency Recovery Victoria
Joel Farrow	Regional Support Officer, National Emergency Management Authority
Mal Gibson	State Emergency Service (SES)
Patrick White	Rural Financial Service (RFS)
Michael White	RFS

Purpose of meeting

To connect with residents in Glenorchy who have been affected by the October floods to:

- Share relevant updates and information.
- Promote available assistance
- Provide an opportunity for community members to ask questions and share their experiences.

Overview

Council update:

- Current situation with roads and other infrastructure works. Promotion of Snap send Solve
- Need for community information to inform waste removal. Possible options outlined.
- Importance for the Council to understand the current situation for the residents for recovery and mitigation. Ways in which community members can provide information to the Council e.g. hotline and flood-survey, waste form.

- Mosquito born disease harm reduction and prevention information.

SES:

- Explanation of what occurred that resulted in Glenorchy flooding
- Encourage residents to share information if their houses were flooded to assist in flood mitigation.
- Harm prevention - e.g., not driving through flood waters
- How SES can assist - e.g., helping fill and deliver sandbags.
- Lake systems update - e.g., Lake Lonsdale

NEMA

- Joel outlined his role, what the agency can offer and the need for government agencies to understand what is happening for residents.

ERV

- Kendra outlined her role and explained RAV's work behind the scenes to support Council to work through recovery with communities.

General discussion points within the large group

- Concerns around the channel and lack of maintenance.
- A comment was made 'hasn't been dug out for 20 years.'
- A suggestion that gutters and drains need to be looked at in case of future flood events.
- A question was asked 'Is regular maintenance of the drains possible'
- Flood mitigation was raised as a priority
- A statement was made 'it's hard to get action because of all the different parties involved.'
- A suggestion was made for a separate meeting to occur to discuss mitigation. Attendees agreed they would attend another meeting.
- A suggestion was made to dismantle the weir.
- A question was asked 'Can Council lobby to GWM water, DWELP, CMA to fix the drainage issue.
- A suggestion was made for a time frame to be put into action by having another meeting with a focus on mitigation. Four months was considered a reasonable time frame for the council to do some groundwork and start advocating.
- Concerns about the number of mosquitos and related illnesses that may occur.
- Questions were asked 'What is council going to do about all the mosquitoes?'
- Concern expressed that there is not much information around, and the community is unsure of what they can do.

Themes from individual conversations

- Stress is occurring from difficulties claiming on insurance. Feeling unsupported and frustrated.

- Not having follow-up from the Council in a timely manner e.g., roads, need for improved culverts
- The need for better communication from Council and other agencies. The Post office was suggested a location to leave information.
- Mosquito prevention for Animals
- Mosquito prevention for people who are allergic to common sprays
- Concern around septic system and contamination. Some confusion on how to deal with this.
- Drainage. Photos were provided to demonstrate the issues.

Actions:

- A follow up meeting to be organised by NGSC staff for early in 2023 focusing on mitigation opportunities.
- Glenorchy Post Office to be used as a location to share information and resources.
- NGSC staff to refer households who indicated needing assistance to the Department of Family, Fairness and Housing.
- NGSC staff to pass on drainage-related concerns to the NGSC Infrastructure Team.
- NGSC staff to investigate natural mosquito prevention options.
- NGSC staff to investigate mosquito bite effects on dogs and horses.