

[View this email in your browser](#)

River Murray Flood Community Newsletter

Issue 2: Tuesday, February 28, 2023

Image: Tony Sharley of Murray River Trails on a guided tour of the River Murray



In this issue

- [Message from the Community Recovery Coordinator](#)
- [SA Power Networks reconnection advice](#)
- [Public health and safety street waste clean-up hits the streets](#)
- [Free disposal of flood-damaged material](#)
- [Travel vouchers headline river revival](#)
- [All River Murray ferries now open](#)
- [Land use planning support for flood affected communities](#)
- [Transition from Emergency Relief Centres to Recovery Centres](#)
- [Flood recovery community meetings](#)
- [Provision of toilet facilities in Blanchetown](#)
- [Tidy your local park this Clean Up Australia Day](#)
- [Mid Murray Council's river update](#)
- [Free legal aid](#)
- [Protecting Aboriginal heritage](#)
- [Staying safe and healthy after a flood](#)
- [Donate to the State Emergency Relief Fund](#)
- [Assist with the recovery effort](#)
- [Keep informed](#)
- [Tell us what you think](#)
- [Missed a newsletter?](#)

Message from the Community Recovery Coordinator

Welcome to the second edition of the River Murray Flood Community Newsletter. A lot has happened between editions, with the official transition to recovery now complete and the commencement of community meetings held across South Australia. Last week I hosted community meetings in Waikerie, Morgan, Barmera, Berri and Blanchetown, with another session to be held in Adelaide this evening.

Several key agencies and departments presented the latest recovery information at these meetings, including Green Industries SA and the Department for Infrastructure & Transport, along with updates from local councils. Above all it was fantastic to see a lot of the community attending, eager to learn more about the process going forward.

This is a difficult time for many and it's not easy to participate in such a forum when emotions are running high. Please know that we feel your angst and are actively working to address your concerns. Meetings will continue to be scheduled in the future and I encourage you to attend those in your area.

Vouchers are in the news lately with the State and Federal Governments announcing a scheme for free disposal of flood-damaged material, while the South Australian Tourism Commission have outlined more details about upcoming tourism vouchers to stimulate river community economies. More information can be found below but I'm sure this will be welcome news to many.

Power reconnections have continued at a steady pace and road access continues to improve as assessments are made and the river returns to regular levels. As conditions continue to ease the recovery effort will become more visible to local communities.

I encourage you to remain informed and reach out for assistance as soon as possible if you haven't done so already. Support is at hand and we must continue to work together to ensure our important river communities can rebuild stronger than ever.



Alex Zimmermann

Community Recovery Coordinator

[0455 984 411](tel:0455984411)

alex.zimmermann@sa.gov.au

SA Power Networks reconnection advice

The likely lengthy process of restoring power to customers impacted by the River Murray floods is underway.

All major backbone power lines that had been turned off due to unsafe clearances have had power restored.

"We recommend customers contact their retailer to raise a reconnection request with us if their property is ready for reconnection," said Paul Roberts, SAPN Head of Corporate Affairs.

"We will then visit their area to confirm whether we can safely reconnect power to their specific property."

SA Power Networks is required to reconnect (where safe to do so) within five days of receiving a request from the retailer.

"On average we are reconnecting within two days of request for reconnection along the river," Mr Roberts said.

As of yesterday 99% of the 424 customers ready for connection had been reconnected.

Mr Roberts said where properties had been inundated customers should engage an electrician to assess electrical damage and confirm whether it is safe to reconnect power or whether works will be required to make their property safe.

SA Power Networks is continuing to undertake community information hubs from 10am to 3pm:

Tuesday, 28 February - Renmark (Parklands next to Renmark Club, Murray Avenue)

Wednesday, 1 March - Loxton (Library & Visitor Centre, 25A East Terrace)

Thursday, 2 March - Waikerie (Library & Visitor Centre, 1A Strangman Road)

Friday, 3 March - 11am to 2pm - Blanchetown (Blanchetown Hotel, 1 Egerton Street)

Tuesday, 7 March - Morgan (Morgan Activity Centre, 7 Third Street)

Wednesday, 8 March - Mannum (Mannum Leisure Centre, 51 Adelaide Road)

Thursday, 9 March - Murray Bridge (Local Government Centre, 2 Seventh Street)

For more information about the reconnection process visit [SAPN's River Murray Flood page](#).

Public health and safety street waste clean-up hits the streets

Green Industries SA is co-ordinating urgent waste and debris street clearances from Blanchetown to Bow Hill, the first of many clean-up efforts in flood-affected areas.

Much more clean-up assistance in other impacted areas will occur in the next two to three weeks. Those who have registered their properties with Green Industries SA will be contacted with more details in the coming weeks on activities in your area. If you are not registered, please call 1800 302 787.

Through the free clean-up service, flood-affected materials such as carpets, plasterboard, insulation, kitchen cupboards and bathroom cabinetry will be collected from your property via kerbside collections. Kerbside collections, community drop-offs and access to mini-skip bins will be arranged from mid-March.

Flood-impacted residents are asked to remain patient while the larger clean-up process is finalised.

There will be ongoing collections and ongoing solutions for waste and debris and property clean-ups. No one who has registered for assistance will miss out.

Free disposal of flood-damaged material

Property owners and tenants with flood-affected material and debris will be provided with five free vouchers for drop-offs to several stations in the River Murray region.

The vouchers can be picked up from the landfill sites with your client ID. You can visit any site and quote your client ID. After your first visit you will be given four physical vouchers that you will need to present to council staff on each future visit to a transfer station.

A client ID is essential to access this free service. If you haven't registered for assistance or you don't know your client ID, call 1800 302 787.

Ute and trailer sized drop offs with any flood-damaged building material, including wood, metal, masonry, carpet, e-waste and furniture will be accepted.

Asbestos will not be accepted. There can be considerable hazards for people who have asbestos in their property. If unsure please contact 1800 302 787 and an assessor will visit your property, confirm and organise free removal.

There are also risks from black mould, and anyone handling items like carpet, insulation and gyprock needs to be very careful and use proper protective equipment.

Small amounts of sandbags can be dropped off (20 or less); for larger amounts of sandbags, Green Industries SA will organise to collect these from your property at no cost.

Please do not place waste and debris on your kerb or road until you have had an assessment and have been approved to do so. Any waste or debris you've placed on your kerbside should be taken to a transfer station using a voucher.

For more information visit [Green Industries SA](#).



Free disposal vouchers
for **flood-affected**
materials.

Participating Transfer Stations & Opening Hours

Blanchetown Transfer Station

3814 Murraylands Road,
Blanchetown
Tuesday 10.15am to 11.15am
Saturday 2pm to 5pm

Berri Barmera: Riverland Resource Recovery Facility

92 Hoskin Road, Berri
Monday to Friday 8am to 4pm
Saturday 8am to Noon

Bowhill Transfer Station

7556 Hunter Road, Bowhill
Thursday 10.30am to 11.30am
Sunday 2.30pm to 5pm

Cadell Transfer Station

524 Mackintosh Road, Cadell
Wednesday 12.30pm to 2pm
Sunday 2pm to 4.30pm

Loxton Waste Transfer Station

360 Mackey Road, Loxton
Saturday 9am to Noon

Sunday 1pm to 4pm

Mannum Transfer Station

96 Belvedere Road, Mannum
Tuesday & Thursday 3pm to 5pm
Wednesday 8am to 10am
Saturday 8am to Noon
Sunday 8am to 11.30am

Moorook Waste Transfer Station

Section 454 Schenscher Road,
Moorook
Saturday 1pm to 4pm

Morgan Transfer Station

157 Murraylands Road, Morgan
Wednesday 2.30pm to 4.30pm
Sunday 10am to 1pm

Murray Bridge / Brinkley

27 Brinkley Road, Brinkley
Monday to Friday 8am to 4pm
Saturday 10am to 3pm

Swan Reach Transfer Station

2695 Hunter Road, Swan Reach
Tuesday 8.30am to 9.30am
Saturday 1.30pm to 4.30pm

Waikerie Waste Transfer Station

264 Maggea Road, Waikerie
Saturday & Sunday 1pm to 4pm

Walker Flat Transfer Station

4756 Angas Valley Road, Walker
Flat
Thursday 8.30am to 9.30am
Saturday 9.30am to 1pm

Travel vouchers headline river revival

Communities impacted by the River Murray flood event are set to receive an economic boost with the announcement of a new travel voucher initiative.

The River Revival Voucher program will see over 25,000 vouchers released throughout the year - valued at \$50, \$100 and \$200 - designed to encourage accommodation and experience bookings in the Riverland, Murray River, Lakes & Coorong regions.

The voucher program is a part of the South Australian Tourism Commission's \$4.6m river recovery plan which also features a new "Rise Up for our River" marketing campaign.

The campaign will promote the best the River Murray has to offer and will call

on all South Australians to support flood-affected regions.

Caravan park sites will be also be included in the voucher program, aimed at supporting the impacted industry recover from forced closures during the flood event.

Registrations for the first ballot open on Monday, 27 March 2023 and close on Wednesday, 29 March 2023. The travel period is from Friday, 31 March 2023 to Tuesday, 29 June 2023 (inclusive), bookable seven days a week including Saturdays, Easter and the April school holidays.

An additional \$500,000 will be provided for a further round targeted towards businesses yet to reopen, such as affected areas of the Mid-Murray Council region.

For more information click [here](#) and to register your interest visit southaustralia.com/voucher.



All River Murray ferries now open

For the first time since November 2022 all River Murray ferries operated by the Department for Infrastructure and Transport are now up and running, either in full or with restrictions.

Walker Flat, Swan Reach and Wellington ferries

The Walker Flat Ferry and its connector road, Angas Valley Road, re-opened to all traffic at 9am on Friday, 24 February.

Swan Reach and Wellington ferries and their connector roads, Stott Highway and Ferry Road, re-opened on Saturday, 25 February. Both roads opened with speed restrictions and Ferry Road opened to light vehicle traffic in the first instance to protect the saturated road pavements from further damage.

Mannum Upstream Ferry

The Mannum Upstream Ferry re-opened to local light vehicle traffic only on Saturday, 25 February, following the completion of flood-related levee infrastructure removal works by Mid Murray Council.

Access to the ferry will be temporarily restricted this week as finishing works are completed. Locals may still use the adjacent downstream crossing during this time.

Both the Mannum upstream and downstream ferries will be restored to full service, without weight restrictions, once the adjacent Hunter and Burdett roads are re-opened.

Both Hunter and Burdett roads have sustained significant damage, with repair works commencing last week and expected to take between four to six weeks to complete (weather permitting).

A free passenger-only service is running between Mannum and Cowirra, to provide Cowirra residents access to their properties from Mannum until access to Hunter Road is restored.

Ferry Restrictions

Use of the Morgan, Purnong, Mannum Downstream and Mannum Upstream ferries are still restricted to light vehicles, emergency vehicles, road safety vehicles and where relevant local school buses, due to weight requirements imposed by their respective local councils on the ferries' connector roads.

All other ferries are open without restrictions.

Taylorville Road and Princes Highway

The Taylorville Road and Waikerie Ferry re-opened to all vehicles on Friday, 24 February.

The road will now be accessible to B-Double and heavy mass permitted vehicles following the satisfactory results of assessments of the road and adjacent bridge's performance under light vehicle traffic.

Speed restrictions on the Princes Highway at Waltowa (between Taillem Bend and Meningie) were also lifted on Thursday, 23 September, after water levels over low-lying sections of the highway adjacent the Lower Lakes receded to a safe level.

Once Angas Valley Road and Stott Highway are re-opened, all State Government-managed roads except Hunter and Burdett roads will be open to traffic.

For the latest transport information visit the [Department for Infrastructure and Transport's website](#).



Access to ferry services continues to improve. Image: Department for Infrastructure and Transport

Land use planning support for flood affected communities

Planning and Land Use Services (PLUS) is the State Government agency responsible for maintaining South Australia's Planning and Design Code and guiding land use planning policy for the state.

In the wake of the recent flooding PLUS moved to amend legislation to allow for the fast-tracking of development approval to build temporary accommodation in flood affected areas.

PLUS have identified the following improvements to assist in mitigating future flood risk and to support communities to rebuild better:

- Planning policy needs to be updated to provide more accurate minimum finished floor levels, greater flexibility in building height allowances and better guidance regarding siting and setbacks from the River's banks for flood avoidance purposes.
- Planning policy guiding building material and design could be amended to improve flood resilience.
- The classes of development that trigger a referral to the state Department for Environment and Water need to be reviewed and better aligned with the objectives of the Department to protect the environmental health of the River Murray.

Alongside these improvements, PLUS is looking at developing guidelines and support material which will explicitly outline for people the process for rebuilding in flood affected areas – with guidance on design, materials, risk mitigation and approval processes.

As a result of the volume of flood impacted development, as well as the redirection of budgets to help rebuild their communities, many councils impacted by the floods have indicated to PLUS that they do not have the resources to assess the anticipated number of replacement development applications. PLUS is currently working with these councils to explore what support it can provide to process applications and absorb a proportion of the resource burden that flood affected councils would otherwise need to manage.

Transition from Emergency Relief Centres to Recovery Centres

Today marks the closure of the Emergency Relief Centres in Mannum and Murray Bridge. These relief centres will be replaced by Recovery Centres and will continue to offer assistance to flood-affected residents.

On Wednesday, March 1 a Recovery Centre will be opened at Murray Bridge. On Thursday, March 2 a Recovery Centre will be opened in Mannum. Each centre will be staffed by recovery officers able to assist with flood recovery needs.

Grants remain available as outlined on sa.gov.au/floods

The following participating agencies can be accessed via both Recovery Centres:

- Recovery Officers
- Red Cross
- Disaster Ministries
- Services Australia
- Good Shepherd
- PIRSA
- Department for Industry, Innovation and Science
- Mental Health
- Legal Services

Murray Bridge Recovery Centre

28 Bridge Street, Murray Bridge
9am to 5pm on all business days

Mannum Recovery Centre

Mannum Institute (Randall Street, Mannum)
9am to 5pm Tuesday to Thursday

Flood recovery community meetings

The first flood recovery community meetings, hosted by Alex Zimmermann, were held last week across several flood-impacted regions.

Attendees were given important information about the processes around flood-material clean-up, road openings, power reconnections and other key recovery initiatives.

The meeting in Morgan was live streamed, as tonight's meeting in Adelaide will be (see details below), in order to accommodate residents unable to attend in person. Every effort is being made to ensure as many flood-affected residents and stakeholders have an opportunity to learn about the flood recovery process.

Information provided at community meetings following an incident of this nature can be difficult to process. Relief staff are available at all in person meetings to provide support as required.

Future meetings are currently being organised and local communities will be informed as they are finalised. Updates to the community meeting schedule can also be found at recovery.sa.gov.au.



Community Recovery Coordinator Alex Zimmermann at the Waikerie Flood Recovery Community Meeting.

Flood Recovery Community Meeting

Hear about the progress being made on the flood recovery from various Departments and agencies



Lecture Theatre, TechCentral,
Lot Fourteen, Adelaide
Tuesday, 28 February, 2023
6.30pm to 8.30pm
Alex Zimmermann
Community Recovery Coordinator
0455 984 411
alex.zimmermann@sa.gov.au
Light refreshments provided

Live stream details

This meeting will be live streamed on Microsoft Teams for those unable to attend in person

Join on your computer, mobile app or room device

Meeting ID: 462 842 040 760
Passcode: KBv9cL

Join with a video conferencing device
sagov@m.webex.com
Video Conference ID: 139 261 587 4

Call in (audio only)
+61 8 7079 7539,,422380154#
Phone Conference ID: 422 380 154#

Provision of toilet facilities in Blanchetown

Community waste management system issues caused by the River Murray flood event have led to the need for interim solutions while repairs can be completed. Community Recovery Coordinator, Alex Zimmermann and local councils have been working to provide temporary facilities across the River Murray to meet community needs.

Five temporary public toilets were provided to the Blanchetown shack area last week. Each toilet facility is also fitted with a hand wash basin. Required interim facilities will continue to be provided to communities where possible.



Temporary toilet facilities in Blanchetown. Image: Jan Badcock

Tidy your local park this Clean Up Australia Day

The National Parks and Wildlife Service (NPWS) is calling for volunteers to help clear rubbish in flood-affected Riverland national parks this Clean Up Australia Day.

Several campsites, internal tracks, trails and roads across the region's national parks are still closed with waste and debris blocking trails and causing safety issues.

NPWS ranger-led clean-ups have been organised across three different locations in Loch Luna Game Reserve, Paringa Paddock and Katarapko in Murray River National Park on Sunday, 5 March from 8:30am to 11:30am.

For more information or to register [click here](#).

Mid Murray Council's river update

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

[Download the Mid Murray Council's February High River Update](#)

Free legal aid

Community Justice Services SA are providing free legal advice and ongoing assistance for members of the community affected by the River Murray flood event.

Solicitors can assist with a range of legal issues including making an insurance claim, debt and hardship and Centrelink disputes.

Impacted residents are encouraged to attend a series of free information sessions outlining key insurance tips for floods:

Friday, 10 March - Nildottie (Nildottie Town Hall, 4052 Hunter Road) **From 9am**

Friday, 10 March - Mannum (Mannum Leisure Centre, 51 Adelaide Road) **From Noon**

Friday, 10 March - Tailem Bend (Tailem Bend Community Centre) **From 2.30pm**

For more information call 08 8582 4998 or 1300 850 650. You can also visit the [community justice website](#).

5 Key Insurance Tips for Floods

1. Starting your Claim



- Let your insurer know of your intent to claim. If the flood has been declared a catastrophe, there might be shorter waiting times or other information they can tell you.
- Ask for a copy of your PDS and Schedule
- If you don't know who your insurer is, contact the Insurance Council of Australia (1800 734 621)

2. Looking for Key Words



- It's always best to fully read and understand your PDS, but if you don't have time, some key things to look for are:
 - Do you have temporary or emergency accommodation cover?
 - Do you have 'storm' 'rainwater' and 'run-off' cover?
 - Do you have 'Flood' cover?

3. Take Photos of Everything



- Ideally, prepare for any future claims by documenting your property and area (including sheds, fences, etc.) before an event occurs.
- Take photos and videos: of any damage, before and after moving anything, and of proof of steps taken to prevent future damage.
- Avoid destroying property, repairing damage, or making purchases you intend to claim without your insurer's written consent.
- Keep copies of photos/videos in an electronic folder (ideally cloud-based).
- Don't forget photos of detailed places, like inside cupboards or drawers.

4. Keep a Record



- Everything you do should have physical evidence – keep all receipts, use email (or confirm in writing after a phone call), and create a log recording all communication with your insurer/broker/assessor etc or steps taken in an insurance claim.

5. If in Doubt, Seek Advice



- If you are unsure about any part of your claim or entitlements, seek expert advice.
- Get advice especially if:
 - You're asked to accept a settlement offer; or
 - You want to make a complaint about your claim

Protecting Aboriginal heritage

Protecting and preserving Aboriginal heritage sites which may have been impacted by the River Murray flood event is a key consideration of the recovery effort.

With waters receding there is a possibility that an Aboriginal heritage site may have been displaced. If you discover something you believe might be an Aboriginal site or object please contact Aboriginal Affairs and Reconciliation on 08 8226 8900 or email aar.conservation@sa.gov.au with photographs and

details of the location.

If you find anything that looks like human skeletal remains, do not touch or disturb them. Call the police on 131 444. If safe to do so, protect and secure the area until police can attend.

Members of the public should not collect, souvenir, clean or dig up anything they suspect is a heritage site. A person cannot disturb, damage or interfere with Aboriginal sites, objects or remains without authorisation from the Minister for Aboriginal Affairs.

For more information visit the [Attorney-General's Department](#) website or access the [Protecting Aboriginal Heritage after Floods guide](#).

Staying safe and healthy after a flood

It is important to ensure the flood clean-up does not come at the cost of your health and wellbeing. SA Health continue to provide key information on protecting against disease, mould, contaminated water and other hazards.

There are local services available that can provide mental health and wellbeing support. Follow the links below for more details.

[More information on staying safe after a flood](#)
[River Murray Flood Mental Health Support](#)
[Fight the bite](#)

Donate to the State Emergency Relief Fund

The State Emergency Relief Fund has been created to collect and distribute financial donations to help South Australians impacted by the River Murray floods. Donations can be made via credit card, bank transfer or at your local Commonwealth Bank branch.

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

Assist with the recovery effort

[Volunteering SA&NT is taking registrations](#) from people interested in helping River Murray communities recover from flooding.

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

[Register now](#)

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 for information on the River Murray flood recovery.

recovery.sa.gov.au is another useful flood recovery resource. You can also view details of upcoming community meetings, subscribe to this newsletter and view previous editions.

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.

Feel free to share this newsletter with anyone interested in the River Murray flood recovery.

[See previous editions](#)



Sign up for future newsletters



Copyright © 2023 Department of the Premier and Cabinet, All rights reserved.

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).