

River Murray Flood Community Newsletter

Issue 10: Friday, 28 April 2023

A portion of proceeds from Tasting Australia's take-home plates at the Town Square will go towards the flood recovery effort.

Image: Tasting Australia



In this issue

- [Message from the Community Recovery Coordinator](#)
- [A message from Johns Lyng Disaster Management Australia](#)
- [Community Recovery Plan Survey](#)
- [New re-establishment grants now available](#)
- [Apply online for the Essential Services Reconnection Grant](#)
- [Flood insurance meeting](#)
- [Anzac Day services return post-flood](#)
- [Last minute rush to book River Revival Vouchers](#)
- [Tasting Australia donations to aid the flood recovery](#)
- [Protecting Community Wastewater Management Systems](#)
- [RAA's river community outreach](#)
- [Flood recovery pizza night in Blanchetown](#)
- [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](#)
- [Hans to light up Renmark](#)

- [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. Yesterday's announcement by the Federal and State Governments of new \$10,000 re-establishment grants is welcome news. Uninsured owner-occupiers impacted by the floods can access these grants to help with structural repairs and supporting the cost of rebuilding if a home is considered a total loss. Up to \$10,000 is also available per household for loss of essential personal or household items for tenants or owner-occupiers. This is a \$1.72m initiative, demonstrating that support continues to be available for flood-affected communities. Please visit a Recovery Centre to discuss your eligibility and to apply.

Our community recovery plan survey is set to close at the end of the month. If you haven't done so already, please take the time to [complete the survey](#). Your experiences and insights are invaluable and will go a long way to ensuring impacted communities recover from the flood event as best they can and build resilience for the future. Please feel free to share the survey so we can gather as many views as we can.

Details of the Insurance Council of Australia's upcoming flood insurance meeting in Adelaide are now available, and are outlined in this week's newsletter. This is an important opportunity for you to learn more about the claims process and the support available to you, as well as ask any insurance-related questions you may have. For more information and to register your attendance [click here](#).

Recipients of a River Revival Voucher have until 11.59pm tonight to redeem their voucher before it expires. These vouchers will provide an important boost to River Murray communities at a time when they need support. If you have a voucher but are unable to use it, please give your voucher to a friend or family member so they can support a River Murray community. [Click here](#) to redeem your River Revival Voucher before midnight tonight.

It was heartening to see high attendances at various Anzac Day services along the River Murray earlier this week. Our communities continue to remain connected, taking the time to remember those who have served despite the difficulties caused by the River Murray flood event. As we continue the recovery effort please continue to reach out to your neighbours. Recovery Centres continue to operate in Mannum, Murray Bridge and Berri if you need any assistance, and you can contact me directly with any flood-related issues you may have. Thank you for taking the time to read this newsletter and I hope you enjoy this week's edition.



Alex Zimmermann

Community Recovery Coordinator

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A message from Johns Lyng Disaster Management Australia

Over the past week, Disaster Management Australia (DMA) has continued ramping-up the flood clean-up program, including additional capacity in kerbside clean-up, structural assessments and removing debris and other waste relocated by the flood.

Our four regional recovery hubs in Mannum, Walker Flat, Blanchetown and Morgan are now operational and all field operations by DMA and our contractors are coordinated from these locations. 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](#).

All registered property owners should have now received a phone call or text message from the DMA case management team. The team's focus is now on conducting detailed triaging calls to understand the type of assistance each property owner requires, as well as scheduling property inspections. If you have not yet received a call from our team, you can expect to hear from us in the next week or two.

A reminder to the community that the program includes free structural assessments, kerbside clean-up, removal of flood debris and other waste, demolition of eligible structures, and hazard reduction in some circumstances. Free demolition of homes or buildings is available to all flood-affected registrants regardless of insurance status. If you have insurance, this may mean more of your insurance settlement is preserved for rebuilding.

If you have not yet registered your property and would like assistance, please register with Green Industries SA on **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 on **1800 418 491**.

Upcoming kerbside clean-up schedule

In the coming week (01 – 06 May 2023) we will be conducting kerbside collection at the following locations:

- **Blanchetown**
- **Paisley Riverfront**
- **Pelican Point**

- **Scotts Creek**
 - **Morphetts Flat**
 - **Wongulla Lagoon**
 - **Walker Flat**
 - **Murbko**
 - **Idyll Acres**
 - **Julanka Holdings**
-

Community Recovery Plan Survey

Time is running out to complete the community recovery plan survey. The survey will help inform positive outcomes for communities, businesses and councils in the recovery from the River Murray flood event.

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. Don't miss your opportunity to have your say.

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

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

New re-establishment grants now available

Uninsured owner-occupiers impacted by the floods can now access \$10,000 re-establishment grants to help with structural repairs like replacing or repairing non-structural walls, roof cladding or flooring.

The grant can also be used to support the cost of rebuilding from the ground up if a home is considered a total loss. \$10,000 grants are also available for tenants or owner-occupiers to replace essential household and personal effects in their home that have been damaged or lost, such as whitegoods, appliances, furniture and electronics.

The Federal and State Governments have allocated \$1.72 million to help deliver re-establishment grants, for those whose principal place of residence has been impacted by the River Murray floods.

Both grant programs opened on Thursday, April 27.

The support is available through the jointly-funded Commonwealth-State Disaster Recovery Funding Arrangements (DRFA).

Applications for a re-establishment grant must be made in person at your local

Recovery Centre at Murray Bridge and Mannum, or the Housing SA office in Berri. All grant applications will be subject to income testing.

For more information and a list of support available to you visit the Relief and Financial Assistance page on sa.gov.au/floods or visit a Recovery Centre.

Apply online for the Essential Services Reconnection Grant

Applications for the Essential Services Reconnection Grant can now be made online as well as at your local Recovery Centre.

If your principal place of residence was affected by the River Murray flood event 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 repair grants (up to \$4200) are available to eligible households. Once you have gathered the required information you can [complete your application online](#), or if no supporting documentation is available, you will need to [attend in person at a Recovery Centre](#).

For more information on the support available to you, and to apply for the Essential Services Reconnection Grant, visit the Relief and Financial Assistance page on sa.gov.au/floods or visit a Recovery Centre.

Flood insurance meeting

The Insurance Council of Australia is hosting a meeting for insurance customers impacted by the River Murray flood event. The purpose of this is to provide policy holders with general information on the claims process, complaints avenues and other useful information to assist with the insurance and recovery process.

To ensure capacity is not exceeded, please [register for this event online](#). Registrations will be checked at the door. Capacity is restricted to 150 seated registrants. This is a free event.

When

Monday, 8 May, 2023

5:00pm for 5:15pm start

Where

U City, 43 Franklin Street, Adelaide

This session will cover:

- Overview of the floods
- Claims process
- Support available
- Frequently asked questions and Q&A

Following the meeting, representatives from the Insurance Council and some insurers will be present to help with any follow-up questions.

Anzac Day services return post-flood

Anzac Day dawn services were held across South Australia on Tuesday, 25 April following the River Murray flood event.

Flood-impacted communities united to commemorate the contribution, and suffering, of all Australians and New Zealanders who served and died in all wars, conflicts, and peacekeeping operations.

Attendance was high up and down the river, with the memorial service in Murray Bridge the first major post-flood event to be held at Sturt Reserve, a recovery milestone for the local community.



The Renmark Anzac Day morning service was well attended earlier this week.

Image: Grant Schwartzkopff

Last minute rush to book River Revival Vouchers

Lucky recipients of a River Revival Voucher in round one of the South Australian Tourism Commission's (SATC) river tourism recovery program have until 11.59pm tonight to redeem their voucher before it expires.

While the voucher must be booked by midnight, the travel period for round one

runs through until 29 June 2023. Round one offered vouchers up to \$200 off accommodation and \$50 off experiences across the Riverland and Murray River, Lakes & Coorong regions.

Round one is driving bookings directly to businesses impacted by the River Murray flood event, and highlighting River Murray holidays in the cooler months. The SATC is beginning to plan for round two of the voucher program, which will include \$750 off houseboat holidays.

River Revival Vouchers are transferable – if you can't use your voucher, you can still support businesses across the river regions by simply giving the voucher code to a friend or family member to use.

[Click here](#) to redeem your voucher before midnight tonight.



Tasting Australia donations to aid the flood recovery

Tasting Australia, presented by RAA Travel, is a celebration of eating and drinking. It's a showcase of all things South Australian.

This year, Town Square patrons can have their dishes served on a take-home,

enamel Tasting Australia plate for \$1, with all proceeds donated to the [State Emergency Relief Fund](#) to help South Australians impacted by the River Murray floods.

Audiences are invited to step beyond a standard food festival and discover deliciously different experiences that feed their curiosity. Indulgent lunches with friends, boutique beverages served fireside in Town Square and menus created by world-class chefs are just a taste. Tasting Australia inspires visitors, chefs, producers, media and buyers to experience the best of our state – and ensures local audiences are always at the party too

Tasting Australia runs from Friday, 28 April until Sunday, 7 May 2023. For more information [visit the Tasting Australia website](#).

Protecting Community Wastewater Management Systems

Mid Murray Council has received reports that Community Wastewater Management Systems (CWMS) connection points are being damaged during recovery clean-up by contractors as rubbish is being stockpiled over the top of the infrastructure.

Property owners are strongly encouraged to stockpile all rubbish/demolition material away from any known infrastructure (e.g. CWMS connection points, stormwater/electrical infrastructure) where possible, to avoid damage during the clean-up phase, and subsequent delays to services due to remediation works needing to be undertaken.

RAA's river community outreach

A collection of RAA team members have visited various townships in recent weeks to check in, have a chat and answer your questions.

Last Saturday a pop-up session was held in Swan Reach, while another session was held in Morgan on Sunday. The RAA have also visited Bowhill, Mannum, Walker Flat and Nildottie.

For more information [visit the RAA's Facebook page](#).



Flood recovery pizza night in Blanchetown

Blanchetown Flood Recovery Community Get Together

Enjoy FREE slices of piping hot pizza as they come straight out of Riverside Woodfired Pizza's mobile woodfired oven



Friday 28 April 2023

5.00pm to 8.00pm

Outdoors (weather permitting), bottom of Shaw Street,
below the Blanchetown Hall



Menu:

BBQ Chicken ~ chicken, onion, pineapple, BBQ sauce

Hawaiian ~ smoked ham, pineapple

Margherita ~ fresh basil and tomato slices

Pepperoni ~ pepperoni (mild)

The Lot ~ pepperoni, smoked ham, chicken, mushroom, olives, pineapple, BBQ sauce (chilli flakes upon request)

Vegetarian ~ spinach, pumpkin, beetroot, capsicum, olives, kewpie mayo

All pizzas are made with Mutti pizza sauce and mozzarella cheese.

Cool drinks supplied - BYO chair, rug etc.

Gluten/Dairy
Free + Vegan
available on
request

Brought to you by the Blanchetown Hall & Community Committee and
Riverside Woodfired Pizza.

Sponsored by Wellbeing SA and Mid Murray Our Town.

Supported by the Mid Murray Council.



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.

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](#)

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.

Berri

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

Mannum

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

Murray Bridge

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

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.

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.](#)

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

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

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

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

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

**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

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

**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](#)

**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

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

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](#)

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

Suicide Call Back Service

1300 659 467 or

www.suicidecallbackservice.org.au

LifeLine

13 11 14 or www.lifeline.org.au

BeyondBlue

1300 224 636 or www.beyondblue.org.au

Mensline

1300 789 978 or www.mensline.org.au

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](#).

Hans to light up Renmark

The pride of Berlin and international superstar Hans is taking his award-winning comedy cabaret show “Disco Spektakulär“ around Australia in his biggest tour yet!

As part of the nationwide tour, Hans: Disco Spektakulär will be held at the Chaffey Theatre in Renmark on Friday, 18 August 2023 from 7:30pm to 9:30pm.

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



Keep informed

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

Visit 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](#)



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Government of South Australia
Department of the Premier
and Cabinet

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