



Legislative Council Environment and Planning Committee

Hearing Date: 23 August 2023

Question[s] taken on notice

Directed to: Rochester Community House, Amanda Logie

Received Date: 20 September 2023

1. **The CHAIR/John BERGER, page 35-36**

Question Asked:

John BERGER: Do you have any specific examples?

The CHAIR: Just to follow up on what John was saying when he asked you what examples you found, what you might be able to do is provide that on notice for us.

Response:

Example 1.

A resident who needed carpet removed early on.

She came down to the Pressy Church and got her name on the list (as per link below) and a crew was sent to her house and job completed. The same resident needed a vehicle moved from her back yard before her caravan was delivered. She rang Wards (local business who was part of our clean up volunteers) and the ute was moved and sitting by the roadside ready to be removed from site. Then the Gov hotline started (1800 560 760) she needed some steps/ramp into her van (as she has arthritis) and some wood turned up, but then when she rang the number again to see what was happening with it, she was told that they could not connect her with the right provider, and they could not help her.

Example 2.

Late 2022/Early 2023

A resident required some mental health support. Her daughter came home from Tasmania and took her to her GP to seek mental health support as she wasn't able to do it herself. Her GP advised her that a mental health care plan through the normal channels would have meant at least a 6 week wait time. The GP then directed her to us at RCH as it was the quickest way for her to be seen by someone. RCH had at this stage employed a mental health worker as no one on the ground had staff doing this.

The frustrating part of this was that from previous meetings with service providers, we knew that Echuca Regional Health (ERH) had been funded to provide mental health support for flood affected victims and we knew they had clinicians available, but no one knew how to access this or why it was taking so long for the referral process to be created. RCH had offered ERH a private workspace within Rochester to help facilitate on the ground support for our residents, but at this stage it had not been undertaken and remains not in place to this day.

Example 3.

There have been numerous occasions since its inception where the 1800 560 760 number has failed. We do not deny that on a whole it works well but when people pick the phone up and are in crisis or near crisis we have been alerted to its failure on many more occasions than is acceptable for a recovery hotline. The issues have been related to varied subjects, ranging from mental health support, demolition of their homes (which is extremely difficult for many to comprehend) relocation to Elmore Village, temporary accommodation options, and this is just what we can think of off the top of our head. In a meeting with the Premier, we actually told him we referred to the number as 1800 FAIL....

2. The CHAIR, page 38

Question Asked:

Just to follow up on that, you referred to a Google doc (Google Docs survey). Are you able to provide the committee some links to that as well?

Response:

Please find attached links to the surveys that we used in the early days following the October flood event. By clicking on the links you will be able to see the questions that we asked depending on whether you required assistance or were able to come and volunteer. The survey results collate to a spreadsheet that was then distributed to clean up crews (address & relevant details) or volunteers were contacted via bulk email to come and assist.

Volunteers (total of 544 responses)

<https://docs.google.com/forms/d/e/1FAIpQLScVjoHdmNr012YWAHPLpBSeTZRjM6Ht5PNugiV126B9bwsX7Q/viewform>

Requiring help (total of 181 responses plus another 36 from a similar survey)

<https://docs.google.com/forms/d/e/1FAIpQLScZPv8vPccHq5XyTc7JpT57t7oQcMkbQrK6JBKCyWDMklyf-Q/viewform>

Following on from this and to capture data to enable us to advocate for our community we developed the Rochy resident survey, which has been the primary way for us to complete the map you saw.

Rochy Residents (total of 574 responses to date)

<https://tinyurl.com/rochyresidents>