

# River Murray Flood Community Newsletter

Issue 27: Friday, 20 October 2023

Image: Attendees of the *Women of the LMRIA - Community Together* event held on Tuesday, 17 October at Younghusband



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**Message from Alex and Deb**

Welcome to the latest edition of the River Murray Flood Community Newsletter. As you are aware, registrations for clean-up assistance closed on Friday, 13 October. The program received over 1,900 registrations. Thank you to everyone who has registered for assistance.

With community waste management systems and public toilets coming back online, temporary toilet facilities provided by the State Government earlier this year are no longer required in many places along the river. In consultation with local councils, we will be systematically phasing out this service over the coming weeks. More information about these facilities are outlined in this week's newsletter.

In other news, the Insurance Council of Australia will be holding one-on-one insurance consultations for flood-impacted policy holders on Tuesday, 31 October 2023 at the Adelaide Town Hall. These consultations will provide policy holders with face-to-face access to their insurer, and other services, to address any issues or concerns at this stage in the claim life cycle. If you have any issues or concerns, we encourage you to attend. More information, including how to register your attendance, is outlined below.

Please be advised that future newsletters will now be published on a monthly basis. We will continue to inform you on the latest regarding clean-up, financial assistance, community recovery events, and other important news. Any significant updates that come to hand outside of this schedule will also be communicated to you by email as and when required.

For any flood-related queries call the State Relief and Recovery Infoline on 1800 302 787, visit [recovery.sa.gov.au](https://recovery.sa.gov.au), visit a [Recovery Centre](#), or contact us directly. We hope you enjoy this week's newsletter.



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# **Update from Johns Lyng Disaster Management Australia**

After an exceptional surge in registrations over the past six weeks, there have been over 1,900 registrations for support. We extend our gratitude to the entire community for your remarkable support throughout the registration process, and for sharing important program information.

## **Opt-in for works**

For those who have already registered, there is still an opportunity to opt in for assistance even after the registration closure date. We encourage you to consider your options and contact DMA if you have any questions or wish to opt in. You can easily do so by calling DMA at 1800 418 491 or by contacting your dedicated Case Manager via email. The first step after opting in for specific works is your structural assessment, after which you will be sent your report.

## **Change in circumstances**

If you initially registered but later opted out of the program, you may still be eligible for assistance. If your circumstances have changed or you are uncertain about your eligibility, please contact DMA at 1800 418 491 to discuss your situation and explore the possibility of rejoining the program.

## **Progress Update on Demolitions and Hazard Reduction**

We have successfully demolished over 100 structures under the program, and are continually increasing the number of hazard reduction projects for property owners. Demolitions are strategically grouped to maximise efficiency in terms of time and cost.

## **Mould Growth Awareness**

We urge members of the community to inspect their properties for any mould growth that may have appeared in recent months. Some community members have only now noticed mould since the flood, so checking your property is essential to ensure you don't miss out on potential assistance under the program.

## **Effective Waste Management**

Our efforts to collect flood-affected waste remain substantial, with a diversion rate of over 40% of all flood-affected waste from going to landfill. To date, we have successfully collected over 16,000 tonnes of waste resulting from demolitions, kerbside collections, and general waste.

## **Kerbside Waste Collection Reminder**

A friendly reminder to all community members: kerbside waste collection is exclusively for removing flood-affected waste. We have observed an increase in the improper disposal of non-flood-affected items, including building materials and personal belongings.

## **River Debris Collection: Stage 2**

Stage 2 of the historic river debris clean-up will commence in the coming weeks, focusing on the removal of larger items that pose navigational or environmental hazards. We apologize for the delay and assure you that we are working diligently to complete this stage efficiently and cost-effectively.

### **Program Assistance**

For those who have already registered and have questions about their case or need further assistance, please don't hesitate to contact your Case Manager or a DMA representative at 1800 418 491.

We also encourage you to stay updated with program information and highlights through our [Facebook page](#). Your continued support is invaluable, and together, we will rebuild and recover.

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## **Upcoming insurance consultations for policy holders**

The Insurance Council of Australia and insurers will be available for in-person consultations in Adelaide to provide customers with the opportunity to discuss the progress of their flood-related claim, and to work through any outstanding issues with their insurer.

The consultations will be held on Tuesday 31 October from noon to 8:00pm at The Meeting Hall at Adelaide Town Hall, 128 King William Street.

Representatives from RAA, Allianz, Youi, NRMA and other insurers will be available to answer questions you may have.

To register your attendance, and to view the full list of insurers scheduled to attend, [click here](#).

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## **CWMS online as portaloos decommissioned**

Infrastructure remediation works have reached another important landmark, with flood-affected community waste management systems and public toilets returning to normal operations.

The completion of these repairs has seen a decline in the use of temporary toilet facilities provided by the State Government earlier this year.

With this community need met, the temporary toilet facilities will be progressively decommissioned in the coming weeks. All temporary toilet facilities are expected to be removed by the week beginning Monday, 6 November 2023.

For more information, including the location of your nearest community toilet, please contact your local council.



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## Upcoming Accidental Counsellor Workshop

Accidental counsellors often find themselves in a counselling role by accident, as a result of conversations or requests from customers, colleagues, friends or others.

Facilitated by experienced Lifeline mental health trainers, this free workshop provides practical and effective skills to step into the shoes of a counsellor and be able to respond to and support others when they're experiencing a challenging time.

By the end of this course participants will be able to:

- identify signs of people in emotional crisis
- improve communication and active listening skills to provide support
- gain awareness of mental illness and suicide intervention
- discover helpful support options and referrals
- explore self-care strategies when in a supporting role.

The workshop will be held online on Wednesday, 25 October from 9:00 am to 12:30 pm.

This course is offered free-of-charge for bushfire and flood-affected communities.

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

# FREE MENTAL HEALTH WORKSHOP



**Date**

25 Oct 2023



**Time**

9am – 12.30pm



**Register today**



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## Expression of interest - LMRIA fencing reinstatement

The recovery program is looking to gauge the level of interest in a coordinated support program to assist in the reinstatement of fencing impacted by the flood.

An opportunity for a coordinated program may be considered within the Lower Murray Reclaimed Irrigation Area if enough interest is registered.

Participating landholders will need to supply all fencing materials. Labour to complete the reinstatement of fencing will be provided by volunteers supported by experienced supervisors.

Please indicate your interest for support by Friday, 27 October by contacting Community Development Officer, Deb Richardson via email at [deb.richardson@sa.gov.au](mailto:deb.richardson@sa.gov.au).

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## Upcoming yoga workshops

Neami National have organised free yoga workshops in Bowhill and Mannum to help improve community resilience following the flood, and ease the stress and trauma river communities are experiencing.

FREE EVENT

## YOGA CLASSES

NEAMI NATIONAL

**ADDRESS:** BOWHILL PROGRESS ASSOCIATION, 88 WEBER ROAD, BOW HILL



**Wednesday**

**6:30 pm – 7:30 pm**

**Week 1:** 4<sup>th</sup> October      **Week 4:** 25<sup>th</sup> October  
**Week 2:** 11<sup>th</sup> October    **Week 5:** 1<sup>st</sup> November  
**Week 3:** 18<sup>th</sup> October

**Friday**

**10:00 am – 11:00 am**

**Week 1:** 6<sup>th</sup> October      **Week 4:** 27<sup>th</sup> October  
**Week 2:** 13<sup>th</sup> October    **Week 5:** 3<sup>rd</sup> November  
**Week 3:** 20<sup>th</sup> October

Yoga focuses on gentle stretches, mindful breathing, and relaxation techniques to improve flexibility, strength, and over-all wellbeing.

Jamey is a qualified Yoga instructor of 18 years and uses a trauma sensitive approach where people are given choice around what they participate in.

The class aims to bring an awareness to the mind and body and how they can interact and influence each other to bring a sense of wellness and vitality.

**For information and registration please contact:**

**Jamey: 0437 161 260**

**Reed: 0467 319 313**



Wellbeing SA



FREE EVENT

# GENTLE CHAIR YOGA CLASSES

NEAMI NATIONAL

8 WEEKS

WEDNESDAY'S 10:00 – 11:00AM

STARTS OCTOBER 4<sup>th</sup>

Mannum Leisure Centre  
Seniors Room



Chair Yoga focuses on gentle stretches, mindful breathing, and relaxation techniques to improve flexibility, strength, and over-all wellbeing.

Jamey is a qualified Yoga instructor of 18 years and uses a trauma sensitive approach where people are given choice around what they participate in.

The class aims to bring an awareness to the mind and body and how they can interact and influence each other to bring a sense of wellness and vitality.

**For Information  
and Registration  
Please Contact:**

Jamey: 0437 161 260  
Reed: 0467 319 313



Wellbeing SA



## **Flood grants for small businesses**

[Small business flood recovery grants](#) of up to \$50,000 are available to assist with the re-instatement and clean-up of eligible small businesses and repair flood damaged assets. The definition of a sole trader small business has changed, to those that derive at least 50% of the income from the business.

The [Industry Support Grant](#) is a \$10,000 payment for an eligible business that usually operates in the affected area and has experienced a downturn of 30% or more in revenue over three consecutive months, up to and including April-



June 2023. This grant may cover your usual business costs or used to make changes to your business so it can operate effectively post-flood.

Eligibility includes businesses that have been operational for less than one year, if the business can demonstrate that income received was 30% less than anticipated.

Information on all small businesses flood supports, including guidelines and eligibility criteria, can be found [here](#).

Financial counselling through Rural Business Support (RBS) is available to help you on 1800 836 211 (freecall), email [enquiries@ruralbusinesssupport.org.au](mailto:enquiries@ruralbusinesssupport.org.au) or visit [Rural Business Support](#).

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## Non-Government Organisations (NGO) grants



Funding is available to support non-government and not-for-profit organisations assisting flood-affected communities to recover from the flood event.

Grants of up to \$15,000 can be used towards supervising or training volunteers, purchasing critical supplies and assist with the rapid deployment of crews on the ground to assist with recovery activities.

The first round of NGO recovery grants was announced in February 2023 and round two is now open. If you are an eligible organisation, please [view the fund guidelines](#) and submit your application to help you help others.

**There is no closing date for round two at this time.** For more information or to apply, please visit [Relief and financial assistance | Recovery](#).

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## Riverland & Murraylands mental health support

## Fact Sheet

# Riverland 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.

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.

View the [Riverlands and Murraylands mental health support fact sheet](#) to find the relevant contact information for each service and provider.

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## Visit a Recovery Centre



Recovery centres are still operating in Mannum and Murray Bridge, with recovery services also available at the Berri Housing SA office. A range of referrals are available through these centres including Disaster Ministries, Services Australia, Good Shepherd, the Department of Primary Industries and Regions (PIRSA) and the Department for Industry, Innovation and Science (DIIS).

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### Berri

Monday to Friday, 9:00am to 5:00pm  
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](#)

## Murray Bridge

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

## PIRSA's flood recovery update



Government of South Australia  
Department of Primary Industries  
and Regions

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irrigation areas](#)

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### Flood recovery update

#### On this page

[Levee recovery and dewatering update](#)

[Predicted water levels](#)

[Meter readings](#)

[Grants closing](#)

[River Murray flood impacts survey](#)

[LMRIA Recovery Subcommittee update](#)

[Structural assessments for flood-affected properties](#)

The Department of Primary Industries and Regions (PIRSA) continue to provide regular updates through their flood recovery update web page.

The web page provides important information on flood recovery activities undertaken by the PIRSA and the Department of Environment and Water (DEW), including the dewatering progress and levee assessment and stabilisation. Key flood recovery contacts are also provided.

[Click here](#) for more information and to view the latest updates.

## News from the Department for Environment and Water



[< Topics](#)

[River Murray floods](#)

[Topics > River Murray > Latest news and announcements](#)

## River Murray news

The Department for Environment and Water's (DEW) *River Murray SA* newsletter will help keep you updated on the latest environmental projects, opportunities and events for industry and community in the River Murray area.

To read more or to subscribe, [click here](#).


DEW have also updated their web page with information regarding the LMRIA levee banks. For more information, [click here](#).

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## Japanese Encephalitis Vaccine (JEV) still available




★ ★ ★ ★ 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

For more information, including eligibility requirements and where to access a vaccine, [click here](#).

**Flood recovery health fact sheets**



[Home](#) > [Public health](#) > Flood - staying safe and healthy

## Staying safe and healthy during and after a flood

During and after a flood, there are increased risks to health and safety. The main health risks while in flood-impacted areas include:

### On this page

[Avoid contact with floodwater](#)

[Cleaning up after a flood](#)

[Protect against disease as floodwaters recede](#)

[Watch out for snakes, spiders and other pests](#)

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](#).

## Keep informed



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**



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

Visit [recovery.sa.gov.au](https://recovery.sa.gov.au) for information on the River Murray flood recovery.

## 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](#)

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## 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](#)

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[Sign up for future newsletters](#)

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 [Share this newsletter](#)



**Support for flood-affected  
River Murray communities**



**Government of South Australia**  
Department of the Premier  
and Cabinet

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