

# Upper Murray Community Recovery

[www.towong.vic.gov.au/bushfirerecovery](http://www.towong.vic.gov.au/bushfirerecovery)

## Council Introduces Hardship Policy in Challenging Times.

### Update from Mayor David Wortmann

Mayor David Wortmann has provided an update on how Council is responding in these challenging times.

"Our Towong Shire communities are facing unprecedented times with the bushfires in January and now with the Coronavirus pandemic.

Council has been looking at what we can do to help through rate relief, support for local businesses and introducing a COVID-19 Hardship Policy.

The measures will help ease the pressure for those facing financial hardship with greater flexibility through payment plans or deferment, without interest being applied. We encourage people to contact our Property and Rates team on 02 6071 5100 to find an option that works for them.



Cr David Wortmann, Mayor

Following funding secured from Bushfire Recovery Victoria to assist with providing rate relief, Council is also working through how the funds will be allocated to ensure those that have been impacted the most from the bushfires receive the relief they need" he said. Further information will be provided in the weeks ahead.

See the full update from the Mayor and how Council is responding at [www.towong.vic.gov.au/Coronavirus](http://www.towong.vic.gov.au/Coronavirus)

### Temporary Housing Support

We continue to work with those who lost their homes during the bushfires to ensure they have secure temporary accommodation while their properties are cleared and future plans are put in place.

If you have questions or concerns about your accommodation needs, please call 1800 518 222 or email [recovery@towong.vic.gov.au](mailto:recovery@towong.vic.gov.au)

### New Monthly Towong Shire Recovery Newsletter

From this week every 3,000 Towong Shire household will begin to receive a new printed monthly Recovery Newsletter in their mailbox.

The initiative from Council and Bushfire Recovery Victoria will provide the latest updates and advice to support Towong Shire households and businesses in bushfire recovery.

The newsletter will also be delivered to over 300 households on the NSW side of the border, helping to also keep neighbouring residents in Snowy Valleys informed.

You can find the online version at [www.towong.vic.gov.au/bushfirerecovery](http://www.towong.vic.gov.au/bushfirerecovery)



### New Household Potable Water Program

Following feedback that access to potable drinking water remains an issue, DELWP and Towong Shire Council have responded by developing a Household Potable Water Delivery Recovery Program.

The program recognises that some fire-affected residents have had their potable water tanks destroyed and others are unable to pump water from local creeks because of poor water quality. The program aims to bridge this gap by providing access to immediate potable water supply.

Funded by DELWP and administered by Council, guidelines are in place to ensure support is provided to those that need it most. As every situation is different, please contact the Recovery team to discuss your needs on 1800 518 222 or email [recovery@towong.vic.gov.au](mailto:recovery@towong.vic.gov.au).

The program will remain open while funding is available until June 30 2020. Residents requiring stock water are asked to contact Agriculture Victoria on 0428 975 728.

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### Recovery Contacts

- **Towong Shire Council Recovery Helpline:** 1800 518 222 or email [recovery@towong.vic.gov.au](mailto:recovery@towong.vic.gov.au)
- **Bushfire Recovery Victoria - Case Support Coordinators:** 1800 560 760 or email [connect@brv.vic.gov.au](mailto:connect@brv.vic.gov.au)
- **Register for the Bushfire Clean-Up Program:** 1800 560 760 or visit [vic.gov.au/bushfire-clean-up-program](http://vic.gov.au/bushfire-clean-up-program)
- **Resources and Updates:** Visit [www.towong.vic.gov.au/bushfirerecovery](http://www.towong.vic.gov.au/bushfirerecovery) or [www.vic.gov.au/bushfire-recovery-victoria](http://www.vic.gov.au/bushfire-recovery-victoria)