

# River Murray Flood Community Newsletter

Issue 9: Friday, 21 April 2023



## In this issue

- [Message from the Community Recovery Coordinator](#)
- [Green Industries SA forward clean-up schedule](#)
- [A message from Johns Lyng Disaster Management Australia](#)
- [SA Power Networks update](#)
- [Community Recovery Plan Survey](#)
- [Flood recovery community meeting](#)
- [Relief & financial assistance continues](#)
- [Flood grant information for small businesses](#)
- [Good Shepherd No Interest Loans](#)
- [Mosquito surveillance in South Australia](#)
- [Weed support for flood-affected communities](#)
- [An update from the houseboat sector](#)
- [Portaloo servicing](#)
- [Redeem your River Revival Voucher](#)
- [DEW & PIRSA's flood recovery newsletter](#)
- [Mid Murray Council's river update](#)
- [Visit a Recovery Centre](#)
- [Mental health support services](#)
- [Flood recovery health fact sheets](#)
- [Keep informed](#)
- [Tell us what you think](#)

- [Missed a newsletter?](#)

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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, either in person or online, our 13th flood recovery community meeting at the Norwood Town Hall in Adelaide on Tuesday night. Important updates were provided on a range of issues, from clean-up efforts to planning considerations. If you were unable to attend on the night, feel free to watch the recording with the link found in this newsletter and on the [Mid Murray Council Facebook page](#).

Please don't forget to provide your views by completing the [community recovery plan survey](#). This is an important opportunity to tell us what you want to see in your community to aid your recovery and increase flood resilience. We have had a great response so far but we're eager to reach as many people as we can. Once you've completed the survey, please share the link with others so everyone has the chance to have their say.

Relief and financial assistance remains available to flood-affected River Murray communities. Grants are available for small businesses, primary producers, non-government organisations, and others impacted by the flood. For more information please visit the [River Murray Flood Relief and Financial Assistance page](#) or [visit a recovery centre](#).

Johns Lyng Disaster Management Australia (DMA), the contractor managing the River Murray flood clean-up, is in the process of contacting the approximately 1700 people registered for clean-up assistance. 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, 9am to 5pm. A message bank service is open Saturday and Sunday, with return calls made on weekdays.

Your mental health remains our highest priority. We have compiled a list of mental health services available to you across the impacted regions. If you need assistance please don't hesitate to access the services you need as soon as possible. If you're facing any flood-related issues and don't know where to turn, my contact details are listed below. I hope you enjoy this week's newsletter.



**Alex Zimmermann**

Community Recovery Coordinator

[0455 984 411](tel:0455984411)

[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, 22 April**

Swan Reach

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**Sunday, 23 April  
through to Tuesday,  
25 April**

No collections

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**Wednesday, 26 April  
through to Saturday,  
29 April**

Blanchetown  
Paisley  
Mannum (Sandbags)  
Pelican Point / Scott's Creek  
Brenda Park  
Morphetts Flat  
Idyll Acres  
Swan Reach - Marks Landing  
Walker Flat  
Wongulla Lagoon

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## A message from Johns Lyng Disaster Management Australia

Disaster Management Australia (DMA) has had another busy week scaling up the River Murray flood clean-up program, and some significant milestones have been achieved.

Structural assessments of homes and businesses have commenced across all affected regions. If you have registered with Green Industries SA (GISA) for an assessment of your property, one of our friendly case managers will contact you over the next two weeks to confirm the type of assistance you need. If you wish to discuss your registration, please contact us by calling **1800 418 491**.

In addition to ongoing kerbside clean-up, we are increasing capacity over the next several weeks to expedite recovery activities. An updated schedule will be issued soon to ensure all affected communities have sufficient time to prepare their waste for collection. Please ensure any household waste is placed away from any council infrastructure to avoid damage to critical services.

From next week, we will also commence removing trees and other flood debris from the River Murray and its banks.

We are continuing to onboard local tradespeople and suppliers to support the recovery effort. If you would like to work with our team, please register for the program by clicking [here](#).

We appreciate the challenging circumstances for many in the community following the flood and we appreciate your ongoing patience. Our team is looking forward to supporting your recovery.



Clean-up efforts in Blanchetown earlier this week

Image: Marcus Turner

## SA Power Networks update

SA Power Networks have provided their latest reconnection statistics for properties impacted by the River Murray flood event.

As of Thursday, 20 April approximately 1,550 customers have been reconnected to supply, and power is available at the kerb for a further 1,750

customers who were disconnected due to rising floodwaters.

At this stage, power is not available to 67 disconnected electricity meters which are in areas inaccessible due to flooding or road damage.

For more information [visit the SA Power Networks website](#).

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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 recovery community meeting**

A River Murray Flood State Community Recovery Meeting was held at the Norwood Town Hall on Tuesday, 18 April 2023. 13 meetings have been held, with previous meetings taking place across flood-impacted communities. Presentations were made by Community Recovery Coordinator Alex Zimmermann, Deputy Premier Susan Close, Green Industries SA, Disaster Management Australia, SA Power Networks, Planning and Land Use Services SA and Mid Murray Council.

A recording of the Adelaide meeting can be found below and on the [Mid Murray Council Facebook page](#).

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The banner features a blue background with a white and red curved shape on the right side. On the left, there is a vertical strip with a golden, textured pattern. The text is centered in white.

# River Murray Flood State Community Recovery Meeting

18 April 2023  
Norwood Town Hall

Video 1/2 - River Murray Flood State Community Recovery Meeting held on  
Tuesday, 18 April 2023

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The banner features a blue background with a white and red curved shape on the right side. On the left, there is a vertical strip with a golden, textured pattern. The text is centered in white.

# River Murray Flood State Community Recovery Meeting

18 April 2023  
Norwood Town Hall

Video 2/2 - River Murray Flood State Community Recovery Meeting held on  
Tuesday, 18 April 2023

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Community Recovery Coordinator, Alex Zimmermann presenting at Tuesday night's meeting



Green Industries SA Chief Executive Professor Ian Overton, Deputy Premier Susan Close MP, Head of Johns Lyng Disaster Management Australia Nick Wiesener and Community Recovery Coordinator Alex Zimmermann at Tuesday night's community meeting.

Image: Green Industries SA

## Relief & financial assistance continues

A variety of grants, relief packages and support are available to help people and businesses affected by the River Murray flood event. Examples of the support that you may be eligible for include:

**River Murray Primary  
Producer Recovery  
Grants**

Up to \$75,000 to assist affected agribusinesses with essential recovery and reinstatement activities.

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**Essential Services  
Reconnection Grants**

If your principal place of residence was affected by the flood and you don't have flood insurance, you may be eligible for financial assistance to reconnect essential services (electricity, gas and water, septic or sewer).

Inspection grants (of up to \$400) and or repairs grants (up to \$4,200) are available to eligible households.

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For more information and a list of support available to you visit the Relief and Financial Assistance page on [sa.gov.au/floods](http://sa.gov.au/floods) or [visit a recovery centre](#).

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## **Flood grant information for small businesses**

The Office for Small and Family Business recently hosted information sessions in Mannum, Murray Bridge, Blanchetown and Renmark, attended by the Community Recovery Coordinator Alex Zimmermann and financial counsellors from Rural Business Support.

The sessions outlined the South Australian Government support available to assist small business recovery. More than 50 people from a range of small businesses across the regions attended and were able to speak one-on-one with grant assessors and financial counsellors.

There's still time for small businesses affected by the flood to access grants and financial counselling.

For further information, please go to [business.sa.gov.au/floods](http://business.sa.gov.au/floods).

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### **Flood Recovery Grant**

A maximum of \$50,000 is available for the cost of clean-up and getting you back to business. This is available over two claims: an initial claim of up to \$25,000 and subsequent claim of up to \$25,000. Recent changes to the application form make it much easier to apply and for applicants to provide the necessary documentation.

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## **Small Business Industry Support Grant**

This \$10,000 grant is available to help businesses that didn't have to close during the flooding but may have experienced a downturn in revenue. Businesses need to show evidence of a 30% or more downturn in a relevant three-month period (compared to a relevant three-month period in the previous year), from October 2022. Tourism and hospitality businesses may demonstrate a minimum 30% decline in turnover in the October-December quarter in 2022, compared to the pre-COVID impacted October-December quarter in 2019.

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## **Generator Grant**

Grants of up to \$500 for affected households, and \$4,000 grants for affected businesses and primary producers cut off from power during the flood, are available to cover the cost of buying a generator.

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## **Financial Counselling**

Up to 30 hours of free, confidential financial counselling is available to eligible businesses. Contact [Rural Business Support](#) or call 1800 836 211.



An information session was held in Renmark about the South Australian Government's support for small businesses affected by the River Murray flood.

Image: Department for Industry, Innovation and Science

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## Good Shepherd No Interest Loans

Social services organisation Good Shepherd can provide No Interest Loans of up to \$3000 to assist with recovery from the River Murray flood event for flood-related items or services.

No Interest Loans of up to \$2000 are also available for other essential items or services.

Items or services are payable on invoice directly to the supplier. Loans cannot be used for cash, bills or food.

Good Money team members are based in Berri, Mannum and Murray Bridge.

For more information, and to check your eligibility and to start an application, contact the Good Money team on 1300 770 550, email [salisbury@goodmoney.com.au](mailto:salisbury@goodmoney.com.au) or visit [Good Shepherd No Interest Loans](#).



No  
Interest  
Loans

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## Mosquito surveillance in South Australia

Increased rainfall and pooling water following flooding events can create the perfect breeding sites for mosquitoes. SA Health and local councils conduct mosquito surveillance throughout the mosquito season (September to April) in high-risk areas across the state. The average number of mosquitoes caught in surveillance traps across South Australia has been very high this year, compared to previous years.

Viral screening of trapped mosquitoes has resulted in the detection of several viruses, including Ross River virus, Barmah Forest virus, West Nile virus (Kunjin variant) and the rare but potentially serious Murray Valley encephalitis

virus (MVEV). Japanese encephalitis virus (JEV) has not been detected in trapped mosquitoes during the current mosquito season. While there is a vaccination for JEV, there is no vaccination or cure for other infections.

There are important things you can do to [fight the bite](#), and protect yourself and your family from mosquito bites:

- Wear long, loose-fitting, light-coloured clothing.
- Use mosquito repellent containing DEET, picaridin or PMD, ensuring to follow the instructions on the label.
- Empty stagnant water from around your home, including covering rainwater tank openings and septic tank openings, and maintaining roof gutters.

Free JEV vaccination is available for eligible people who live and work in areas inundated by the River Murray flood event. More information on eligibility and access to the JEV vaccine is available on the [SA Health website](#).

For further information on the current level of arbovirus risk in SA visit the [Arbovirus and mosquito monitoring reports](#).

★ ★ ★ ★ **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

## Weed support for flood-affected communities

Landholders experiencing outbreaks of weeds as a result of high flow events can access free advisory services to help identify species and find out how to best manage them. Free loan equipment, herbicides and control services may also be available for landholders with outbreaks of priority weed species on their properties.

The Murraylands and Riverland Landscape Board's district officers provide support to landholders, shack owners and primary producers by helping to

identify potential weed species and provide advice about available control options. Landholders are encouraged to be on the lookout for emerging weeds, including unfamiliar weed species which may have travelled down river via flood waters.

Landholders are encouraged to contact their local district officer for weed identification assistance and more information about the support available to landholders. Landholders can visit their local landscape office with relevant images of suspect weeds but should not transport weed samples, even for the purposes of identification.

**Berri** 8580 1800 or visit 28 Vaughan Terrace, Berri

**Cambrai** 8564 5154 (call ahead to ensure a district officer is available)

**Murray Bridge** 8532 9100 or visit Level 1, 2 Sturt Reserve Road

More details can be found on the [Landscape South Australia Murraylands and Riverland website](#).



## An update from the houseboat sector

The clean-up of riverbanks, on and off-stream marinas, offices, workshops and other facilities continues. Infrastructure reinstatement also continues for day-to-day operations, including fuel tanks, pump-outs, security fencing and recommissioning, cleaning and servicing commercial houseboats.

Most River Vessel Waste Disposal Stations have been recommissioned by reinstating equipment, made operational by The Department for Environment and Water. Swan Reach, Renmark, Loxton, Berri, Waikerie, Morgan, Blanchetown, Walker Flat and Goolwa are now online. Mannum and Lock 6 are expected to be operational in late-April, with Murray Bridge still to be confirmed.

Operators are checking traditional mooring locations and identifying new locations for hirers and the suitability to tie-up, while checking for submerged debris. Safety is paramount. Over Easter the Upper Riverland had nearly the entire fleet out on hire, while the Lower Riverland and Murraylands had around half of the fleet in use. Hopefully all operations will be back to normal by mid to late-May.

The South Australian Government's "Rise Up For Our River" campaign has been welcomed and should be a great incentive for people to experience houseboat holidays. A \$750 houseboat voucher is being introduced in the third and fourth quarters this year for houseboat holidays in the winter and spring periods, when all houseboats will be operational again.

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## **Portaloos servicing**

Portaloos along the River Murray provided by the State Government are being regularly serviced by local contractors, including frequent stocking of toilet paper. Please only use the toilet paper you need as the temporary toilets are provided as a community service. If possible, please bring your own toilet paper when accessing the portaloos.

Please direct any portaloos servicing request along the River Murray to the after-hours contact number of your local council. Splashdown have provided the portaloos, but are not the service providers. Local contractors have been engaged to provide this service to flood-affected River Murray communities.

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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.



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## **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.

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### **Berri**

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

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## **Mental health support services**

Mental health support services are available to flood-affected River Murray communities.

In an emergency or if you need urgent assistance, call Triple Zero (000).

If you are in urgent need of mental health support or in a mental health emergency, contact the Country Mental Health Triage service on 13 14 65 for assistance. This phone line operates 24 hours, 7 days a week and is staffed by experienced mental health clinicians. They can provide advice and information in a mental health emergency or crisis.

For more information about ways to look after yourself and support others around you [click here](#).

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### **General Practice**

Your GP can help you to complete a Mental Health Treatment Plan which can give you access to counselling and psychological services.  
[Find a GP in your area.](#)

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**Regional Access Program**

Telephone and online counselling services for people in regional South Australia available 24 hours a day, 7 days a week.

1300 032 186 or [www.saregionalaccess.org.au](http://www.saregionalaccess.org.au)

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**FocusOne Health**

Psychological therapies for people needing short to medium term mental health support. Contact the service directly to discuss a referral.

8582 3823 or [www.focusonehealth.com.au](http://www.focusonehealth.com.au)

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**Murray Mallee GP Network**

Mental health support and psychological interventions in partnership with GPs, for people that would benefit from longer term care. Contact the service directly to discuss a referral.

8531 1303 or [www.mmgn.org.au](http://www.mmgn.org.au)

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**Mind**

Provides face to face support for individuals and families who are experiencing mental health or wellbeing concerns. The service is based at Chaffey Community Centre in Renmark.

Mind Connect: 1300 286 463

Carer Helpline: 1300 554 660

[www.mindaustralia.org.au](http://www.mindaustralia.org.au)

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**Neami**

Provides people with service navigation support and has expanded its eligibility criteria so more locals affected by the floods can access support without a GP referral.

Murray Bridge: 8531 2395 or

[www.neaminational.org.au](http://www.neaminational.org.au)

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**Relationships Australia**

Provides counselling in all Riverland towns, and by telephone or video, especially for children and those from culturally diverse backgrounds.

Berri: 8582 4122 (for children)

AskPeace: 8245 8110 (for multicultural communities)

[www.rasa.org.au](http://www.rasa.org.au)

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**Sane**

Provides Digital Aftercare where counsellors provide up to eight check-in calls of support for locals after presenting to an Emergency Department or other health service.

1800 187 263 or [www.sane.org](http://www.sane.org)

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**Uniting Communities  
Aboriginal Community  
Connect**

Works with local Elders to provide culturally safe and accessible services, supporting connections with broader parts of the community.

Murray Bridge: 0428 956 943

Berri: 8586 6362

[Visit the Uniting Communities Aboriginal Community Connect website](#)

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**Community Mental  
Health Services**

Specialist support for people aged 16 and over who are experiencing mental health issues, including significant emotional distress, unsafe thoughts, or having difficulty coping. Contact the services directly to discuss a referral.

Murray Bridge: 8535 6800 Berri: 8580 2525

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**Kids Helpline**

A free, confidential online and phone counselling service for young people aged five to 25 available 24 hours, 7 days a week.

1800 55 1800 or [kidshelpline.com.au](http://kidshelpline.com.au)

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**Headspace Berri**

Provides free mental health services, alcohol and drug counselling and other services for people aged 12 to 25. Support is available online or over the phone through eHeadspace.

Berri: 8582 4422 (3 Riverview Drive, Berri)

eHeadspace: 1800 650 890 or [visit the Headspace Berri website](#)

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**Child and Adolescent  
Mental Health  
Services (CAMHS)**

Provides a free mental health service for children and young people with severe and complex emotional, behavioural, or mental health difficulties. Referrals are made via the referral

and triage service CAMHS Connect. Young people and their parents are encouraged to seek advice via their GP or current mental health service provider before contacting CAMHS Connect.

1300 222 647 or

[www.wchn.sa.gov.au/our-network/camhs](http://www.wchn.sa.gov.au/our-network/camhs)

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**Suicide Call Back Service**

1300 659 467 or

[www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

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**LifeLine**

13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

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**BeyondBlue**

1300 224 636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

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**Mensline**

1300 789 978 or [www.mensline.org.au](http://www.mensline.org.au)

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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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## **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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