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# River Murray Flood Community Newsletter

Issue 24: Tuesday, 12 September 2023



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## Message from Alex and Deb

Welcome to the latest edition of the River Murray Flood Community Recovery Newsletter.

The landscape is changing again as we move into Spring and your communities are beginning to show a lot more activity in response to the nicer weather.

Notwithstanding the fact that challenges remain, it is good to see steady progress is being maintained in the recovery of all of the communities.

The better weather brings with it the promise of less interruptions to significant work activity that is needed in demolishing and cleaning up the damage of the flood. It also brings the expectation of the welcomed return of visitors to the region, whether that be day trips or a more extended stay.

Whilst the flows of the Murray are still high according to last week's SES media release the medium term forecast is that over the next few weeks we should see the flow rate reduce. We have included a recent article from ABC News (The Big Swing) this fortnight that provides a great insight into the factors that affect weather patterns and why we anticipate a drier than usual forecast. If you could take the 10 minutes or so to read it, we believe you will find it very informative and it will provide a good understanding of the expected weather over the next few months.

Registrations for clean-up assistance are coming to a close in coming weeks so if you haven't registered, make sure you do so. You will find how to do so in the update from Johns Lyng Group within this newsletter. The assistance is there if you need it so please take it up. Also, please pass on this information to anyone you may know who hasn't yet registered. We know there may be some who haven't been to their shacks or residences in some time and haven't as yet, for various reasons, registered - its important to let them know to register now before registrations close.

As well, we understand that insurance related matters may still be impacting some of you and I am constantly working on these in the background. In the meantime, Disaster Legal Support Program are holding a very useful event in Mannum with key topics and practical tips relevant after a disaster – details are within the newsletter.

Deb and I will be out and about again over the next two weeks as usual and hope to see some of you out there.

As always, please don't hesitate to contact us should you need further information or to be linked to someone who can assist with issues you may be confronting.

For any flood-related queries call the State Relief and Recovery Infoline on 1800 302 787, visit [sa.gov.au/floods](https://sa.gov.au/floods), visit a [Recovery Centre](#), or contact either Deb Richardson or myself. I hope you enjoy this week's newsletter.



**Alex Zimmermann**

Community Recovery Coordinator

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**Deb Richardson**

Community Development Officer

[0459 283 878](tel:0459283878)

[deb.richardson@sa.gov.au](mailto:deb.richardson@sa.gov.au)

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**Important Information - Flood clean-up support registrations closing soon**

A banner with a background image of a damaged roof. The text reads: "Registrations for flood clean-up support closing on 13 October". Below this, it says: "Ensure you are registered before 13 October to take advantage of the support and services provided by the program".

**Registrations for flood clean-up support closing on 13 October**

Ensure you are registered before 13 October to take advantage of the support and services provided by the program

Registrations for the Flood Waste Clean-up Program are **closing on 13 October 2023**.

If you haven't registered yet, please ensure you do before this date to take advantage of the support and services provided by the program.

While registrations will no longer be accepted after 13 October 2023, the program's efforts and services will extend beyond this date. Those who have

registered will continue to have works completed.

For more information about the program and registration process, [read the FAQs](#).

Don't miss the opportunity to access the flood clean-up support and register before 13 October 2023.

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## Event - A crash course in insurance by Disaster Legal Support Program



# A Crash Course in Insurance

## Practical Tips for Before and After a Disaster

FREE COMMUNITY LEGAL EDUCATION

**Wed 13th September**

**Mannum Club, 66 Randell St, Mannum**

**OR ONLINE VIA VIDEO LINK**

..... **Key topics covered** .....

How to find & understand important parts of your insurance policy.

The importance of evidence & how to use it, before and after a claim.

The claims process, what to look for and how to negotiate with your insurer.

How to make a complaint, and lodge a dispute with your insurer or AFCA.

Disaster Legal Support Program are holding a "[Crash Course in Insurance](#)" session on **Wednesday 13 September at 6:30pm in Mannum** for anyone interested. This will also be available via a video link for those that cannot attend in person.

For more information, you can [download the event flyer here](#).

Please find some information about the [Disaster Legal Support Program](#) through Community Justice Services SA. They can offer free legal

advice appointments (phone or in person at an outreach) on a range of issues, and Community Legal Education throughout the region, on request.

Information about the Disaster Legal Support Program, including support for communities impacted by floods is also online at:

<https://www.communityjusticesa.org.au/how-can-we-help/dlsp/>

You can follow their **social media page(s)** and/or sign up to the **mailing list**:

**Riverland Community Justice Centre Social Media:**

Facebook: <https://www.facebook.com/RiverlandCommunityJusticeCentre>

Instagram: <https://www.instagram.com/riverlandcommunityjustice/>

**Disaster Legal Support Program Social Media:**

Facebook: <https://www.facebook.com/disasterlegalsupport/>

Instagram: <https://www.instagram.com/disasterlegalsupportprogram/>

**Mailing List Sign Up:** <https://www.communityjusticesa.org.au/contact-us/community-justice-mailing-list/>

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## Request to participate - UniSA study

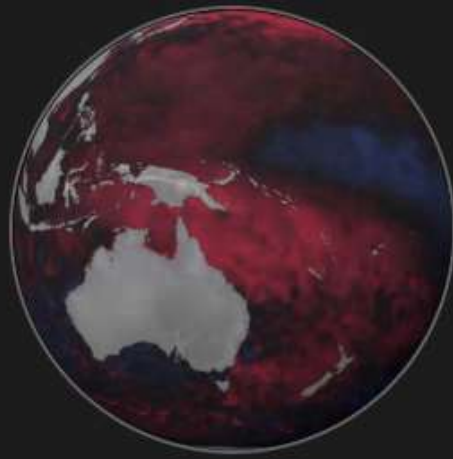


Researchers are looking for farmers who have been affected by the 2022/2023 floods to participate in 2x confidential interviews to discuss the impact of the floods on their wellbeing, explore how this changes over time, and determine how they would like to be supported.

For [further information](#) or to express interest, please contact A/Prof Kate Gunn at [kate.gunn@unisa.edu.au](mailto:kate.gunn@unisa.edu.au).

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## Article of Interest - ABC News: The Big Swing



# THE BIG SWING

El Niño in a changing climate

By [Kate Newton](#), [Katia Shatoba](#), and [Alex Palmer](#)

Digital Story Innovation Team

Published 7 Sep 2023, 4:37am

<https://www.abc.net.au/news/2023-09-07/el-nino-southern-oscillation-climate-change-effects-on-australia/102788002>

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**Info - Understanding the river levels**



We appreciate there have been many questions raised regarding the river water levels this winter. Please find a link to the Department of Environment and Water (DEW) website. They have posted quite a bit of information relating to what is being experienced at the moment which can help you understand the current levels. The material includes the Frequently Asked Questions (FAQ's) as well.

Updates will be available as things change and DEW are monitoring what is occurring very closely.

For more information, please visit [DEW Flows and daily water levels page](#)

There is also a link below to an interesting news interview that took place in recent days regarding River Murray levels and weather patterns.

<https://indaily.com.au/news/2023/07/11/winter-rains-see-river-murray-rise-again/>

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**Update - Johns Lyng Disaster Management Australia**



### **DMA Update**

The program continues to meet the clean-up needs of registrants across demolition, hazard reduction and the removal of flood waste. GISA, along with DMA, have established a closing date for registrations. Registration for clean-up support is required for any work and we are embarking on a communication process to ensure that people affected by the flood do not miss out on fully funded support. Demolitions are the current focus and kerbside collection is incorporated into this process. The removal of debris along the river is making excellent progress and has exceeded initial estimates of waste to be removed.

### **Registrations Closing**

Registrations for flood clean-up support will close on 13 October 2023. Program work will continue beyond this date to meet the needs of the community, but it is important that people yet to register do so by this date.

DMA are raising awareness for the program in the lead up to this date. If you know someone who has not yet registered, please encourage them to call 1800 302 787 to register.

### **River Debris Collection**

DMA have been coordinating the collection of waste from the river with several water and land assets. The collection is extensive and aims to remove environmental and navigational hazards. So far, the collection has removed over 2,500 items which amounts to approximately 21 tonnes, making the river safer and cleaner.

This collection work will continue throughout the month and is aiming to be completed by the end of September.

### **Hazard Reduction**

Hazard reduction, including mould treatment and the removal of flood-affected asbestos, is still available.

The structural assessment is the first step to evaluate your property and define the scope of work. This assessment may involve taking samples from your



property by a hygienist. Once your Scope of Work is approved, your assigned site supervisor will contact you to coordinate the signing of your consent agreement. For more information about work consent, please reach out to your Case Manager.

### **Demolition**

The demolition program has completed 55 full demolitions of structures. This includes homes, shacks, shops and pump sheds. Demolition remains the primary focus of the program and if you know someone who would like fully funded demolition support, please encourage them to register for the program.

Demolition involves the complete removal of structures, enabling the construction of new dwellings. If you are interested in demolition, please contact your Case Manager via the provided DMA number below.

### **Structural Assessment**

Structural assessments are a key step for clean-up support and must be completed before any work can commence. Generally, demand for assessments has decreased but we anticipate an increase as more affected individuals register. If you haven't had an assessment yet, please contact DMA to schedule one.

### **Program Registration**

If you have not yet registered your property and need assistance, please register with GISA at 1800 302 787 between 9:00 am and 5:00 pm, Monday to Friday. If you have already registered and wish to discuss your case, please contact DMA at 1800 418 491.

We are also sharing program information and highlights on our Facebook page, which you can find at the following link: [here](#).

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## **Info - Demolition**

Insured and uninsured properties are eligible for a **free demolition**.

1. The first step is to talk to your insurer and follow their assessment process.
2. If you are advised that your property is considered a total loss and that you will receive a payout from your insurance provider you can opt in for a free demolition.
3. Check your settled sum against your policy details. Some policies include the cost of a demolition in the sum insured, while others will be in addition to the sum insured. As the South Australian and Australian government are covering the costs of demolitions, insurance providers have agreed to pass on these savings to policy holders. If your policy has demolition costs as an additional sum, make sure this has been paid to you. You can discuss this with your insurance provider.
4. Have your insurance documents ready for discussion

5. Once you have done these steps, or if you are uninsured, please call Disaster Management Australia (DMA) on 1800 418 491 to discuss next steps.

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## Important Update - River Murray floods Tax relief on new build



RevenueSA

Search website



[Home](#) > [Stamp Duty on Land](#) > [River Murray Floods Tax Relief](#)

# River Murray Floods Tax Relief

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If you own a home which is your principal place of residence and that home was destroyed/substantially damaged due to the River Murray Floods in the specified flood area, relief from stamp duty on the purchase of a replacement home which is to be your principal place of residence is available.

Stamp duty relief is also available on the transfer of vacant land on which a replacement home will be built within 3 years from the date of purchase and become your principal place of residence.

[More information can be found here.](#)

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## Important Changes - New planning consultation now closed



A suite of new planning rules designed to protect River Murray regions from future flood events and assist with a strong recovery and rebuild came into effect recently.

To enhance the region's recovery, the interim changes came into immediate effect from the 29th June 2023, allowing building approvals to be fast tracked.

Some examples for your interest are:

***If a property owner currently has an existing ground level dwelling that cannot be repaired (which is explained further below) it will generally need to be replaced with an elevated dwelling.***

***New dwellings and dwelling additions should also avoid impeding floodwaters. To achieve this, they must either:***

- ***be wholly located outside of the 1956 floodplain, or***
- ***limit undercroft enclosures to 15 square metres in area that do not contain habitable rooms and that are clad with removable panels or roller doors.***

***Further, the following forms of remediation works generally require approval and you will be required to consult with the relevant council for confirmation:***

- ***replacement (or addition) of structural framing (floor, wall and roof) members, and***
- ***replacement of stairs and/or balustrades.***

***The interim amendments to the Planning and Design Code include:***

- ***Requirements around height of floor above ground – the ‘finished floor level’***
  - ***Maximum height increased from 2.5 metres to 3 metres, or up to 4 metres to be above the level of a one-in-100-year flood event.***

- *Minimum heights along the river based on updated one-in-100 year flood event data.*
- *Maximum overall building height increased to 8 metres, up from 7.5 metres, with a two-storey cap.*
- *Updated resilient design and materials for underfloor structures*
  - *Installation of roller doors or similar on all four sides of any enclosed area to ensure the free passage of floodwaters.*
- *Maintain open space areas around storage areas, with maximum storage area increased to 60 square metres, up from 15 square metres.*
- *Streamlined assessment for sheds, carports and garages which are located behind a riverfront dwelling, removing previous red tape.*
- *Rezoning flood-affected shack settlements, including Paisley and Murbko, to assist development applications and rebuild efforts.*

[Everything you need to know, and the Code Amendment can be found at yourSAy.](#)

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## **Grants - Small Business Flood Grants application periods extended and eligibility updated**

# River Murray Flood

## Small business grants

Application periods  
extended &  
eligibility updated

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 Office for  
Small & Family  
Business



## Small business flood grants – application periods extended and eligibility updated

### **Flood Recovery Grant has been extended until 31 December 2023.**

The **Flood Recovery Grant** is available to help pay for costs of clean-up and reinstatement of small businesses and not-for-profit organisations that experienced damage as a result of the River Murray flood. Recently the definition of a **sole trader small business** changed, to those that derive at least 50% of the income from the business.

### **Industry Support Grant has been extended until 30 September 2023.**

The **Industry Support Grant** is a \$10,000 payment for an eligible business that usually operates in the affected area and has experienced a downturn of 30% or more in revenue over three consecutive months, up to and including April-June 2023. This grant may cover your usual business costs or used to make changes to your business so it can operate effectively post-flood.

Eligibility now includes **businesses that have been operational for less than one year**, if the business can demonstrate that income received was 30% less than anticipated.

Information on all small businesses flood supports, including guidelines and eligibility criteria can be found at [www.business.sa.gov.au/floods](http://www.business.sa.gov.au/floods).

Financial counselling through Rural Business Support (RBS) is available to help you on 1800 836 211 (freecall), email [enquiries@ruralbusinesssupport.org.au](mailto:enquiries@ruralbusinesssupport.org.au) or visit [Rural Business Support](http://Rural Business Support).

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## Grants - Non-Government Organisation (NGO) grants



Non-Government organisations (NGOs) and/or Not-for-profit organisations (NFP) play an important role in assisting communities and individuals with recovery from emergencies and disasters.

These organisations generally deliver their services through volunteers who are

crucial in helping out communities. While volunteers offer their time for free, it is acknowledged that NGOs/NFPs have ongoing costs in providing the supervision, training, equipment, and supplies that enable volunteers to undertake activities and work safely and effectively.

In recognition of this, funding is available to support non-government and not-for-profit organisations assisting flood-affected communities to recover from the flood. Grants can be used towards supervising or training volunteers, purchasing critical supplies and assist with the rapid deployment of crews on the ground to assist with recovery activities.

The first round of flood-related NGO grants was announced in February 2023 and Round 2 is now open. If you are an eligible organisation, we encourage you to have a look at the fund guidelines and get your application in to help you help others.

**There is no closing date for Round 2 at this time so please contact us if you wish to put in an application.** For more information or to apply, please visit [Relief and financial assistance](#) | [Recovery](#).

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## Contact - Riverlands & Murraylands mental health support



Fact Sheet

### Riverland and Murraylands mental health support

When a disaster happens, it is common to feel stress and grief. Some people will recover without formal help, and others might need some extra support to help get things back on track.

If you or someone you know is feeling overwhelmed and struggling to cope, reach out to local services that can provide mental health and wellbeing support – they're here to help.

When a disaster happens, it is common to feel stress and grief. Some people will recover without formal help, and others might need some extra support to help get things back on track. If you or someone you know is feeling overwhelmed and struggling to cope, reach out to local services that can provide mental health and wellbeing support – they're here to help.

Click here to view the [Riverlands and Murraylands mental health support fact sheet](#) where you will find all the relevant contact information for each service and provider.

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## Contact - Marine safety hazard reporting



As the water subsides, people are back on the water, and clean-ups begin, you may notice some substantial debris either in the water or submerged. If you do, and believe it to be a safety hazard created, please do not hesitate in reporting it. The most effective method to do this is via the Report a marine safety concern link (listed below). This will ensure that the report is directed to the appropriate place to have it assessed and dealt with as necessary.

[SA.GOV.AU - Report a marine safety concern \(www.sa.gov.au\)](http://www.sa.gov.au)

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## Info - Visit a Recovery Centre



Recovery centres are still operating in Mannum and Murray Bridge, with recovery services also available at the Berri Housing SA office. A range of referrals (as required) are available through these centres including Disaster Ministries, Services Australia, Good Shepherd, the Department of Primary



Industries and Regions (PIRSA) and the Department for Industry, Innovation and Science (DIIS).

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## Berri

Monday to Friday, 9:00am to 5:00pm  
Housing SA office  
[29 Vaughan Terrace, Berri](#)

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## 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, 9:00am to 5:00pm  
[28 Bridge Street, Murray Bridge](#)

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## Info - PIRSA's flood recovery update



Government of South Australia  
Department of Primary Industries  
and Regions

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Science & innovation

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Rec fishing

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[Bushfires](#)

[Drought](#)

[Storms & floods](#)

[River Murray flood recovery](#)

[Lower Murray reclaimed  
irrigation areas](#)

[Flood recovery update](#)

## Flood recovery update

### On this page

[Levee recovery and dewatering update](#)

[Predicted water levels](#)

[Meter readings](#)

[Grants closing](#)

[River Murray flood impacts survey](#)

[LMRIA Recovery Subcommittee update](#)

[Structural assessments for flood-affected properties](#)

The Department of Primary Industries and Regions (PIRSA) continue to provide regular updates through their flood recovery update web page.

The web page provides important information on flood recovery activities undertaken by the PIRSA and the Department of Environment and Water (DEW), including the dewatering progress and levee assessment and stabilisation. Key flood recovery contacts are also provided.

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

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## Info - DEW River Murray SA newsletter



Government of South Australia  
Department for Environment  
and Water

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[Contact us](#)



[< Topics](#)

[River Murray floods](#)

[Topics > River Murray > Latest news and announcements](#)

### River Murray news

The *River Murray SA* newsletter will help keep you updated on the latest environmental projects, opportunities and events for industry and community in the River Murray area. The Department for Environment and Water (DEW) send the newsletter to subscribers once a month.

To read more or to subscribe, [click here](#) or the click the image above.

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## Info - Japanese Encephalitis Vaccine (JEV) still available

★ ★ ★ ★ **AT HOME OR ON HOLIDAY** ★ ★ ★ ★

# ★ **FIGHT** *the* **BITE** ★

**PROTECT YOURSELF** *against* **DISEASE-CARRYING MOSQUITOES**

★ **COVER UP. REPEL. ELIMINATE.** ★

 **WEAR LONG, LOOSE FITTING CLOTHING.**

 **USE INSECT REPELLENT.**

 **ELIMINATE THE WATER THEY BREED IN.**

Mosquitoes spread serious and potentially even deadly diseases when they bite. For more important information on how you can Fight the Bite, contact your local council or visit [sahealth.sa.gov.au/FightTheBite](http://sahealth.sa.gov.au/FightTheBite)

  
**Government of South Australia**  
 SA Health

Eligible people are encouraged to book their vaccination now.

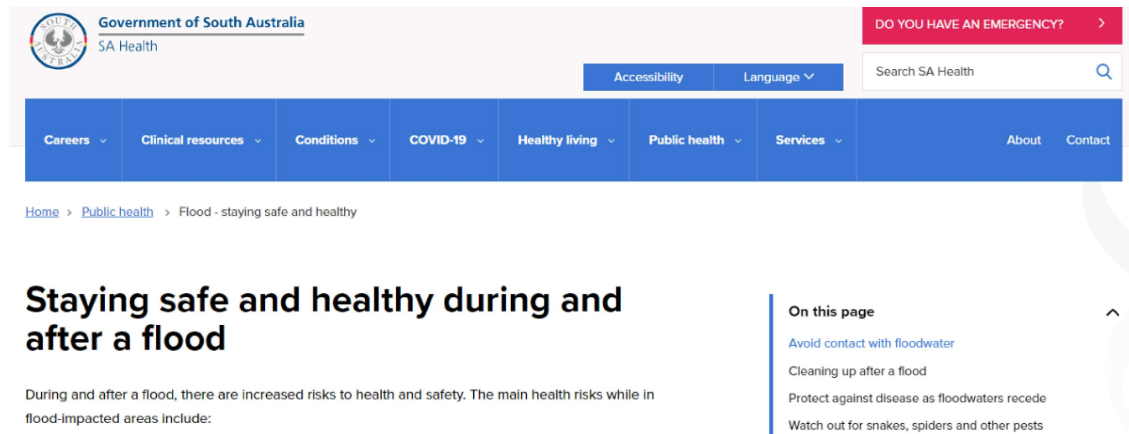
Eligibility:

- regularly spend time outdoors placing them at risk of mosquito bites, or
- are experiencing homelessness, or
- are living in conditions with limited mosquito protection (e.g. tents, caravans, dwellings with no insect screens), or
- are engaging in outdoor flood recovery (clean-up) efforts, including repeated professional or volunteer deployments.

For more information about JEV, eligibility, and where to get vaccinated please follow the link below:

[Japanese encephalitis virus \(JEV\) vaccine | SA Health](#)

## Info - Flood recovery health fact sheets

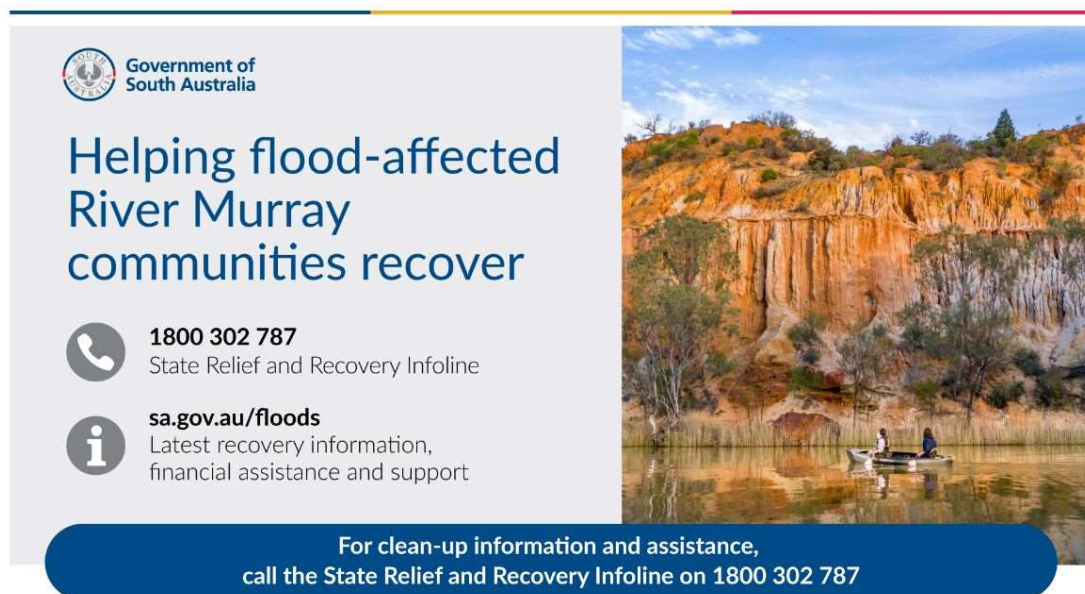


The screenshot shows the SA Health website interface. At the top left is the Government of South Australia logo and 'SA Health' text. A red emergency button is on the top right. Below the header is a navigation menu with categories like 'Careers', 'Clinical resources', 'Conditions', 'COVID-19', 'Healthy living', 'Public health', and 'Services'. A search bar is also present. The main content area features the title 'Staying safe and healthy during and after a flood' and a breadcrumb trail: 'Home > Public health > Flood - staying safe and healthy'. A 'On this page' sidebar lists links: 'Avoid contact with floodwater', 'Cleaning up after a flood', 'Protect against disease as floodwaters recede', and 'Watch out for snakes, spiders and other pests'. The introductory text states: 'During and after a flood, there are increased risks to health and safety. The main health risks while in flood-impacted areas include:'

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](#).

## Info - Keep informed



The banner features the Government of South Australia logo and the title 'Helping flood-affected River Murray communities recover'. It provides contact information: '1800 302 787 State Relief and Recovery Infoline' and 'sa.gov.au/floods Latest recovery information, financial assistance and support'. A blue call-to-action button at the bottom reads: 'For clean-up information and assistance, call the State Relief and Recovery Infoline on 1800 302 787'. The background image shows a river with a boat and a rocky cliffside.

Recovery can be complicated so we are frequently updating our website to ensure you remain up to date.

Visit [sa.gov.au/floods](https://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.

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## **Feedback - 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](#)

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## **Catch up - 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](#)

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[Sign up for future newsletters](#)

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 **Share this newsletter**





**Government of South Australia**  
Department of the Premier  
and Cabinet

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