

# River Murray Flood Community Newsletter

Issue 8: Friday, 14 April 2023



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## Message from the Community Recovery Coordinator

Welcome to the latest edition of the River Murray Flood Community Newsletter. Thank you to everyone who attended yesterday's flood recovery community meeting in Pomppoota. Another meeting will be held in Adelaide next week and will be live streamed to ensure everyone has the opportunity to hear first hand the latest on the flood recovery. Live stream details are included in this newsletter and on the River Murray Flood Stay Informed page on [sa.gov.au/floods](http://sa.gov.au/floods).

Earlier this week we released a survey to help inform your community recovery plan. This plan will play a crucial role in tailoring the recovery plan to community needs, but it will only be effective with your input. Please [complete the survey and share it as widely as possible](#). The survey can also be found on the River Murray Flood Stay Informed page on [sa.gov.au/floods](http://sa.gov.au/floods). Submissions will remain open until midnight on 30 April 2023. If you are unable to complete the survey, or if you wish to provide more feedback, feel free to contact me directly via the details below.

Flood-affected property owners are welcome to attend a forum hosted by The Insurance Council of Australia next month. Residents will have the opportunity to ask any insurance-related questions they may have related to the River Murray flood event. More information on the forum is outlined below.

The clean-up effort is ramping up with over 2000 tonnes of waste already collected from kerbsides. If you haven't done so already please register for clean-up assistance by calling the State Relief and Recovery Infoline on 1800 302 787. The infoline is open Monday to Friday from 9:00 am to 5:00 pm, and open Saturday and Sunday via same day call back service.

I note with interest the contribution from the SA State Emergency Service to this week's newsletter. The effort from SES volunteers during the flood response was incredible and they need your help. If you're willing and able I encourage you to volunteer with the SES and assist your local community where possible.

As you can see there's plenty happening as part of the flood recovery effort. If there's something we've missed or you need assistance feel free to contact me directly. I hope you enjoy this week's newsletter.



## Alex Zimmermann

Community Recovery Coordinator

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[alex.zimmermann@sa.gov.au](mailto:alex.zimmermann@sa.gov.au)

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## Green Industries SA forward clean-up schedule

Green Industries SA (GISA) has provided their latest forward clean-up schedule for health and safety street waste clearances. Every effort is made to ensure accuracy at the time of publication, however the forward schedule may be subject to change. For more information on the flood clean-up visit [GISA's website](#).

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### Saturday, 15 April

Swan Reach

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### Monday, 17 April

Caurnamont / Purnong  
Big Bend Landing  
Brenda Park  
Pelican Point / Scott's Creek  
Cowirra & Bolto (if not completed  
Friday, 14 April)  
Mannum (sandbags)  
Young Husband  
Blanchetown

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### Tuesday, 18 April

Caurnamont / Purnong (if not  
finalised Monday, 17 April)  
Big Bend Landing  
Swan Reach  
Brenda Park  
Pelican Point / Scott's Creek  
Mannum (sandbags)  
Young Husband  
Blanchetown

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### Wednesday, 19 April

Big Bend Landing  
Swan Reach  
Beaumont  
Pelican Point / Scott's Creek  
Mannum (sandbags)  
Young Husband  
Blanchetown

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**Thursday, 20 April**

Big Bend Landing  
Swan Reach  
Beaumont  
Pelican Point / Scott's Creek  
Mannum (sandbags)  
Young Husband  
Blanchetown

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**Friday, 21 April**

Big Bend Landing  
Walker Flat  
Wongulla Lagoon (include Cliff View Drive)  
Beaumont  
Pelican Point / Scott's Creek  
Mannum (sandbags)  
**Mannum / Pellaring / Bolto / Cowirra (TBC)**  
Blanchetown

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## **A message from Johns Lyng Disaster Management Australia**

Green Industries SA (GISA) has appointed Johns Lyng Disaster Management Australia (DMA) to manage the River Murray flood clean-up. This adds significant capacity to the flood recovery and will accelerate ongoing waste clean-up and damage assessment operations.

DMA has already commenced clearing hazardous trees from the River Murray and, from next week, will increase kerbside clean-up operations in conjunction with existing contractors. DMA will also commence individual property assessments next week, which will assist owners understand damage and necessary repairs.

DMA specialises in supporting communities recover from disasters and has assisted thousands of flood-affected Australians over the last 12 months.

Through its experience, DMA understands the most successful recoveries are community-led. Over 80% of DMA's project team is local, with the remaining 20% being national disaster recovery experts.

DMA is currently seeking local trades and businesses of all sizes to support the recovery effort. If you would like to register your business [click here](#).

To register for clean-up assistance call the State Relief and Recovery Infoline on 1800 302 787. The infoline is open Monday to Friday from 9:00 am to 5:00 pm and open Saturday and Sunday via same day call back service.

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## Almost all power reconnected to the kerb

SA Power Networks has re-energised 92% of the transformers on the electricity network supplying communities along the River Murray. The balance remain inaccessible due to flooding or road damage.

This means energy is available at the kerb for 97% of customers, should they be ready to reconnect their property.

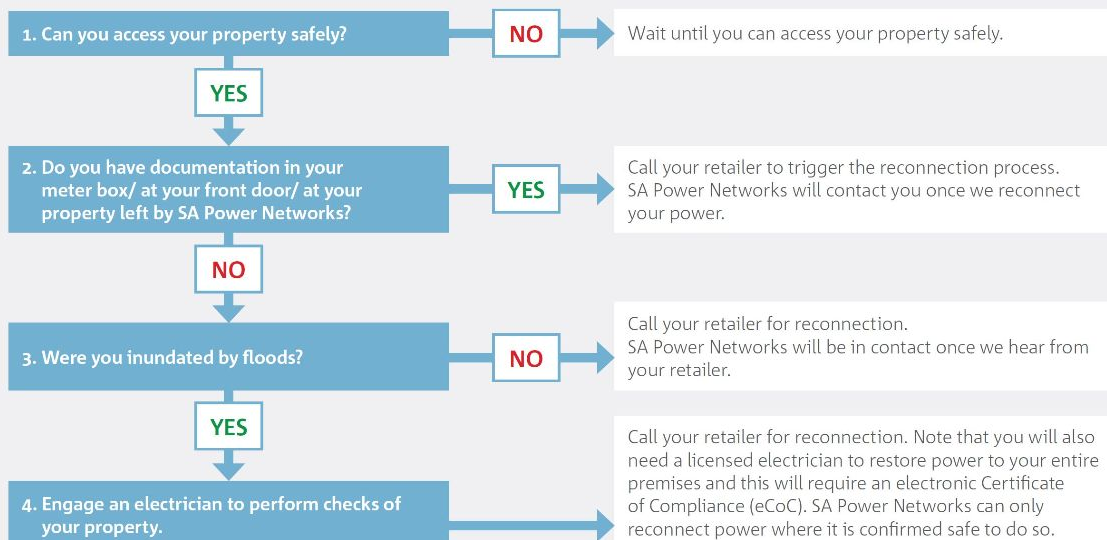
Approximately 1,450 customers have been reconnected to supply and power is available at the kerb for a further 1,840 customers.

It is recommended customers engage an electrician to confirm their property is electrically safe and then request reconnection through their retailer.

On average, reconnections are being completed approximately two days after the retailer issues the request to SA Power Networks.

If you are unsure how to proceed in reconnecting power to your property view the [SAPN reconnecting power after flooding fact sheet](#).

### What you can do



## Foundation SA's Disaster Recovery Grants now open

Applications for Foundation SA's Disaster Recovery Grants are now open, offering South Australian-based non-profit organisations up to \$10,000 to support community-led recovery initiatives in the Riverland and Murraylands areas.

The South Australian Disaster Recovery Fund was developed by Foundation SA as a disaster response for non-profit organisations working in impacted regions.

Foundation SA activated the fund to gather donations and support flood-impacted communities.

Thanks to the generous support of four South Australian philanthropic foundations and the general public more than \$75,000 for these grants has been raised so far.

### Who is eligible to apply?

All local South Australian community organisations, non-profits and local councils working in flood-impacted communities across the following LGA's are invited to apply:

Alexandrina	Loxton Waikerie
Berri Barmera	Mid Murray
Coorong	Murray Bridge
Karoonda East Murray	Renmark Paringa

Applicants do not require DGR 1 status, however organisations must prove charitable purpose, ideally through registration with the ACNC.

### How much funding is available and when do applications close?

Grants will be offered between \$5,000 to \$10,000 depending on the nature of the proposed project.

Foundation SA understand not all organisations are ready to apply for funding. Applications will remain open until all funds are expended. Foundation SA encourage you to apply when you are ready. Applications will be assessed as they are submitted.

### Grants will be offered for projects in two focus areas

#### Community Recovery

Grants to support the delivery of programs, initiatives and events that bring people together, enhance community resilience and support local needs throughout the long-term recovery efforts; and programs that build preparedness for future disasters.

#### Environmental Recovery

Foundation SA will fund projects that aim to restore natural environments and leverage positive environmental outcomes the floods have presented, such as



native flora and fauna restoration and recovery projects, cultural site protection measures and research and education for future resilience and preparedness.

[For more information and to apply click here.](#)

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## **Community Recovery Plan Survey**

A key piece of work that will guide the recovery after the River Murray flood is a comprehensive, tailored and community owned recovery plan. This plan will help us all move purposefully towards achieving positive outcomes for communities, businesses and councils.

All responses are welcome whether you were directly, or indirectly, affected by the floods. All input will be considered in formulating the community recovery plan.

The survey will close at midnight on 30 April 2023 and can be completed online with either a computer or mobile device.

Feel free to share the survey with others so they can also provide information.

[To complete the community recovery plan survey click here.](#)

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## **Flood insurance forum to be held in SA**

The Insurance Council of Australia will hold a forum next month to present general claim and insurance information for flood-affected policy holders in South Australia.

The general format of these forums will take the form of an interactive presentation and a Q&A. One-on-one insurance consultations will also take place where policy holders can speak directly with their insurer.

The information forum will be held at U City, 43 Franklin Street, Adelaide on Monday, 8 May 2023.

More information will be provided closer to the event as the insurance forum schedule and the registration process to attend is finalised.

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## **Flood recovery community meeting**

Relevant departments and agencies will join Community Recovery Coordinator Alex Zimmermann at the flood recovery community meeting listed below.

This meeting is open to the general public and is an opportunity to hear first hand the latest information on the flood recovery.

**Tuesday, 18 April - Adelaide** (Norwood Town Hall, 175 The Parade, Norwood)

6:30pm to 8:30pm

This meeting will be live streamed on the [Mid Murray Council Facebook page](#).

A link to the Mid Murray Council Facebook page is also available through the River Murray Flood Stay Informed page on [sa.gov.au/floods](http://sa.gov.au/floods).

To view the most up to date community meeting schedule visit [sa.gov.au/floods](http://sa.gov.au/floods).



Approximately 30 people attended yesterday's flood recovery community meeting in Pompoota.

Image: Marcus Turner

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## **Community Wastewater Management Systems (CWMS) update**

Mid Murray Council has undertaken an assessment desludging program at various flood-affected sites (with septic tank & pump chamber systems utilising effluent pumps only) to determine the extent of silt infiltration within septic tanks.

This inspection trial highlighted that minimal to nil silt was evident within the tanks desludged and inspected. To continue with the assessment process, a monitoring of the CWMS pump chamber utilising grinder pump systems will inspect up to 10% of the tanks where accessible and lids exposed, to then determine whether a full desludging program of all individual pump chambers will be required.

As in the trial assessment, there is a level of confidence that the grinder pumps will be able to operate as required.

### **Faults with pumps**

Mid Murray Council has been informed that damage has been sustained to



individual pumps located at various CWMS and are inoperable.

Each system has its own specified pump type and it is important that the correct pump model approved for each individual CWMS be installed. This ensures that everyone is pumping their sewerage at the same pressure and not compromising anyone else's pumps or Council infrastructure.

Please ensure that a qualified tradesperson undertakes the pump changeover if required and remember that an audible and visual alarm must be installed as part of the pump system.

To view the approved pumps for each CWMS visit Mid Murray Council's High River Update.

For further advice contact Mid Murray Council's Environmental Health Officer on 08 8569 0100.

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## **A message from the SA State Emergency Service**

There was an immense and generous response from volunteers across South Australia during the 2022/23 River Murray flooding event. From August 2022 to February 2023 more than 1,400 people were involved in the flood response equalling over 130,000 personnel hours worked. Local volunteers and those from further afield travelled to impacted River Murray communities to provide emergency support.

The State Emergency Service is looking for volunteers in the Riverland and Murraylands for all roles including Operational Response and Marine and Incident Management. No experience is necessary, we'll train you for whichever path you want to pursue.

In some locations along the river, SES units are very short of volunteers. Consider how you can help your community. Volunteering with the SES is a great way to meet new people, be part of a welcoming team and learn new skills.

You too can wear orange proudly and support your community during times of need. For more information on the extensive range of SES volunteering opportunities, visit [ses.sa.gov.au/volunteer](https://ses.sa.gov.au/volunteer) or call the Volunteer Recruitment Hotline on 1300 364 587.



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## Redeem your River Revival Voucher

Successful River Revival Voucher recipients are able to book experiences and accommodation in the Riverland and Murray River, Lakes & Coorong regions until Friday, 28 April.

The travel period began on Friday, 31 March and runs until Thursday, 29 June.

If you were lucky enough to be successful in the first ballot [click here](#) to redeem your voucher. Unsuccessful applicants are encouraged to register for future ballots as they open later in the year.



#RiverRevivalVoucher

# Book now

[SOUTHAUSTRALIA.COM/VOUCHER](https://SOUTHAUSTRALIA.COM/VOUCHER)

T&CS APPLY. LICENCE NO. T23/271

## DEW & PIRSA's flood recovery newsletter

The Department for Environment and Water and The Department of Primary Industries and Regions continue to provide regular updates through their flood recovery newsletter.

The newsletter provides information on flood recovery activities undertaken by the two departments, including the dewatering process and levee assessment and stabilisation. Key flood recovery contacts are also provided.

[Click here](#) for more information and to view the latest newsletter updates.

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## Mid Murray Council's river update

The latest Mid Murray Council High River Update information sheet is now available. This outlines the council's assessment and recovery work timetable and other important information.

[See previous editions](#)

[Sign up for future updates](#)

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## Visit a Recovery Centre

Recovery centres are operating in Mannum and Murray Bridge, with recovery services also available at the Berri Housing SA office. A range of agencies are available through these centres including Disaster Ministries, Services Australia, Good Shepherd, the Department of Primary Industries and Regions and the Department for Industry, Innovation and Science.

In addition, pop-up recovery centres will be operating in Blanchetown, Swan Reach and Bowhill. Recovery officers will be on hand to assist with queries including:

- Access to recovery information and referrals
  - Quick and easy grant assessments
  - Well-being check-ins and referral if needed
  - GISA clean-up registrations
  - Access to clean up suits & paint brushes
  - Foodbank boxes
  - A friendly ear to talk to
  - Business grant information referrals/assistance
- 

**Berri**

Monday to Friday, 9am to 5pm  
Housing SA office

**Mannum**

Tuesday, Wednesday and Thursday,  
9:30am to 4:30pm  
Mannum Institute  
[47 Randell Street, Mannum](#)

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**Murray Bridge**

Monday to Friday, 9am to 5pm  
[28 Bridge Street, Murray Bridge](#)

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**Blanchetown**

**Friday, 14 April**

10am to 3pm  
Blanchetown Community Hub  
[3 Shaw Street, Blanchetown](#)

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**Swan Reach**

**Wednesday, 19 April**

10am to 3pm  
Swan Reach Town Hall  
[3-5 Nildottie Road, Swan Reach](#)

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**Bowhill**

**Friday, 21 April**

10am to 3pm  
Bowhill Community Centre  
[88 Weber Road, Bowhill](#)

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## **Flood recovery health fact sheets**

SA Health has developed a series of fact sheets to assist flood-affected communities recover from the River Murray flood event. These fact sheets cover a range of topics including managing flies after flooding, dealing with mould and snake bite first aid advice.

For more information and to view these fact sheets [click here](#).

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## **Donate to the State Emergency Relief Fund**

The State Emergency Relief Fund has been created to collect and distribute financial donations to help South Australians impacted by the River Murray



floods. Donations can be made via credit card, bank transfer or at your local Commonwealth Bank branch.

For more information about the relief fund and to donate [click here](#).

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## Spend your support

Help businesses in flood-affected areas by shopping with them online.

[Brand SA](#) is supporting River Murray businesses to join the Shop Local SA online marketplace. [Browse participating shops in the region](#) to purchase gift cards and a range of goods.

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## Assist with the recovery effort

Volunteering SA&NT is taking registrations from people interested in helping River Murray communities recover from flooding.

Volunteer opportunities may include clean-up efforts, transport, administration tasks, building and environment restoration and supporting community organisations.

[Register now](#)

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## Keep informed

Recovery can be complicated so we're frequently updating our websites to ensure you remain up to date.

Visit [sa.gov.au/floods](http://sa.gov.au/floods) for information on the River Murray flood recovery. You can also view details of upcoming community meetings, subscribe to this newsletter and view previous editions.





Government of  
South Australia

## Helping flood-affected River Murray communities recover



**1800 302 787**  
State Relief and Recovery Infoline



**sa.gov.au/floods**  
Latest recovery information,  
financial assistance and support



For clean-up information and assistance,  
call the State Relief and Recovery Infoline on 1800 302 787

### Tell us what you think

Please use the link below to let us know what you would like to see in upcoming newsletters.

[Provide your feedback](#)

### Missed a newsletter?

Missed a previous edition of the recovery newsletter? Catch up on all the recovery news.

Please share this newsletter with anyone interested in the River Murray flood recovery.

[See previous editions](#)

[Sign up for future newsletters](#)



[Share this newsletter](#)



## Support for flood-affected River Murray communities



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