

River Murray Flood Community Newsletter

Issue 11: Friday, 5 May 2023



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Message from the Community Recovery Coordinator

Welcome to the latest edition of the River Murray Flood Community Newsletter. I would like to welcome our new Community Development Officer, Deb Richardson. Support is needed on the ground and Deb will help impacted communities up and down the river. I will be working closely with Deb in the coming weeks and months to ensure our community recovery plan is implemented and achieved. Feel free to contact Deb via her contact details located in this newsletter.

The community recovery plan survey has now closed. Thank you to everyone who provided their insights. We have received an abundance of information from flood-affected communities which will be invaluable in formulating your community recovery plan. If you couldn't complete the survey but wish to contribute, feel free to contact me directly.

Our first round of pop-up Recovery Centres was well attended by local communities, so much so that the decision has been made to hold another round of pop-ups later this month. More details can be found in this newsletter and on our [website](#).

The Insurance Council of Australia (ICA) are holding a community information session in Adelaide on Monday, 8 May for those impacted by the River Murray flood event. This is an important opportunity to address any insurance-related issues you may be having. For more information on the insurance process, general advice and helpful tips, [view the ICA's online insurance virtual panel session](#). More details on next week's forum can be found in this newsletter, and I encourage you to apply if this is relevant to your current situation.

Please enquire about financial assistance that may be available to you at your local Recovery Centre. The recovery teams are there to help you in your time of need and are more than happy to walk you through the support process. Do not assume you are ineligible for assistance. The latest re-establishment grants are available for both tenants and owner-occupiers. More information can be found on the [Relief and Financial Assistance page](#) on the recovery website.

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



Alex Zimmermann

Community Recovery Coordinator

[0455 984 411](tel:0455984411)

alex.zimmermann@sa.gov.au

Community Development Officer appointment

Deb Richardson has been appointed the Community Development Officer for the River Murray flood recovery effort.

Deb will work alongside Community Recovery Coordinator, Alex Zimmermann to help coordinate recovery programs and activities. Deb will also support key recovery committees and working groups to meet the outcomes of the community recovery plan and help meet changing community needs.

Deb will travel up and down the river supporting flood-affected communities. You can get in touch with Deb via the contact details below.



Deb Richardson

Community Development Officer

[0459 283 878](tel:0459283878)

deb.richardson@sa.gov.au

A message from Johns Lyng Disaster Management Australia

The Disaster Management Australia (DMA) team has been busy working to provide support to our community affected by the flood. We want to assure you that our program is moving ahead, and we are making progress towards our goal of helping those in need.

We are continuing with our kerbside clean-up, and we have been working hard to create an efficient schedule that meets the high level of demand and needs of our registrants from diverse residential situations. Our property assessments have been increasing, and we are actively following up with registrants through our call centre to triage and confirm individual program demands and book assessments.

If you have not yet heard from our call centre, we thank you for your patience.

We understand that this is an important step in the process, and we are calling all registrants. You should expect to hear from us within the coming days.

We have received recent reports of building waste being placed on the kerbside. We urge the community to ensure that wherever any work is being conducted, waste is disposed of properly and responsibly.

We want to remind everyone that the program includes free structural assessments, kerbside clean-up of flood-affected waste, 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.

Kerbside collection schedule

This schedule is as accurate as possible and seeks to meet the demand of a dynamic waste collection requirement and is subject to change based on workload. DMA is coordinating the collection of all eligible flood-affected waste in the following areas:

| | |
|---------------------------|--|
| Monday, 8 May 2023 | Julanka Holdings Teal Flat Scotts Creek Wongulla Walker Flat Murbko – Idyll Acres |
|---------------------------|--|

| | |
|----------------------------|---|
| Tuesday, 9 May 2023 | Julanka Holdings Teal Flat Scotts Creek Wongulla |
|----------------------------|---|

| | |
|-------------------------------|---|
| Wednesday, 10 May 2023 | Young Holdings Teal Flat McBean Pound Wongulla |
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| | |
|------------------------------|--|
| Thursday, 11 May 2023 | Young Husband Holdings McBean Pound Scotts Creek |
|------------------------------|--|

Friday, 12 May 2023

Young Husband

McBean Pound

Morphetts Flat

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. We request that the community avoid visiting the DMA Regional Hubs as they are established to manage the program works locally. To register your local trade with DMA [click here](#).

Arranging electricity reconnection

Many property owners along the River Murray are working to make their property safe and fit for use.

Among the many issues caused by flood damage is safe reconnection of electricity.

Property owners must engage a qualified electrician to check and, where necessary, repair electrical wiring and associated equipment. They can then issue a Certificate of Compliance to confirm it is safe for SA Power Networks to reconnect power to the property.

Once the electrician has confirmed electrical safety, property owners must contact their retailer to initiate the reconnection of power to their property. For more information on the process for reconnection, check the [reconnecting power after flooding fact sheet](#).

Power is now available at the kerb for all but approximately 40 properties along the river. These are still unable to be reached due to flood waters or no access. Power is being reconnected about two days after SA Power Networks receives a connection request from retailers.

Community Recovery Plan survey now closed

The survey to help inform the community recovery plan has now closed. The flood recovery team thanks all participants for taking the time to complete the survey.

Results will be carefully analysed and will help inform the formulation of the long term community recovery plan.

If you want to provide your insight but were unable to complete the survey

please contact Community Recovery Coordinator, Alex Zimmermann via the contact details in this newsletter.

Flood insurance meeting

The Insurance Council of Australia (ICA) and insurers will be in Adelaide for a community information session and in-person consultations for customers affected by the River Murray flood event.

The community session will provide insurance policy holders with general information including how the insurance claim management process works, understanding a scope of works, claim time frames, complaint avenues, support available and useful tips to assist with the navigation of the claims and recovery process.

The community session includes a presentation by the ICA and Q&A session for customers to ask general questions in a public forum. This will be followed by an opportunity to speak with some insurance companies directly.

According to the ICA the Adelaide location was chosen for several reasons including:

- The majority of claims (80 per cent) lodged to date are for holiday homes
- There are a reduced number of people currently living in flood-impacted areas
- Property damage along the River Murray covers a very wide area with no obvious epicentre in which to base a local consultation
- There are few venues available to host a large function in impacted locations.

Customers located in regional areas unable to attend the event in Adelaide can register for a call back from their insurer at www.insurancecouncil.com.au/AdelaideBookings.

Where: U City, 43 Franklin Street, Adelaide

When: Monday, 8 May

Community information session runs 5.15pm to 6.30pm

Insurer customer meetings will follow the information session until 8.00pm.

Registrations via www.insurancecouncil.com.au/AdelaideBookings are essential as seating is limited.



Online townhall

Insurance and the October 2022 floods

insurancecouncil.com.au | 2022

For more information on the insurance process, general advice and helpful tips, view the ICA's online insurance virtual panel session.

Lions International lends a hand

State Recovery has partnered with Lions International to provide insurance to people who have lost material goods that they are unable to replace, up to the value of \$1000. This assistance can be applied for through a Recovery Officer at any Recovery Centre or pop-up Recovery Centre.

Water level variations along the River Murray

Strong, sustained winds from one direction can result in increased water levels on the River Murray. During severe weather events, differences of up to half a metre can occur in some locations.

The greatest effects from wind can be observed where there are long, unobstructed stretches of water. The longer the distance over water that the wind can blow in a single direction, the greater its effect on water level. Larger impacts on water levels are also associated with higher wind speeds and longer wind durations.

It is common for water levels in Lake Alexandrina, which is more than 30 kilometres wide, to vary considerably from one side to the other as a result of wind events pushing water towards one side of the Lake. Similarly, the long straight stretches of river downstream of Lock 1, particularly between Mannum and Lake Alexandrina, make this part of the river susceptible to water level rises during weather events when winds are from the south or south-east.

During the River Murray flood, large areas of floodplain along the River Murray in South Australia were inundated which created many wide stretches of open water. Weather events with high winds that occurred during the flood resulted in

short-lived increases in flood levels in locations along the Murray, but most obviously downstream of Lock 1.

Portaloos request

Portaloos along the River Murray provided by the State Government are intended for community use while local services impacted by the flood event are repaired.

Please do not move these portaloos as they are positioned to ensure impacted communities can access them as required. Please do not place locks on these portaloos as this causes servicing issues and prevents community access.

Please direct any portaloos servicing requests along the River Murray to the after-hours contact number of your local council.

Industry workshops for River Murray tourism operators

Tourism operators in the River Murray regions are invited to join the South Australian Tourism Commission (SATC) for an interactive session as part of the review into the River Revival Vouchers program.

SATC are seeking constructive industry feedback and insights from the successful completion of Round 1 of the program. Tourism operators are welcome to participate in an overview of Round 1, and take part in discussions as SATC develop plans for Rounds 2 and 3. The workshops are free to attend. Light snacks will be provided, so for catering purposes, [please register your attendance](#) by Monday, 8 May.

The booking period for the first round of River Revival Vouchers has now closed. Thank you to everyone who participated in the first round. Details on future ballots will be announced later in the year.

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| River Revival Voucher Program | Thursday, 11 May 2023 |
| Industry Engagement Workshop - Riverland | 12:00pm to 1:30pm Hotel Renmark |

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|---|--------------------------------------|
| River Revival Voucher Program | Thursday, 11 May |
| Industry Engagement Workshop - Murray River, Lakes & Coorong | 5:00pm to 6:30pm Bridgeport Hotel |



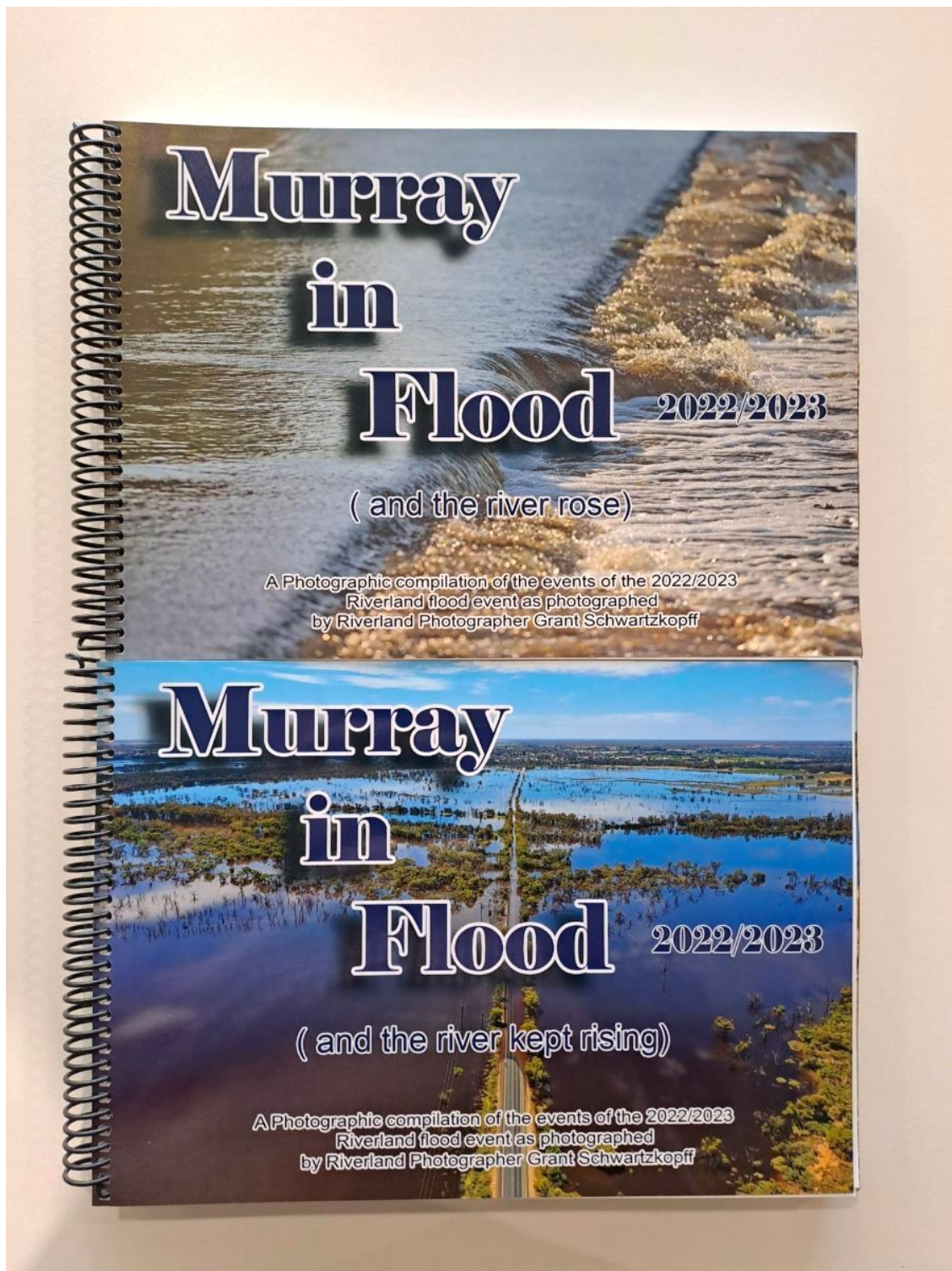
Flood imagery depicted in new books

Riverland photographer Grant Schwartzkopff has created an extensive photographic compilation of the River Murray flood event across three new books.

Murray in Flood (and the river rose), Murray in Flood (and the river kept rising) and Panoramic Images of the Murray in Flood depict the event as it began, flood preparation by various communities, and receding water levels up and down the river.

Images are featured from Renmark, Berri, Barmera, Loxton, Waikerie, Morgan and Moorook.

For more information and to place an order, email gswatty@adam.com.au or visit [Grant Schwartzkopff's Facebook page](#).



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.



David, a dairy farmer from Mypolonga, sharing his story of recovery with PIRSA and DPC Recovery staff.

Image: Deb Richardson

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.

Due to the significant progress in reopening infrastructure and facilities, Mid Murray Council will be ceasing its High River Update in the coming weeks, with information to be provided via direct communications with shack associations, or via its [dedicated page on its website](#).

[See previous editions](#)

[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, another round of pop-up recovery centres will be held later this month in Pompoota, Morgan, Blanchetown, Swan Reach and Bowhill. Have a chat with a friendly Recovery Officer who can help with:

- Access to recovery information and referrals
- Quick and easy grant assessments
- Well-being check-ins and referral if needed
- GISA clean-up registrations and assistance with follow up
- Access to clean up suits, paint brushes and cleaning products
- A friendly ear to talk to
- Assistance with recovery grant applications

Berri

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

Pompoota pop-up Recovery Centre

Friday, 12 May
10:00am to 3:00pm
[Pompoota Town Hall](#)
[373 Billabong Road, Pompoota](#)

Morgan pop-up Recovery Centre

Monday, 15 May
10:00am to 3:00pm
[Morgan Activity Centre](#)

Corner of Fourth and Eighth Streets,
Morgan

**Blanchetown pop-up Recovery
Centre**

Tuesday, 16 May

10:00am to 3:00pm

[Blanchetown Community Hub](#)

[3 Shaw Street, Blanchetown](#)

**Swan Reach pop-up Recovery
Centre**

Monday, 22 May

10:00am to 3:00pm

[Swan Reach Town Hall](#)

[3-5 Nildottie Road, Swan Reach](#)

Bowhill pop-up Recovery Centre

Tuesday, 23 May

10:00am to 3:00pm

[Bowhill Community Centre](#)

[88 Weber Road, Bowhill](#)

POMPOOTA HALL 

Friday 12th May 2023 

Flood Recovery Team Pop Up Recovery Centre

at the Hall 10am-3pm

Drop in and register for the clean up assistance
Call Tina on 0418424173 for more information

ALSO-WE ARE PUMPED!!!!  

**COME CELEBRATE THE PUMPS HAVE STARTED PUMPING
WATER OFF THE SWAMPS**

 **BBQ AT THE HALL Friday 12th May 2023 with the BBQ firing up at 6pm for a 6:30pm feed.
Patties, Sausages & Chicken Kebabs and steamed veggies this time. \$5pp** 

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](#).

Thanking our volunteers

The 2022/2023 River Murray flood was a once in a generation event. Countless volunteer groups donated, and continue to donate, their time and effort to assist our local communities impacted by the flood event. Thank you to the volunteer groups who have provided assistance, including but not limited to:

| | |
|--|---|
| SA State Emergency Service | Disaster and Recovery Ministries |
| Australian Red Cross | SAVEM |
| Lions Club International | Habitat for Humanity |
| Rotary International | Disaster Relief Australia |
| SA Country Fire Service | Paringa Paddock Friends of Parks |
| Riverland Friends of Parks | Clean Up Australia Day volunteers |
| Morgan Small Bore Rifle Club | Jubba Photography |
| Mannum Football Club | Grant Schwartzkopff Photography |
| Mid Murray Suicide Prevention Network | Blanchetown Combined Sporting Bodies Inc |
| Visitor Information Centres | Ivan Smith |
| Progress Associations | Pompoota Hall Committee |
| Council volunteers | Community Associations |

Keep informed

Recovery can be complicated so we are 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](#)



[Share this newsletter](#)



Support for flood-affected River Murray communities



Government of South Australia
Department of the Premier
and Cabinet

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