

Important contacts

SES: ☎ 132500

Police, Fire and Ambulance ☎ 000

Council: City of Whittlesea ☎ 9217 2170

Police officer in attendance

Name:

Phone:

CFA/FRV Incident Officer

Name:

Phone:

Hospital

Name:

Phone:

Local Police Stations

- Mernda
- Mill Park
- Whittlesea
- Epping

Insurance company

Name:

Phone:

Policy No.:

Claim No.:

Insurance assessor

Name:

Phone:

Children's school

Name:

Phone:

Neighbours

Name:

Phone:

Name:

Phone:

Work

Name:

Phone:

Other

Name:

Phone:

Name:

Phone:

Council Offices

25 Ferres Boulevard,
South Morang VIC 3752
Bundoora MDC VIC 3083

Email: info@whittlesea.vic.gov.au

Website: whittlesea.vic.gov.au

Phone: 9217 2170



Free telephone
interpreter service

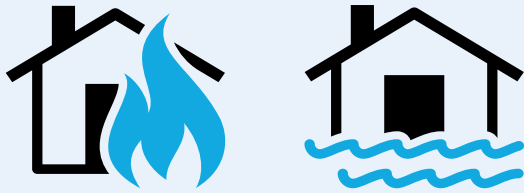
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House damage

What to do in the first 24 hours



If your home has been damaged by fire, flood, or another event, make safety your priority before re-entering. Damage may hide risks that endanger you and others. Here are key steps to help you return safely.



When can I enter my property after it has been damaged?

Check with emergency services (CFA, SES, and FRV) to confirm it's safe to enter. Look out for structural damage, like unstable walls, floors, or roofs, and hazards such as loose roof tiles, waterlogged plaster, exposed wires, and broken glass.

The incident controller will advise if it's safe to enter part or all of your property. If it's too dangerous, an emergency worker may retrieve essential items for you if possible.

Reinstatement and building permits

In most cases, a building permit is needed for repair work unless the Municipal Building Surveyor exempts it with a Building Order. If you're unsure if you need a permit, contact the Council's Building Department at ☎ **9217 2170**.

After an incident: Quick Reference Guide



If you are insured:

Contact your insurance company for guidance on securing your property, taking inventory, and finding damage restoration services.



If you are not insured:

Reach out to private organisations for assistance.



Disaster relief services:

Contact organisations like the Salvation Army for temporary housing, food, or medicine.



Utilities:

Emergency services will disconnect utilities before leaving. Do not attempt to reconnect utilities yourself.



Document damage:

Review your belongings, make a list, and take photos of damaged items. Do not dispose of damaged goods until documentation is complete.



Try to locate valuable documents and records, such as:

- Driver's license
- Vehicle registration
- Insurance policies
- Passports
- Birth/death/marriage/divorce certificates
- Credit cards
- Medicare or health cards
- Information on investments
- Property titles or deeds
- Income tax records
- Wills
- Animal registration papers
- Citizenship papers
- Warranties

The role of the Council's Municipal Building Surveyor

The Council's Municipal Building Surveyor (MBS) or their delegate will inspect the site to identify any necessary safety measures.

If there are urgent safety issues, the MBS may issue an Emergency Order. This order could require evacuating the building or setting up temporary fencing around it, depending on the severity. It may also call for temporary support for certain parts of the property, such as walls or roofs, that might be unstable.

A Building Notice is different from an Emergency Order. It is for non-urgent issues found during an inspection. The notice may require repairs to ensure safety and compliance and will usually include a deadline for completing the work.

Asbestos

Asbestos can cause serious health issues if its fibres are inhaled. As a general rule:

- **Built before 1985:** Your house is likely to contain materials with asbestos.
- **Built between 1985 and 1990:** Your house may contain materials with asbestos.
- **Built after 1990:** It is unlikely that your house contains asbestos.

Additional help

Several organisations can provide advice and support, including:

The Salvation Army ☎ **13 72 58**

The Australian Red Cross ☎ **1800 733 276**

St Vincent de Paul ☎ **1300 305 330**

Department of Family, Fairness and Housing/
Services Australia ☎ **13 28 50**