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River Murray Flood Community Newsletter

Issue 12: Friday, 12 May 2023

Recovery Centre staff and attendees at the Pompoota pop-up Recovery Centre. Image: Lauren Jeffery



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Message from the Community Recovery Coordinator

Welcome to the latest edition of the River Murray Flood Community Newsletter. The next round of pop-up Recovery Centres are underway, with the first held in Pompoota today. It can be difficult to visit a Recovery Centre based on your location, so we hope this new round of pop-ups will help you access the support you need. Pop-ups are also being held in Morgan, Blanchetown, Swan Reach and Bowhill in the coming weeks. The Recovery Centre staff are eager to assist you, so please don't hesitate to drop by and say hello.

Clean-up efforts are continuing, with approximately 3000 tonnes of flood-waste removed since the program began. This is an incredible number and highlights the extent of the clean-up effort to date. If you haven't registered for clean-up assistance, please contact the State Relief and Recovery Infoline on 1800 302 787.

I note with interest the upcoming webinar and forum outlined in today's newsletter on disaster risk reduction and recovery. We have lived through what has been referred to as a once in a generation event, and it is important to take away key insights and improvements to increase our resilience ahead of potential future events. If you are interested and are able I would encourage you to attend these sessions.

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 Richardson 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



Deb Richardson

Community Development Officer

[0459 283 878](tel:0459283878)

deb.richardson@sa.gov.au

A message from Johns Lyng Disaster Management Australia

Over the past week Disaster Management Australia (DMA) has continued kerbside clean-up and site assessments for the SA flood waste clean-up program. We have also been actively reaching out to local trades to continue the onboarding process and raise awareness with regional suppliers who may wish to provide their services to the program. Our case managers are calling registrants to refine what support is required and regularly receiving and making calls to the community to provide updates and provide information on their support.

Our assessment teams have increased the number of assessments per week significantly and have now completed over 100 assessments of registered flood-affected structures. Our case managers are continuing to book assessments as they make their initial calls, and we are on track to have either made contact or attempted with all registrants by mid-next week. For those who we have successfully called, we want to thank you for your co-operation during the triage stage. We want to ensure we have a full understanding of the support required to ensure we provide you with information on all programs and services relevant to you. We thank the community for their patience with this process.

If you are a resident who cannot clean out flood-affected materials from your home Disaster Relief Australia (DRA) will be providing volunteer support. We are working with the Recovery Officers from the Recovery Centre, in addition to those who have registered, to address the demand for this support. We anticipate that the DRA volunteers will be deployed in the coming weeks and DRA are looking forward to commence work on the program.

We have conducted sandbag collection in the instance it has been on the kerb to this point. We are now scheduling sandbag collection with residents who have opted in for this support and are communicating directly with the registrants. If you would like to have sandbags removed, or would like to confirm that this is part of the support you have requested, please contact DMA on 1800 418 491.

DMA will have a representative attending the Pop-up Recovery Centres at Pompoota, Morgan, Blanchetown, Swan Reach and Bowhill to provide an opportunity to discuss your support needs and general questions regarding the program.

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, 15 May 2023

McBean Pound
Young Husband Holdings
Murbko
Brenda Park
Scotts Creek
Murray Bridge - Wildens Way

Tuesday, 16 May 2023

McBean Pound
Young Husband Holdings
Brenda Park
Scotts Creek
Murray Bridge - Wildens Way

**Wednesday, 17 May
2023**

McBean Pound
Brenda Park
Morphetts Flat
Big Bend Landing
Murray Bridge - Wildens Way

**Thursday, 18 May
2023**

Pelican Drive Mannum
Brenda Park
Beaumonts
Nildotte

Friday, 19 May 2023

Pelican Drive Mannum
McBean Pound

If you have not yet registered your property and would like assistance, please register with Green Industries SA (GISA) 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.

Flood waste removal continues

Green Industries SA (GISA) has updated their website with a tally of removed flood-affected waste to date.

Throughout the clean-up, there has been a focus on diverting as much of the flood-affected materials from landfill as possible.

To date, 2,992 tonnes of flood-affected materials have been removed from the region, including:

- 83 tonnes of metal, sent to Ferris Scrap Metal for recycling
- 1,052 tonnes of green waste, sent to Jeffries for composting
- 1,857 tonnes of waste, sent to landfill.

To see what flood clean-up support is being provided in real-time, see GISA's updated [flood clean-up map](#).

FLOOD WASTE REMOVAL AND DIVERSION



Updated 26 April 2023

Reinstating supply and usage charges

SA Power Networks (SAPN) de-energised customers in the electricity marketplace from the date their property was disconnected due to flooding. This was an administrative measure taken by SAPN to ensure no supply charge or consumption data was sent to the retailer and hence, no bill to the customer from the date they were disconnected.

In terms of reinstating the supply and usage charges, there are different scenarios that trigger the recommencement of a bill from SAPN to the retailer, and consequently to the customer.

1. Property was not impacted by flood waters and there is no damage to the meter, and SAPN have successfully accessed the meter enclosure and gained an actual read. SAPN will leave supply on at the site with the main switch left off and recommence the supply charge and consumption charges from the date they attended. SAPN will use the actual read they obtained from the meter.
2. Property was not impacted by flood waters and there is no damage to the meter, but SAPN were unable to read the meter because the meter display had no power available to it at the time they attend; or the meter is retailer owned and operated. SAPN will leave supply on at the site with the main switch off and recommence the supply charge and consumption charges from the date they attend. SAPN will use an estimated meter reading.
3. Property was impacted by flood damage and the meter is damaged, SAPN will raise a meter fault notification to the retailer requesting them to follow up and replace the meter, install a meter bypass, and leave supply on at the site with the main switch off and recommence the supply charge and consumption charges **from the date SAPN attended**. SAPN will use an estimated meter reading.

For more information on power reconnection visit the [SAPN website](#).



Approximately 50 people attended a River Murray flood community information session hosted by the Insurance Council of Australia on Monday, 8 May in Adelaide.

Image: Malinda Steenkamp

Riverlands and Murraylands mental health support

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

Click here to view the [Riverlands and Murraylands mental health support fact sheet](#).

New disaster recovery webinar

The Australian Institute for Disaster Resilience (AIDR) are hosting a webinar later this month on the importance of social ties following a disaster.

This event will provide the opportunity to gain insight from a global expert on the value of social capital in disaster risk reduction, resilience and recovery.

This 90-minute webinar will feature:

- A conversation between social capital expert Daniel Aldrich and AIDR's Executive Director Margaret Moreton.
- A panel discussion with participants including Maria Waters from the KI Business Hub and Fiona Jago from Western KI Caravan Park moderated by Renae Hanvin CEO and Founder of Resilient Ready.
- Live Q&A from the audience.

When

Wednesday, 17 May, 2023
2pm to 3:30pm AEST

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

Disaster risk reduction in the grape and wine sector

Stakeholders from across the grape, wine and tourism sector are encouraged to attend a forum next month on the threat posed to their industries by natural hazard emergencies such as the River Murray flood event.

The Building Partnerships for Disaster Risk Reduction in the Grape & Wine Sector forum is designed to better understand the risks, build sustained relationships with emergency management agencies, and develop practical plans and guidance designed to lessen future impacts and set up for faster recovery.

This event is hosted by the Torrens Resilience Initiative, at Flinders University under the Disaster Risk Reduction Grants Program, funded by the Australian Government and the South Australian Government.

The forum brings together stakeholders from across the grape, wine and tourism sector, community and local government, and emergency services. This will be the first of three forum events held over the next 18 months, with each event building on the conclusions of the last one.

When

Monday, 26 June 2023

10am to 4pm - followed by a wine tasting hosted by SA wine makers

Where

McLaren Vale Function Centre

Corner of Main Road & Caffrey Street, McLaren Vale

For more information and to secure your free ticket [click here](#).



National Emergency Management Agency (NEMA) Recovery Support Officer Matthew Humphrey, Department of the Premier and Cabinet Flood Recovery Team Member Malinda Steenkamp, NEMA Recovery Support Officer Holly McCoy, Senator Tony Sheldon, and Community Recovery Coordinator Alex Zimmermann met in Lobethal last week to discuss the flood recovery and what can be learned from it.

Image: Supplied

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.

New River Murray newsletter

Subscribe to the new River Murray SA monthly e-newsletter to help keep you updated on the latest environmental projects, opportunities and events for industry and community in the River Murray area.

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

Mid Murray Council's river update

Due to the significant progress in reopening infrastructure and facilities, Mid Murray Council provided their last High River Update on Friday, 5 May.

Future flood recovery information will be provided via direct communications to relevant stakeholders, or via its dedicated page on its [website](#).

Flood-impacted communities are encouraged to subscribe to this newsletter to continue to receive recovery information. Mid Murray Council will return to its standard newsletter communications, therefore to update any subscription preferences, please email mmccommunications@mid-murray.sa.gov.au.

For specific enquiries, please contact Mid Murray Council on [08 8569 0100](tel:08 8569 0100).

Mid Murray Council extends its appreciation to the community for its ongoing assistance and support throughout this period, and hopes for a swift recovery for all property owners, businesses and residents of the Mid Murray area.

[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  

Meet Recovery Centre staff member Peter Yusuf



I'm a Recovery Officer with SA Housing and I assist the public with flood recovery. Helping people is something that I've always been passionate about. I previously worked as a Youth Worker with Department of Human Services (DHS) in Youth Justice and at Junction Australia as a Therapeutic Support Worker.

My goal is to do well in my current work role by helping my clients get back to comfortable living while I maintain good health and relationships with my family and friends.

A recent achievement of mine is getting my lawn looking like Adelaide Oval after months of vigorous maintenance.

A quirky fact about myself, I enjoy thrift shopping.

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](#).

Portaloo request

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

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

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.



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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Support for flood-affected River Murray communities



Government of South Australia
Department of the Premier
and Cabinet

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