

An aerial photograph of Mooroopna, Australia, showing a mix of residential houses, green fields, and some industrial or commercial buildings. The town is situated near a body of water, likely the Murray River, which is visible in the distance under a clear blue sky. A semi-transparent green box is overlaid on the top half of the image, containing the title text.

Mooroopna Community Emergency Management Plan

2025

DRAFT



The development of this plan was funded by the Australian and Victorian Governments following the October 2022 floods.



Australian Government



Originally developed with the assistance of
The Six C's Group 2025

Contents

1

Overview

2

About Mooroopna

3

Hazards

4

Objectives

5

Local Priorities

6

Key Issues & Vulnerabilities

7

Values

8

Emergency Contacts

9

**Mooroopna Community Emergency
Management Planning Group Members**

What is community based emergency management?

Community based emergency management is about working together to be safer and more resilient, without building greater dependencies on agencies, government and service providers. This includes being relatively independent and self-reliant, while drawing upon the connections and lifelines which support people and their community to function and survive.

It also provides opportunities for broader collaboration and collective action. This includes working together as part of the community to drive the design, implementation and review of integrated planning and engagement processes. Connections and relationships developed through these processes can be maintained and beneficial before, during and after emergencies. Maturity in these processes can also assist to build overall community capacity and capability to better manage long term stressors and to cope with shocks, including future emergencies.

This approach is designed to support community led approaches and activities wherever possible.

Adopting this approach taps into the collective local knowledge, expertise and resources to build on combined strengths. Working together through these processes can assist to develop mutual goals and solutions while strengthening relationships and lifelines to be drawn upon in good times and during critical times of need.



Overview

Introduction

The Mooroopna Community Emergency Management Plan (CEMP) has been developed by the local community. The Mooroopna Community Emergency Planning Group (MCEPG) acknowledges all who have participated and contributed towards the development of this document.

This plan is managed and distributed by the MCEPG. All feedback and opportunities for participation to implement and progress the plan is welcome.

While every effort has been made to ensure that information in this document is correct at the time of printing, changes after the time of publication may impact the accuracy of the information.

The MCEPG is not responsible for any loss suffered in connection with the use of this document.

Aim

The aim of this plan is to work together as a community to prepare for, respond to and recover from emergencies and disasters.

About Mooroopna

Mooroopna is a township located on the banks of the Goulburn River, directly opposite Shepparton in the Greater Shepparton City Council area. Known as the 'Fruit Salad City', Mooroopna is nestled among thriving orchards, agricultural land, and horticultural industries.

The name Mooroopna originates from the Kaieltheban people, the Traditional Owners of the area, and means "deep water hole", a reference to a particularly deep section of the Goulburn River behind the old Mooroopna Hall. In 1841, the Kaieltheban clan, with a population of around 50, were part of the broader Yorta Yorta Nation who lived throughout the region prior to European settlement.

Historically, Mooroopna's industry centred around grain and fruit processing. Over the past 30 years, however, it has grown into a sought-after residential community within the broader Greater Shepparton area. Today, the town features neighbourhoods, numerous parks and gardens, and establishments including, but not limited to, primary schools, the Mooroopna Education and Activity Centre (MEAC), and popular sporting and recreational facilities including the Mooroopna Football Netball Club and Mooroopna Golf Club.

Statistics



8,312 people



3,891 private dwellings



**43 years of age
(average age)**



2,083 families

3

Hazards



**Bushfire &
Grass Fire**



Air Quality



**Transport
(Speed)**



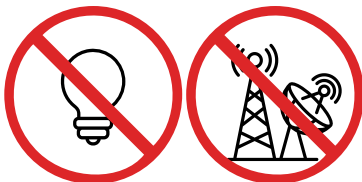
Flood



Health



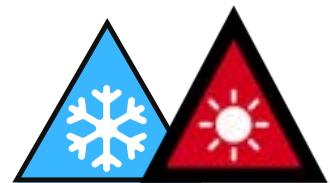
**Thunderstorms &
Asthma**



**Disruption to
essential
services**



**Storms & Extreme
winds**



**Extreme cold &
heat**



Road Surfaces



Objectives



Administrative

Setting us up for success

Objective 1.

Create a community disaster response plan that includes:

- Health facilities that are available
- Communications plan (including languages other than English)
- Volunteer coordination
- Matrix of qualifications required to undertake certain jobs
- Waste management

Objective 2.

Develop a community timeline of the 2022 flood event

Objective 3.

Provide feedback on the flood emergency plan.

Objective 4.

Develop a guideline around the use of Starlink at MEAC.

Objective 5.

Develop a list of community engagement/education opportunities





Community connections

Building Social Capital

Objective 6.

Support the rough sleepers within Mooroopna during heat waves. Could include:

- The coordination of the delivery of water or ice blocks

Objective 8.

Establish neighbourhood preparedness groups.

Objective 7.

Develop a buddy system for vulnerable people.

Objective 9.

Distribute information about disaster preparedness quarterly. Methods could include:

- Distribution via rates notices
- Community newsletters



Advocacy

Leading the way

Objective 10.

Advocate for the speed limit to be reduced to 40km per hour between Elsie Jones Drive to the Causeway. This will make it consistent with recent changes within the Shepparton business district.



Building Capacity & Capability

Empowering our community

Objective 11.

Build knowledge and capacity through the following training sessions:

- Power outages
- Information and warnings
- GBCMA workshop to understand the flood emergency plan
- Conduct an annual sandbagging event/workshop
- A bi-annual mental health first-aid course
- Conduct an annual insurance workshop

Objective 12.

Increase understanding of what roads Council manages within Mooroopna and the process they need to follow after a disaster to restore roads.

Objective 13.

Explore the establishment of a Community Hub at MEAC. The hub could be a place where the community can gather and share information. Equipment required to operate a Community Hub includes:

- Generator installation
- Roles and responsibilities guide
- 2 x ipads/laptops
- Powerboards & chargers
- Fluro vests
- Stationery

Objective 14.

Understand and educate the community on Councils Cool Spaces Plan/Strategy:

- Where are they?
- When will they be opened?
- Are animals included in the plan?
- Education could include the development of a poster/map of locations and a trigger when they will be open. The poster/map can then be distributed to the community via different channels (including public toilet blocks to inform rough sleepers of cool spaces)

Objective 15.

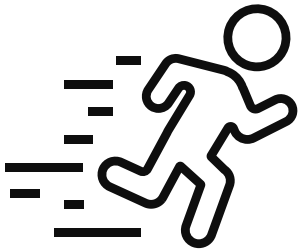
Understand the VIC SES and Council sandbag strategy (number of sandbags available, locations that require sandbagging first)

Objective 16.

Participate in Emergency Week (October) by encouraging residents to visit their local Neighbourhood House and receive a copy of their flood report and have the the Vic Emergency App installed.

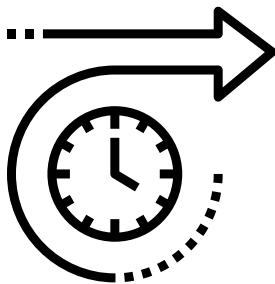
5

Local Priorities



Short term goals

Focus on practical and immediate preparedness actions such as supporting rough sleepers during heatwaves, establishing neighbourhood preparedness groups, creating a timeline of the 2022 flood event, participating in Emergency Week, exploring a Community Hub at MEAC, and improving local communication and coordination strategies. These actions aim to build foundational readiness and community connection quickly.



Medium term goals

Aim to build capacity and knowledge over time. This includes delivering education on disaster preparedness (including cool spaces, sandbagging, and council infrastructure), creating a detailed community response plan, rolling out training workshops, and establishing support systems like a buddy system for vulnerable residents. Communication efforts are expanded through quarterly preparedness updates and wider community engagement.



Long term goal

Concentrate on sustainable community safety and resilience. These include advocating for reduced speed limits in key areas to enhance safety, conducting an annual sandbagging event involving nearby communities, and developing ongoing community engagement and education opportunities to maintain momentum and embed preparedness into everyday life.

6

Key Issues & vulnerabilities

Key issues & vulnerabilities

- Students have to travel to Shepparton to attend Secondary College. Many choose not to go.
- Youth crime is increasing within the area with correlations with disengaged youth



Values



SHORT TERM OBJECTIVES

Action	Lead	Support	Due by	Complete	Comments
Submit the following recommendation for inclusion in the Shepparton Flood Emergency Plan. "When the flood water is 10.8 on the Shepparton Gauge, block the pipe at Lenny St at Toolamba Rd under the railway line."	Vic SES	Council			
A bi-annual mental health first-aid course			September		
Understand the VIC SES and Council sandbag strategy (number of sandbags available, locations that require sandbagging first)	Vic SES	Council			
Develop a community timeline of the 2022 flood event					
Establish neighbourhood preparedness groups.					
Support the rough sleepers within Mooroopna during heat waves. Could include: The coordination of the delivery of water or ice blocks		Food Share			
Develop a guideline around the use of Starlink at MEAC	MEAC				

SHORT TERM OBJECTIVES

Action	Lead	Support	Due By	Complete	Comments
Explore the establishment of a Community Hub at MEAC. The hub could be a place where the community can gather and share information. Equipment required to operate a Community Hub includes: • Generator installation • Roles and responsibilities guide • 2 x ipads/laptops • Power boards & chargers • Fluro vests • Stationery	MEAC	Council			
Participate in Emergency week (October) by encouraging residents to visit their local Neighbourhood House and receive a copy of their flood report and have the the Vic Emergency App installed.			October		

MEDIUM TERM OBJECTIVES

Action	Lead	Support	Due By	Complete	Comments
Increase understanding of what roads Council manages within Mooroopna and the process they need to follow after a disaster to restore roads.	Council				
Conduct an annual insurance workshop		ARC Justice, Australian Insurance Council, Neighbourhood House & Library			
Information and warnings information session. Ensure sessions are offered to youth as well.					
Power outages information session					
GBUMA workshop to understand the flood emergency plan	GBUMA	VIC SES, Council			
Create a community disaster response plan that includes: • Health facilities that are available • Communications plan (including languages other than English) • Volunteer coordination • Matrix of qualifications required to undertake certain jobs • Waste management	Bianca	Lighthouse Church, MEAC			
Distribute information about disaster preparedness quarterly Explore distribution via rates notices					

MEDIUM TERM OBJECTIVES

Action	Lead	Support	Due By	Complete	Comments
Distribute information about disaster preparedness quarterly. Methods could include: • Distribution via rates notices • Community newsletters				Mid 2026	
Develop a buddy system for vulnerable people					
Understand and educate the community on Councils Cool Spaces Plan/Strategy: • Where are they? • When will they be opened? • Are animals included in the plan? • Education could include the development of a poster/map of locations and a trigger when they will be open. The poster/map can then be distributed to the community via different channels (including public toilet blocks to inform rough sleepers of cool spaces)	Council				

LONG TERM OBJECTIVES

Action	Lead	Support	Due By	Complete	Comments
Advocate for the speed limit to be reduced to 40km per hour between Elsie Jones Drive to the Causeway. This will make it consistent with recent changes within the Shepparton business district.	Town Planning	This group			
Conduct an annual sandbagging event/workshop that may include participants from Bunbartha, Undera and Murchison and may be conducted during Emergency Services Week (October)					
Develop a list of community engagement/education opportunities		CFA, VICSES, Council			



Emergency Contacts

Agency	Phone Number	Website
Triple Zero	000	
VicEmergency	1800 226 226	emergency.vic.gov.au
VicSES	132 500	ses.vic.gov.au
CFA		cfa.vic.gov.au
VicTraffic	13 11 70	traffic.transport.vic.gov.au
Police assistance line & online reporting	131 444	onlinereporting.police.vic.gov.au
Bureau of Meterology	Automated warnings - 1300 659 210	bom.gov.au
Powercor Outages	13 24 12	powercor.com.au/power-outages-and-emergencies/
Poisons Information Line	13 11 26	austin.org.au/poisons
Nurse on Call	1300 60 60 24	
Better Health Channel		betterhealth.vic.gov.au
Greater Shepparton City Council	5832 9700	greatersepparton.vic.gov.au . au



Mooroopna Community Emergency Planning Group (MCEPG)

The Mooroopna Community Emergency Planning Group was established in 2025 and consists of the following members:

Members

The Mooroopna Community Emergency Planning Group welcomes new members.

Community support services in Greater Shepparton

There are a range of support services throughout our community who can help during difficult times. This brochure outlines a few of those available.



Business Support

Find out about grants, support, workshops and other resources available for your business.

Business Victoria

13 22 15
business.vic.gov.au

Greater Shepparton Business Centre

sheppartonbusiness.com.au

Carer Respite

Respite care can be arranged in a few different ways.

It is important to take care of yourself so you can take care of others.

Carers Victoria

1800 514 845
carersvictoria.org.au

Carer Gateway

1800 422 737
carergateway.gov.au

Community Support

Neighbourhood/Community Houses offer information, resources, support, activities, programs, training, lifelong learning and so much more. Check out your local NH House

Mooroopna Education and Activity Centre

03 5825 1774

Murchison Community House

03 5826 2373

North Shepp Community and Learning Centre

03 5821 5770

South Shepp Community House

03 5821 6172

Tatura Community House

03 5824 1315

Community Transport

Community Accessibility

03 5831 8515
communityaccessibility.com.au

Dyson Group

(Shepparton Bus Services)
03 5831 2150
dysongroup.com.au

Jacobson

(Mooroopna Bus Services)
03 5825 2323
jacobsoncoachtours.com.au

Drug and Alcohol Support

Practical help, information and support is always available.

Australian Community Support Program (ACSO) Shepparton

1300 022 760
acso.org.au

Direct Line

1800 888 236
directline.org.au

Family Support

Caroline Chisholm Society

1800 134 863
caroline.org.au

FamilyCare

03 5823 7000
familycare.net.au

Greater Shepparton Lighthouse Project

0419 555 939
gslp.com.au

Maternal Child Health at Greater Shepparton City Council

03 5832 9312
greater-shepparton.com.au

Maternal Child Health Line

13 22 29

National Home Doctor Service

13 74 25
homedoctor.com.au

Nurse on Call

1300 606 024

Family Violence

Violence and abuse is never okay. These times are stressful but help is always available.

If you are unsafe or in danger call Triple Zero "000" immediately.

1800RESPECT

1800 737 732
1800respect.org.au

Marian House (Vincent Care)

03 5825 9400 (business hours)
1800 015 188 (after hours)
vincentcare.org.au

Men's Referral Service

1300 766 491
ntv.org.au

Orange Door

1800 634 245
orangedoorvic.gov.au

Safe Steps

1800 015 188
safesteps.org.au

Financial Help

Situations are changing and this is making it difficult for people to pay expenses.

AgBiz Assist

1300 834 775
agbizassist.org.au

MoneyCare

1800 722 363
salvationarmy.org.au

Salvation Army

03 8873 5288
salvationarmy.org.au

Services Australia (Centrelink)

136 240
servicesaustralia.gov.au

Shepparton Family & Financial Services

03 5831 7755

Vincent Care

(Free financial counselling service)
03 5825 9400
vincentcare.org.au

Food Assistance

Reaching out can be hard but it is always okay to ask for help. We are here **with** you.

Salvation Army

03 8873 5288
salvationarmy.org.au/

Shepparton Family & Financial Services

03 5831 7755

St Vincent de Paul Welfare Assist

Shepparton: 03 5821 0317
Mooroopna: 03 8199 4243

Hospitals & Health Services

GV Health

03 5832 2322
gvhealth.org.au

Mental Health & Wellbeing Local

1300 000 559
betterhealth.vic.gov.au

Primary Care Connect

03 5823 3200
primarycareconnect.com.au

Priority Care Clinic

03 5823 3132
shepmed.mthc.com.au/ppcc

Rumbalara Aboriginal Co-Operative

03 5820 0000
rumbalara.org.au

VVED (Victorian Virtual Emergency Department)

vved.org.au – then register

Housing/ Homelessness

If you need extra support for housing reach out now.

Beyond Housing Shepparton

03 5833 1000
1800 825 955 (after hours)
beyondhousing.org.au

Department of Families, Fairness and Housing

1300 650 172
dffh.vic.gov.au

Rumbalara Homelessness & Housing Support

Ph: 5820 0000
rumbalara.org.au/service/homelessness-housing-support/

Salvocate (Social Services)

03 5820 8000
salvationarmy.org.au/shepparton

Legal Help

Goulburn Valley Community Legal Centre (ARC Justice)

03 5831 0900
1800 310 900
arcjustice.org.au

LGBTIQA+

Diversity Project Shepparton

03 5831 6157
diversity@vt.uniting.org
pridecentre.org.au

GV Pride

gvpride.org/contact
facebook.com/gvprideshepparton

qLife

1800 184 527
qlife.org.au

Rainbow Door

1800 729 367
rainbowdoor.org.au

Mental Health

If you are feeling higher instances of stress and anxiety at this time reach out, you are not alone.

13YARN (Aboriginal & Torres Straight Islanders Crisis Support Line)

13 92 76
13yarn.org.au

Beyond Blue

1300 22 4636
beyondblue.org.au

Head to Health

1800 595 212
headtohealth.gov.au

Headspace Shepparton

(for 12-25 year olds)
03 5823 8800
headspace.org.au
Headspace 1800 650 890 (9am-1pm – 365 days year)

Lifeline

13 11 14
lifeline.org.au

Mental Health & Wellbeing Local

1300 000 559
wellways.org

Wellways

1300 111 400
wellways.org

Multicultural Support Services

Ethnic Council of Shepparton & District

03 5831 2395
ethniccouncil.com.au

Translator Services

1800 560 760 (press 9)

Older People

Find out more about support for older people.

Seniors Rights Victoria

1300 368 821
seniorsrights.org.au

People with Disability

For information about NDIS eligibility and access to support groups and mainstream services, contact IntoRec or Council's Access & Inclusion Officer today.

ConnectGV

(03) 5821 2466
connectgv.com.au

Intereach

1300 488 226
intereach.com.au

IntoRec (Family Care)

03 5823 7041
familycare.net.au

Rights Information and Advocacy Centre (RIAC)

03 5222 5499
riac.org.au

Shepparton Access

(03) 5831 6180
sheppaccess.com.au

Places of Worship

Visit the Greater Shepparton Great Things Happen Here website for a listing of places of worship.

greatthings.com.au/places-of-worship

Sexual Assault Victims/Survivors

GV CASA

(Centre Against Sexual Assault)
1800 806 292
gvcasa.com.au/contact_us

Social Connection

Visit our neighbourhood houses or the links below to get involved and stay connected.

Get Mooving

getmoovingshepparton.com.au/activities-in-the-park

Greater Shepparton Community Group and Sports Club Directory

greater-shepparton.com.au/community/community-directory

Volunteer Opportunities

greater-shepparton.com.au/community/volunteering/volunteer-opportunities

Weather Emergency

As extreme weather events are occurring more frequently, be prepared for an emergency situation.

ABC Radio (local ABC radio)

Emergency radio broadcast ABC Local 107.9 FM, 594 AM & 774 AM

CFA (Country Fire Authority)

1300 367 617
cfa.vic.gov.au

SES (State Emergency Service)

132 500
ses.vic.gov.au

Vic Emergency

1800 226 226
emergency.vic.gov.au
You can download the VicEmergency app from the App Store or Google play

Young People

Berry Street

(03) 5822 8100
berrystreet.org.au

Foyer Foundation – Youth Foyer

0438 716 974
or 03 5822 8100
foyer.org.au

Headspace Shepparton

03 5823 8800
headspace.org.au

Oilly (The Greater Shepparton Lighthouse project)

0419 555 939
gslp.com.au

The Bridge Youth Service

03 5831 2390
shepparton@thebridge.org.au
thebridge.org.au

Uniting

(03) 5831 6157
unitingvictas.org.au

For more information on what is outlined in this poster email council@shepparton.vic.gov.au or phone **03 5832 9700**.

September 2024



Scan the QR code to view the Community Support Services

GREATER SHEPPARTON

greater-shepparton.com.au

Food relief in the Goulburn Valley



FOOD ASSISTANCE PROVIDERS

Shepparton Family & Financial Services

1 Naomi St, Shepparton T: 5831 7755

Mon - Fri, 10am - 4pm

South Shepparton Community Centre

290 Archer Street, Shepparton T: 5821 6172

Mon - Fri, 9am - 3pm

Mooroopna Education & Activity Centre (MEAC)

2 Northgate Street, Mooroopna T: 5825 1888

Mon - Fri, 9am - 3pm

Family Haven

15 - 17 Young St, Mooroopna T: 0428 736 961

For families only. Tue - Thu, 9.30am - 3pm

Generations Op Shop

119 Hogan St Tatura T: 5824 3059

Mon - Fri, 10am - 4pm

Caroline Chisholm Society

15a St Andrews Rd, Shepparton T: 5821 0826

Emergency supplies - clothing, nappies, formula etc.

Assistance for children up to 10 years.

Mon - Wed, 9am - 12pm.

SalvoCare Shepparton

99 Nixon Street, Shepparton T: 8873 5288

Mon, Tue, Thur, 10am - 4pm (call at 9am for apt)

St Vincent de Paul Society Shepparton

290 Wyndham Street, Shepparton T: 5821 0317

Mon - Fri, 10am - 12pm

South Shepparton Community Church

15 St Andrews Road, Shepparton T: 0408 738 967

By appointment

Rumbalara

20 Rumbalara Rd, Mooroopna T: 5820 0000

ATSI clients only. **Mon - Fri, 9am - 4pm**

The Salvation Army Kyabram Doorways

24 Unitt St, Kyabram T: 5853 2684

Servicing Kyabram & district.

By appointment

Shalom Worship Centre Merrigum

116 Waverley Ave, Merrigum M: 0429 866 478

Tue & Wed, 1pm - 4pm, or call/text

Shalom Worship Centre Girgarre

10 Morgan Crescent, Girgarre M: 0409 510 871

Please text for assistance

Girgarre Community Cottage

27 Olympic St, Girgarre T: 5854 6482

Mon - Thu, 10am-3pm

Euroa Foodshare

1A Clifton Street, Euroa T: 0491 721 024

By appointment

Euroa Christian Fellowship

Old School House, Clifton St, Euroa

T: 0402 427 955

By appointment

Murchison Neighbourhood House

23 Impey Street, Murchison T: 5826 2373

Mon - Fri, 9am-3pm

Love In Action Broadford Living & Learning Centre

58 High St, Broadford T: 0473 845 808

Assistance for the Broadford community in need

Mon - Thu by apt or Fri collections, 11am - 2pm

Food relief in the Goulburn Valley



COMMUNITY MEALS PROGRAMS

Mooroopna Education & Activity Centre (MEAC)

23 Alexandra St, Mooroopna T: 5825 1774

\$10 per meal - 2 courses

Tue, 12pm - open to all

Bookings necessary

Family Haven

15 - 17 Young St, Mooroopna T: 0428 736 961

Lunch - For families only

Tue - Thu, 12pm - 1pm

Murchison Neighbourhood House

23 Impey Street, Murchison T: 5826 2373

Mon & Wed, 12 noon - open to all

\$8 per meal - 2 courses

The Salvation Army

99 Nixon St, Shepparton T: 5821 2666

\$5 if you can contribute

Wed, 11.45am - 1.30pm

People Supporting People

Lutfiyes Shish Kebabs

338 Wyndham Street, Shepparton.

Mon - Fri, 4pm - 5pm



03 4840 5280



7 Doonan St, Mooroopna VIC 3629



info@sheppartonfoodshare.org.au



sheppartonfoodshare.org.au



/sheppartonfoodshare



Compiled by Shepparton Foodshare.

Subject to change without notice,

correct as at May 2025