

# River Murray Flood Community Newsletter

Issue 6: Friday, 31 March 2023



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## **Message from the Community Recovery Coordinator**

Welcome to the latest edition of the River Murray Flood Community Newsletter.

The appointment of Johns Lyng Disaster Management Australia (DMA) as the coordinators of structural assessments and debris removal is welcome news. DMA representatives will be in touch with registered flood-affected residents to discuss their individual needs, so I take this opportunity to once again encourage you to register for clean-up assistance. To register call the State Relief and Recovery Infoline on 1800 302 787, open Monday to Friday from 9am to 5pm, and open Saturday and Sunday via same day call back service.

Flood recovery community meetings are continuing with sessions in Meningie, Pompoota and Adelaide scheduled for April. These meetings have been largely information-based from State Government department and agencies, but these will gradually transition to more localised voices as community members begin to take a more prominent role in the recovery effort.

We are also in the process of drafting a community recovery plan. This plan will be created from the feedback we receive from River Murray communities in the weeks and months ahead. Information gathering exercises will be undertaken to ensure the community recovery plan is tailored to as many flood-affected people as possible. Details will be made available soon and I encourage you to participate.

Over 139,000 people registered for the first River Revival tourism voucher ballot held earlier this week. This was a phenomenal result and highlights how important our river regions are to South Australians and interstate tourists alike. Additional vouchers will be made available in future ballots and I hope to see similar registration numbers in these rounds.

While this boom and the traditional flocking to the river over Easter is welcome news, it emphasises the need for safety on the water. Restrictions are in place

in the Lower Murray Reclaimed Irrigation Areas but there may be hazards in other locations. We've provided some helpful tips in this newsletter to ensure your time on the river is as safe and enjoyable as possible.

We will continue to provide up to date information on the flood recovery in future newsletters and online at [sa.gov.au/floods](https://sa.gov.au/floods). As always feel free to contact me directly with any flood-related issues you may have.



### **Alex Zimmermann**

Community Recovery Coordinator

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[alex.zimmermann@sa.gov.au](mailto:alex.zimmermann@sa.gov.au)

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## **Green Industries SA announcement**

Green Industries SA (GISA) has announced the appointment of Johns Lyng Disaster Management Australia (DMA) as the coordinators of structural assessments and debris removal.

DMA will provide registered property owners with a case manager to work through your specific situation and identify your unique needs.

You can expect to hear from a DMA representative from mid-April onwards.

To prepare for this next step with your case manager, please organise any new information you might have that will help DMA assess your needs, such as:

- any communication from your insurance company
- any identified hazards you are aware of on your property, like asbestos
- road access issues.

During your first call, DMA will gather as much information as possible to ensure you receive access to all the support you are eligible for. They will also book in a date for your structural assessment.

Kerbside collections and street waste clean-ups will be paused over the Easter long weekend, but will then continue until all flood-affected material and debris is removed.

You will receive an email about the next kerbside flood-affected material removal in your area, and you can also access current details on the [GISA website](#).

DMA will be engaging local contractors to assist with the increased kerbside collections, and to co-ordinate free asbestos, sandbag and mud removal as part of the clean-up.

Vouchers for free flood-affected material disposal are still available, and you can find more details about this program on the [GISA website](#).

To participate in this program please register by calling the State Relief and Recovery Infoline on 1800 302 787.

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## Green Industries SA forward clean-up schedule

Green Industries SA (GISA) are continuing their health and safety street waste clearances. GISA have provided their flood forward clean-up schedule up to and including Thursday, 6 April. Every effort is made to ensure accuracy at the time of publication, however the forward schedule may be subject to change. For more information on the flood clean-up visit [Green Industries SA's website](#).

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<b>Friday, 31 March</b>	Bowhill, Swan Reach, Brenda Park, Teal Flat
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<b>Saturday, 1 April</b>	Purnong and Caurnamont
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<b>Monday, 3 April</b>	Paisley, Punyelroo, Brenda Park, Teal Flat, Mannum* (sandbags*)
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<b>Tuesday, 4 April</b>	Punyelroo, Brenda Park, Teal Flat, Mannum* (sandbags*)
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<b>Wednesday, 5 April</b>	Punyelroo, McBean Pound, Mannum* (sandbags*)
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<b>Thursday, 6 April</b>	Punyelroo, McBean Pound, Mannum* (sandbags*)
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## Over 1000 flood-affected properties reconnected

SA Power Networks (SAPN) continues to reconnect electricity supply to customers along the River Murray.

More than 1,100 properties have now been reconnected.

Reconnections are on average occurring within approximately two days of

SAPN receiving a request from the customer's retailer. Some locations will take longer depending on local circumstances.

SAPN recommends customers have an electrician check their property's electrical circuits and obtain a certificate of compliance to confirm safety before contacting their retailer to organise reconnection.

With many people expected to return to properties over Easter, SAPN has allocated additional resources to assist with reconnections and has issued a reminder about ensuring property owners stay well clear of electrical infrastructure and engage a qualified electrician to undertake all electrical work.

For more SAPN flood recovery information [click here](#).

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## Flood recovery community meetings

Community Recovery Coordinator Alex Zimmermann will provide a flood recovery update alongside Coorong District Council at the community meeting listed below.

**Wednesday, 5 April - Meningie** (Meningie Bowling Club) 6pm to 8pm

Local councils and relevant departments and agencies will join Alex Zimmermann at the flood recovery community meetings listed below.

**Thursday, 13 April - Pompoota** (Pompoota Hall, 373 Billabong Road) 1pm to 3pm

**\*Tuesday, 18 April - Adelaide** (Norwood Town Hall, 175 The Parade, Norwood) 6:30pm to 8:30pm

*\*This meeting will be live streamed. Live stream details will be made available on [sa.gov.au/floods](https://sa.gov.au/floods) and through this newsletter closer to the event.*

To view the most up to date community meeting schedule visit [sa.gov.au/floods](https://sa.gov.au/floods).

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## Supporting flood-affected communities to build back better

To help aid flood recovery, the Department for Trade and Investment's Planning and Land Use Services (PLUS) division is investigating possible amendments to the Planning and Design Code.

Flood-affected councils throughout the Murraylands and Riverland, working with PLUS, have identified a number of improvements that could be made to the Code to help mitigate future flood risk and support resilient redevelopment, such as:

- More accurate finished floor levels to avoid inundation in future flood events

- Greater flexibility in building height allowances (this involves review of current policy that seeks to restrict building heights above ground level for amenity purposes)
- Types of suitable building materials for underfloor structures.

Data on floodwater levels in the recent 2022/23 event and the extent of inundation is currently being collated by government and will be considered in forming changes to the Code. That process would provide the opportunity for community consultation, especially in affected communities, to ensure their voices are heard.

Due to the urgency of providing clear rules to support flood-resilient redevelopment, the Code Amendment is expected to be initiated soon, confirming the scope of the changes. Guidelines and support material to outline the process for rebuilding in flood-affected areas, including design, materials, risk mitigation and approval processes to support communities are currently being developed.

In addition, the Minister for Planning has established the Housing and Construction Flood Recovery group to engage and identify key issues with industry and expedite flood recovery.

The group includes the Master Builders Association of South Australia, the Housing Industry Association, the Urban Development Institution of SA, Riverland and Murray Councils, the Local Government Association of South Australia, Property Council, SA Unions, local MPs and Community Recovery Coordinator, Alex Zimmermann, who is assisting with the government's wider recovery response.

This initiative will be supported by the creation of long-term housing and infrastructure regional plans across the River Murray to help affected communities rebuild.

The Minister for Planning and PLUS representatives have also met with local mayors this month to help address the region's long-term requirements.

For more information about PLUS' work to support flood recovery, read the [Re-building after the River Murray flood FAQs](#), email [PlanSA@sa.gov.au](mailto:PlanSA@sa.gov.au) or call 1800 752 664.

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## **Campground bookings available over Easter**

Campground bookings for the upcoming Easter break have reached 80 to 100 per cent capacity at many popular sites.

There are still many campsites available to book, including some reopened after the Murraylands and Riverland floodwaters receded.

It's expected that up to 72 campsites will reopen and be available for Easter at Chowilla Game Reserve, Danggali Conservation Park, Murray River National Park and Loch Luna and Moorook Game Reserve.

Visitors to the parks are asked to make sure they observe and follow marked roads to the campgrounds. They are also reminded to watch out for fallen trees and limbs and to be careful while in and around the river, as many sandbars have shifted and moved after the recent floods.

Campers are also reminded that as of 12.01am on Thursday, 6 April small campfires will be allowed in National Parks and Wildlife Service (NPWS) parks. For those parks where campfires are permitted please remember to bring your own wood as the collection of wood from parks is prohibited.

Campers looking for last-minute bookings during Easter can also still secure spots from Monday at parks including:

- Chowilla Game Reserve
- Danggali Conservation Park
- Loch Luna and Moorook Game Reserve
- Murray River National Park
- Ngarkat Conservation Park

For the latest information regarding which parks have fire restrictions visit the NPWS website. For advice around road closures following heavy rains in some parts of South Australia visit the Department for Infrastructure and Transport's outback road warnings or the NPWS website.

To book your spot in a campground visit [www.parks.sa.gov.au](http://www.parks.sa.gov.au)

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## **Importance of river safety**

Many River Murray communities are anticipating an influx of river users over the Easter long weekend and as a result of the first round of River Revival Vouchers.

Ensure you remain safe on the river by following some effective tips:

- Check conditions before entering the water
- Enter the water slowly, feet first
- Take care around crumbling riverbeds and slippery dam edges
- Avoid underwater obstacles such as rocks, branches, rubbish
- Take care when walking on unstable or slippery riverbeds
- Avoid crossing flooded waterways
- Avoid alcohol and drugs around water
- Always swim with a friend

Safety tips for operating a vessel on the River Murray:

- Don't go out if the conditions are hazardous.
- It is recommended to wear a lifejacket. Requirements regarding the wearing of lifejackets continue to apply on the River Murray.
- Check for hazards such as floating debris like tree branches before operating a vessel and continue to take extra care.

- Be aware that some hazards may still be just below the surface of the water or snagged. Take extra care and travel at a safe speed suited to the conditions.

For more information visit [Marine Safety SA](#).

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## **CWMS assessment and recommissioning**

Mid Murray Council are continuing works to recommission Community Wastewater Management Systems (CWMS) impacted by the River Murray flood event.

To prevent any damage to both private and public infrastructure flood-affected communities are reminded to turn off the power supply to any septic pump or grinder pump to prevent damage for when SAPN reconnects the electrical supply to the property.

Each recommissioned CWMS will be included in [Mid Murray Council's High River Update](#). The power for each property system can then be turned on and operated.

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## **Captain Proud back in business**

Captain Proud Paddle Boat Cruises are operating again following the River Murray flood event.

The Murray Bridge business was severely impacted and unable to operate for more than three months during the flood, but they are back in action and community members are encouraged to join a cruise and have a meal onboard.

For more information about Captain Proud Paddle Boat Cruises [click here](#).

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## **Renmark Riverfront footpath reopened**





The Renmark Riverfront footpath is now open after being closed due to the high river.

Image: Renmark Paringa Council

## Return of the Bunyip

The Murray Bridge Bunyip has returned and is ready to scare the socks off those who dare to disturb her slumber.

Power has been restored to the beloved animatronic South Australian icon, located at Sturt Reserve in Murray Bridge, as part of The Rural City of Murray Bridge's continuing flood recovery efforts.

Mayor Wayne Thorley encouraged people to visit the legendary Bunyip, reminding everyone the push button feature to see her rise from the water depths of her riverfront cave and roar was now free.

"She enjoyed a break over the summer while the Murray River was in flood and now she's back and ready to rumble – visitors are welcome once more!" he said.

For more information [click here](#).



Prepare to be scared with the return of the Bunyip!

Image: The Rural City of Murray Bridge

## Gather Round Community Footy Roadshow

The first Gather Round Community Footy Roadshow is continuing its journey, travelling to more than 20 major towns across regional South Australia to connect with locals ahead of the AFL Gather Round.

The roadshow is visiting a number of schools, community football clubs and towns impacted by recent flooding, including Murray Bridge, Baramba and Waikerie.

Locals can enjoy sausage sizzles and Kick and Catch clinics and have the opportunity to get up close and personal with the perpetual SANFL Thomas Seymour Hill Trophy and SANFLW premiership cups, as well as the 2023 AFL and AFLW premiership cups.

For more information and to view the upcoming schedule [click here](#).



The AFL and SANFL premiership cups on display at Renmark High School last week as part of the Gather Round Community Footy Roadshow.

Image: Renmark High School

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## New Flood Recovery Grant forms

The Office for Small and Family Business recently made changes to the guidelines for the Small Business Industry Support Grant, and have also made the Small Business Flood Recovery Grant application form much shorter, clearer and easier for applicants to provide the necessary documentation.

If you are a small business affected by the floods and considering applying for grants, please go to <https://business.sa.gov.au/floods>.

If you need help with your application, or just in need of advice, contact [DIIS.FloodSupport@sa.gov.au](mailto:DIIS.FloodSupport@sa.gov.au) or call (08) 8429 3801.

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## Flood support information sessions for small and family business

The Office for Small and Family Business will be visiting River Murray communities on Friday, 31 March and Monday, 3 April.

Information sessions will be held about the South Australian Government's support for small businesses affected by the River Murray flood.

Details will be provided on the support services available to flood-impacted

small businesses, including financial counselling and grant funding programs.

Counsellors from Rural Business Support (RBS) will be in attendance and you'll have the opportunity to ask questions of the speakers in an open Q&A format, as well as conduct one on one conversations about your individual circumstances.

Capacity is limited so please register your interest via the links below.

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**Mannum**

Friday, 31 March  
Mannum Motel  
76 Cliff Street, Mannum  
2pm to 3.30pm  
[Register](#)

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**Murray Bridge**

Friday, 31 March  
Bridgeport Hotel  
2 Bridge Street, Murray Bridge  
5.30pm to 7pm  
[Register](#)

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**Blanchetown**

Monday, 3 April  
Blanchetown Hotel  
1 Egerton Street, Blanchetown  
2pm to 3.30pm  
[Register](#)

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**Renmark**

Monday, 3 April  
Renmark Hotel  
Murray Avenue, Renmark  
5:30pm to 7pm  
[Register](#)

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# River Murray Flooding

## Small Business information sessions for flood affected areas

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### **First River Revival Voucher ballot completed**

The first River Revival Voucher ballot was held earlier this week with over 139,000 applying for a chance to experience accommodation, houseboats and tours in South Australia's River Murray regions.

Prize vouchers can be redeemed between Thursday, 30 March and Friday, 28 April.

The travel period for bookings opens Friday, 31 March and closes on Thursday, 29 June.

For more information visit [southaustralia.com/voucher](https://southaustralia.com/voucher).

#RiverRevivalVoucher

# Rise Up for our River

[SOUTH AUSTRALIA.COM/VOUCHER](https://southaustralia.com/voucher)

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## DEW & PIRSA's flood recovery newsletter

The Department for Environment and Water and The Department of Primary Industries and Regions released their latest flood recovery newsletter last week.

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.

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## 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.

[High River Update - Recovery - 24 March 2023](#)

[See previous editions](#)

[Sign up for future updates](#)

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## Visit a Recovery Centre

Recovery centres are operating in Mannum and Murray Bridge, with recovery services also available at the Berri Housing SA office. These centres can assist with:

- Accessing a number of grants, including private rental assistance and emergency accommodation
- Psychosocial support
- Support for primary producers
- Financial counselling
- Legal services
- Community outreach

A range of agencies are available through these centres including Australian Red Cross SA, Disaster Ministries, Services Australia, Good Shepherd, the Department of Primary Industries and Regions and the Department for Industry, Innovation and Science.

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### **Berri**

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

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### **Murray Bridge**

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

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## Flood recovery health fact sheets

SA Health have 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](#).

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## Taking care of others impacted by flooding

The impact of the River Murray flood event may differ across communities so it's important to know how to take care of others during the recovery phase. Wellbeing SA have outlined several tips to help the people around you who may need a greater level of assistance:

### Let them know they are not alone

Reassure them that you are there for them and happy to listen. If you can, consider making a regular time to call or check in.

### Offer practical support, if you are able

For example, ask if you can prepare a meal, offer to do a chore or errand, or ask what else might be helpful.

### Let them know it's ok to need extra help and support

Ask them if they've considered accessing a support service. Offer to help connect them and ask them if there's anything you can do to make it easier to make contact.

For more information and helpful tips visit [Wellbeing SA](#).

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## 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](#).

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## Foundation SA flood recovery fund

Foundation SA are working with communities to identify immediate and long-term flood recovery needs.

Donations will be pooled with philanthropic gifts to generate a series of grants that will support on the ground community-led recovery activities.

South Australian community organisations and non-profits working in flood-impacted communities will be invited to apply for grant funding to support the delivery of programs, activities and events that bring people together, enhance community resilience and support local needs throughout the long-term recovery efforts.

For more information on Foundation SA's South Australian Disaster Recovery Fund [click here](#).



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## Spend your support

Help businesses in flood-affected areas by shopping with them online.

[Brand SA](#) is supporting River Murray businesses to join the Shop Local SA online marketplace. [Browse participating shops in the region](#) to purchase gift cards and a range of goods.

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## 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](#)

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## 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](https://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.

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## 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](#)



## Support for flood-affected River Murray communities

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