

An aerial photograph showing a flooded landscape. A river flows through the center, surrounded by dense green trees. Several houses are visible, partially submerged in the floodwater. The sky is clear and blue.

2022/23 RIVER MURRAY FLOOD COUNCIL REVIEW SUMMARY

OCTOBER 2023

MID MURRAY COUNCIL

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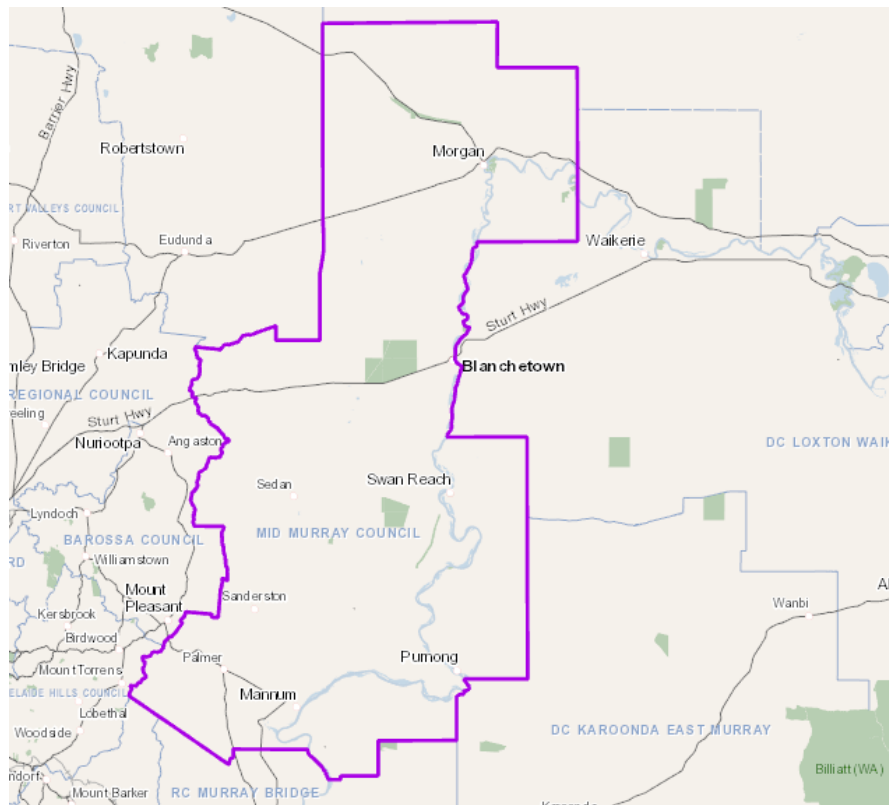
1.0 The Event

Throughout 2022, significant rainfall occurred across the Murray Darling Basin due to the ongoing La Nina weather pattern. Toward the end of 2022, it was clear that our River communities were about to experience a significant flood event, with forecasts being continually revised and predicted to peak between 190 and 220 gigalitres per day. These flows were to be the highest experienced in South Australia since the 1956 flood event.

Such was the significance of the event, it was described by Emergency Services Minister Joe Szakacs as *'economically the worst natural disaster in South Australian history'* and caused extensive damage to townships on the River, destroyed or damaged hundreds of properties and has left Council incurring significant costs, in both preparing for and recovering from the flood event.

Given the nature of flooding and the River Murray, the slow moving nature of the event presented Council with a unique set of circumstances, with a significant amount of resources committed by Council and Government agencies during the preparedness phase, to mitigate the impact of the event. This is at odds with other natural disasters, such as a bushfire or flash flooding where efforts are predominantly focused during recovery.

The uniqueness of the event provided Council with an opportunity to establish operational frameworks and internal decision making structures to ensure the Council was prepared to deal with the flood event.



Map of Council Area

2.0 Role of Council

In October 2022, Council mobilised both its Business Continuity Management Team (BCMT) and Critical Incident Management Team (CIMT). Importantly, many of the key emergency documents had recently been reviewed, with the assistance of the Local Government Association (LGA) and this positioned Council well in regards to planning. In November 2022, a Recovery Team Working Group was established, consisting of a number of key Council staff.

In addition to these internal working groups, Council also had a number of staff sitting on State based Committees such as:

- Zone Emergency Support Team (ZEST)
- River Murray Community Recovery Committee
- State Emergency Services (SES) and agencies Chief Executive River Murray flood working group
- Department of the Premier and Cabinet and agencies Chief Executive River Murray recovery working group
- River Murray Communications Coordination Group
- River Murray Environmental Health Officers and SA Health's Disaster Management Branch Working Group
- LG Functional Support Group (LGFSG).



Inundation at Morgan

2.0 Role of Council

2.1 Community Consultation

Council staff were also involved in a number of public meetings during the preparedness phase, to provide the community with as much information as was available at the time. These meetings were either convened by Council, the State Emergency Services or the Department of the Premier and Cabinet.

Community meetings were held in Adelaide, Morgan, Blanchetown, Swan Reach, Mannum and Pompoota, with the number of meetings attended by staff totaling seven (7).



Community meeting held at Mannum

To keep the community informed of Council's progress with regard to road and facility closures in the first instance, and openings throughout the recovery phase, Council produced a *Frequently Asked Questions* document and 29 *High River Updates* (Appendix B) from 19 November 2022 to 5 May 2023, which were disseminated to its 920 flood information subscribers.

The information contained in the *High River Updates* included:

- Current SES Warnings and Messages
- Current River levels
- Council's flood response, with a Flood Response Operational Schedule for its roads, facilities, public spaces and CWMS
- Agency and Community updates
- Further information and resources, including hotlines, relief centre detail and webpages.

Information was also distributed via Council's website, its Facebook, and in hard copy at its offices.

3.0 Council Actions

3.1 Council Preparedness

Council's focus during the preparedness phase was on preparatory and proactive actions that would enable the protection of people, property (where possible), as well as community infrastructure, during the flood and as River levels rose. Council's strategic oversight of its operations in the preparation and response phases of the flood was managed by its Business Continuity Management Team (BCMT), which was led by the Chief Executive Officer and consisted of the Senior Management Team and key staff from across the organisation, with Council's Business Continuity Plan informing the operations of BCMT.

During the preparedness phase the following key works, amongst others, were undertaken:

- Construction of three (3) temporary levee banks:
 - Randell Street, Mannum (including the Mannum Caravan Park)
 - Mary Ann Reserve, Mannum
 - Oval Road, Morgan
- Closure of approximately 150kms of roads and open space.
- Decommissioning of 27 Community Wastewater Management Systems (CWMS) and the Bowhill Water and TV systems.
- Removal of community infrastructure such as street furniture and other equipment.



Mary Ann Reserve temporary Levee - Mannum

3.0 Council Actions

3.1 Council Preparedness

To assist the community with preparation, Council provided sandbags to residents at 30 sandbags per property in an initial distribution for residents to undertake minor flood mitigation works. This increased to Council providing sand for the sandbags at various locations until the SES commenced sandbag distribution. Sites were set up across the region, and sand continually carted by Council to these locations to assist the community to prepare for the flood. Sandbagging sites were set up at Morgan, Blanchetown, Swan Reach, Bowhill and Mannum. Council also delivered sand to other locations where the flood threat was predicted.

Council assisted the SES in distributing sandbags throughout these sites and carted in excess of 4,000 tonnes of sand across the preparation phase.

This work was undertaken to limit damage to critical infrastructure, with the aim of getting people and businesses back into their properties as quickly as possible, post flood.



Levee breach at Cowirra

Council was represented in the ZEST as a region wide response in preparation for the oncoming high River flows. The flow rates predicted were ever changing, and as these changed the focus of Council's response also was heightened to proportionate level of preparedness as outlined above. Council enacted its Critical Incident Management Team (CIMT), which had oversight for the Council's operational flood preparedness, and the infrastructure that was required to undertake this role. It was evident from the predicted flows that significant work was required to prepare the community for the peak height. In order to do this Council staff monitored the Department for Environment and Water (DEW) updates and ZEST outcomes, and mapped the flow predictions and the effect the flood would have on the region.

3.0 Council Actions

3.1 Council Preparedness

The CIMT allocated roles and responsibilities to various team members to manage road closures, CWMS decommissioning, temporary levee construction, administration tasks such as weekly communications and liaison, and marine facilities. The CIMT formulated a program of rolling closures, which during the flood equated to approximately 150 kilometres of road, 27 CWMS, water supplies and TV connectivity, removal of marine facilities, open space preparations and public toilets. Further to this, the CIMT also considered other risk factors such as underground infrastructure, which would jeopardise and heighten the risk of the flood and therefore had all stormwater, Telstra and SA Power Network pits assessed and closed off to prevent seepage through these areas. Council engaged various contractors to undertake the temporary levee works, with significant amounts of material being utilised and sourced to construct the temporary levees in their relevant locations.

The CIMT also identified that, if the region experienced a significant stormwater event once the temporary levees were being constructed, the effect of this would be a flood behind the levee which would put at risk the infrastructure that was being protected.

Council purchased a number of water pumps and generators and worked through their strategic locations in readiness for a storm event occurring. This was required as all the stormwater pipes that were located under the temporary levees that led to the River were “ballooned” to be sealed to prevent backflow into the main streets or toward infrastructure. The CIMT were supported by the LGFSG for the sourcing of additional pumps, generators and road signage to assist with Council’s flood mitigation works.



Burst SA Water main in Mannum

3.0 Council Actions

3.1 Council Preparedness

The CIMT developed a rolling schedule, based on predicted flood levels, and closed roads prior to inundation, removed and decommissioned CWMS pumps and systems, closed and removed various marine structures (pontoons and gangways) and informed the community on a weekly basis by way of electronic media and subscription to weekly email updates. Initially, Council closed roads with signage and dirt mounds, however these were easily moved by the public, so concrete blocks were used where appropriate as a permanent barrier to ensure that public access was restricted to various areas.

Due to the road closures and the predicted flood footprint, Council's region wide waste services were also modified where the waste contractor was unable to access the entire road network. Bin banks were set up in various locations and residents were also required to bring their bins to a common location in order to be serviced.

In readiness for the predicted flood levels, Council undertook levee inspection training as it was a requirement to have daily assessments of the temporary levees to ensure their integrity. Rosters were put in place to ensure that daily inspections occurred, with further rosters developed for the 24/7 inspection and monitoring of pumps.



Concrete blocks at Riverside Drive, Bowhill

3.0 Council Actions

3.1 Council Preparedness

Whilst the flood preparation works were being undertaken, the CIMT also gave due regard to Council's core service delivery and ensuring that staff not involved with the flood preparedness were still engaged for Council's general works. This involved maintaining "business as usual" activities as much as possible throughout the region over the duration of the flood, including patrol grading, road construction and maintenance, CWMS maintenance of sites not decommissioned and up to and leading into the decommissioning periods.



Morgan Boat Ramp

Following the prediction of the flow rates exceeding 120 gigalitres, the Department for Infrastructure & Transport (DIT) roads and ferries were closed, which reduced the region's river crossing points to Murray Bridge, Blanchetown and Cadell. Prior to the ferries closing, plant, equipment and fuel was left at various locations on both sides of the river to enable Council's core activities to continue as much as possible.

3.0 Council Actions

3.2 Council Response

The peak flow reached the South Australian border on 23 December 2022, and passed through the Mid Murray region throughout the early days of January 2023.

The monitoring of works undertaken during preparedness was the key feature of the response phase, with 24 hour/7 day a week monitoring required for the constructed temporary levees, including a number of pumps which were being used to pump water back into the main channel of the River. Prior to the flow reaching the peak, several challenges presented where underground infrastructure, such as stormwater pipes, failed and as such additional levees were required to be constructed to contain flood breaches from behind the already constructed temporary levees. Further to these challenges was a significant amount of water seepage which caused road surfaces to bubble with the threat that floodwaters would seep behind the temporary levees. Council staff were on site on a 24/7 rolling roster and continued to monitor any rising waters or threats from behind the temporary levees. Council and the SES sourced large pumps to keep these seepage sites at bay, and throughout the flood period these pumps ran 24/7. As a result of a number of incidents, SAPOL ensured that the community abided by the road closures and upon the Government direction of no water activity on the River, also monitored the region for any illegal activity.



Staff monitoring levees at Mannum

3.0 Council Actions

3.2 Council Response

Through the flood there were other types of seepage and failures where water commenced infiltrating behind the temporary levees and the challenges to mitigate further flooding were always present. An example of this was the cellar at the Mannum Hotel which had floodwater seeping into the cellar at approximately 8,000 litres per hour. Pumps were installed at these locations and as the pipework inhibited traffic, together with the ballooning of the road seal, the main street of Mannum was closed to all traffic. Natural seepage also occurred at Morgan where floodwater penetrated behind the temporary levee through rising ground water levels and cliff seepage. At one stage there were seven (7) pumps operating at Morgan to mitigate any flooding within the Caravan Park.

During the flood, each day presented different challenges where seepage or flood infiltration was experienced. During this time Council continued to purchase generators and submersible pumps to keep the floodwaters at bay as best as possible, and had other pumps on standby in the event of a storm event.

SA Water's effluent sewerage system runs through various pumps from the Mannum main street through to their treatment plant. SA Water engaged various vacuum trucks to continue servicing the town of Mannum with sewerage disposal. Council also engaged the vacuum trucks to empty effluent from CWMS systems and public toilets as many residents remained at their property during the flood and continued to use their systems, which put at risk properties to inundation from sewerage.



Morgan Caravan Park Levee

3.0 Council Actions

3.2 Council Response

The floodwaters brought significant numbers of visitors and tourists to the region to witness the once in a generation flood, with the influx of people causing a number of challenges, especially in Mannum. To cater for public safety and the increase of vehicle traffic, controllers were on site 24/7 with traffic flows and routes organised to manage vehicle congestion. With Mannum main street closed, a fence barrier was put in place adjacent to the temporary levee to protect it from damage and injury of the public, however members of the public still climbed the temporary fencing to view the floodwaters. As a result, a secondary fence was put in place to prevent public access and risk of interference to the initial barrier. To assist in restricting traffic congestion in the Mannum main street, a shuttle bus was organised to shuttle visitors into the main street to keep businesses operating where they were able to.

At the peak of the flood, with significant road closures and community disruption due to the ferries closing, inspections of the remaining region for business as usual work and flood response continued.



Ferry approach at Swan Reach

3.0 Council Actions

3.3 Council Recovery

Council's Recovery Team Working Group held its first meeting on 8 November 2022, and continued to meet weekly until 22 June 2023. In total, 33 recovery meetings were held.

A Recovery Action Plan was drafted and key focus areas or themes established to focus Council resources on targeted areas. The key themes were as follows:

- Social Impact
- Built Impact
- Natural Impact
- Economic Impact
- Communication and Engagement.

The Recovery Plan is continued within Appendix A.



Floodwater receded at Mary Ann Reserve - Mannum

3.0 Council Actions

3.3 Council Recovery

3.3.1 Key Themes – Social Impact

During the event the community was impacted in various ways and for varying periods of time, with primary issues being:

- Displaced residents
- Impact upon travel routes
- Financial difficulties
- Vulnerable people requiring assistance to prepare properties and/or relocate
- Impact upon sites of Aboriginal Heritage
- Council staff wellbeing
- Communication issues.

Significant Government support was available to those residents who were displaced and incurred additional living expenses, whilst alternative travel options (e.g. small ferry in Mannum) assisted in parts of the community maintaining access for schooling, medical appointments etc.

In addition to various Government support packages, displaced residents were provided alternative campgrounds to ensure they could reside in proximity to their affected properties, however it was only Mannum that saw any significant uptake of this offer. Morgan had sporadic campers, and the Blanchetown site was not utilised.

The length of the event meant there was concern for Council staff wellbeing as fatigue and a feeling of overwhelm set in. Wellbeing of staff and flexible working arrangements supported staff to navigate the event, as they worked tirelessly to support the community and local businesses, in an often highly emotive setting.



Designated camping at Mannum Oval



Mannum Passenger Ferry

3.0 Council Actions

3.3 Council Recovery

3.3.2 Key Themes – Built Impact

The most significant impact was to Council's infrastructure, where the floodwaters caused significant damage and service interruption to the following:

- 27 CWMS
- Bowhill Water & TV
- Stormwater infrastructure
- 155kms of road network
- 80 marine facilities
- Levee bank
- Waste disposal
- Private dwellings.

Council constructed three (3) temporary levees in Mannum (2) and Morgan (1) to protect Council assets and local businesses. The construction of the levees provided challenges at times due to predicted water levels, access and availability of contractors. Overall, the benefit of having the disruption of the levees in place outweighed the damage that would have occurred if they had not been built.

Roads were closed progressively over a 5-6 month period due to varying levels of inundation across the region. In total, approximately 155kms of Council's road network was impacted to some degree.



CWMS Infrastructure at Pelican Point

3.0 Council Actions

3.3 Council Recovery

3.3.2 Key Themes – Built Impact



Levee at Randell Street – Mannum



Mannum Caravan Park Levee



Morgan Caravan Park Levee



Hunter Road - Mannum

3.0 Council Actions

3.3 Council Recovery

3.3.3 Key Themes – Natural Impact

The natural environment was severely impacted during the flood event, with key issues including:

- Debris in River Murray
- Strong currents
- Odour
- Deceased animals
- Mosquitos
- Blue green algae events
- Trapped floodwater.

Largely, the work undertaken between Council, State Government Departments and the community resulted in very few, if any, concerning issues in this focus area. The primary matter, which remained ongoing, was the dewatering of the flood plain. The trapped water was responsible for odour and blue green algae outbreaks, and dewatering was hampered at times due to lack of access.



Trapped floodwater at Scotts Creek

3.0 Council Actions

3.3 Council Recovery

3.3.4 Key Themes – Economic Impact

The regions' tourism sector suffered extensive losses throughout the flood event, which occurred over the peak spring/summer period. Businesses suffered losses due to lack of visitors, shack owners were unable to attend their properties, causing a significant downturn in local trade and caravan parks and campgrounds were forced to close.

Interestingly, whilst there was a significant downturn in overnight visitors, the region did see an increase in 'day trippers' who wanted to view the flood event.

Council's own tourism assets were either flood impacted or had services suspended, with the Mannum Visitor Information Centre relocated to the Mannum Green Shopping Centre.

State Government grants sought to stimulate the economy, or provide relief for those businesses that suffered significant losses.



Mannum Dry Dock

4.0 Observations

Throughout the event, a number of observations were made by key staff as to how Council could improve on their performance in the event of a future flood, or how Council operations could have performed better, as per the table below, noting that this is not an exhaustive list:

Theme	Observations
Social Impact	<ul style="list-style-type: none">• Advocate for alternative passenger transport options (buses /ferries)• Wellbeing Officers appointed immediately• Simplify grant eligibility process• SES to assist vulnerable community members to relocate sooner• Pop up Employee Assistance Programs for staff• Identify campgrounds and facilities earlier for displaced residents• Consider appropriate evacuation centre location
Built Impact	<ul style="list-style-type: none">• Advocate for further powers under SA Public Health Act to decommission CWMS• Divest private infrastructure systems (Bowhill Water & TV)• Undertake CCTV viewing of stormwater systems prior to event• Road closure and re-opening process worked well• Reconsider need for temporary levee at Morgan Caravan Park, and extent of temporary levees in Mannum
Natural Impact	<ul style="list-style-type: none">• Engage State Government Departments earlier to clarify roles (e.g. PIRSA)• Commence communication earlier on potential issues• Establish monitoring on trapped water for blue/green algae• Develop CWMS recommissioning fact sheet for shack owners• Portable toilets to be placed earlier, and for longer
Economic Impact	<ul style="list-style-type: none">• Clearer signage in/around flood affected towns• Opportunities to create alternative camping areas (Mannum Waterfalls)• Marketing campaign to provide accurate information would have assisted• Develop deep mooring facility at Morgan (PS Cannally)• Create levee base around Mannum Dry Dock

5.0 Financial Impact

The State Government recognised the significance and scale of the emergency emerging by declaring a Major Emergency, and by providing grant relief, as well as legal and financial assistance. These activities were jointly funded by the State and Federal Governments, being the two tiers of Government responsible for funding welfare services associated with natural disasters, which are beyond the financial capabilities of Local Government.

In total, Council's expenditure, in preparing for the flood event was \$7,327,000, with \$3,503,000 supported through various grant funding and government support packages. Various levels of State Government funding has been provided to cover certain aspects of the flood operations, with Council continuing to negotiate funding during the recovery process that will continue into future years. The Council has sought insurance settlement on insured assets that have been damaged, however, unfortunately insurance coverage does not extend to all assets under Council's control (roads, landscaping, irrigation, CWMS piping, underground electrical services, Bowhill TV optic fiber, riverbank damage etc.).

Funding was provided for the construction of the three (3) temporary levees at Randell Street, Mannum (including the Mannum Caravan Park), Mary Ann Reserve, Mannum and Oval Road, Morgan totaling \$2.33m; and also for the subsequent removal of the temporary levees, with a claim lodged for \$2.33m.

Grant funding of \$1.09m was received for *Counter Disaster Operations* for activities that occurred during the dates 1 October 2022 to 28 February 2023 (up to the date that the water was engaged with the temporary levees). This covered expenses relating to levee monitoring and maintenance, road closures and associated emergency works, safeguard of marine assets, sandbagging activities, supporting government departments and agencies and the impact to Council's essential services of stormwater, CWMS and waste management. Certain costs incurred by Council that were deemed ineligible consisted of the activities prior to 1 October 2022, such as the removal of floating pontoons and deep mooring walkways. During the stated period, any normal wages and salaries of Council employees and associated plant costs were not eligible for funding, however overtime for employees outside of normal working hours was able to be claimed.



Hunter Road - Mannum

5.0 Financial Impact

The State Government assisted with providing Council with an advance grant payment of \$3.66m in July 2023, and at that stage, this amount offset any claims that were previously lodged but not yet paid and expenses that had been incurred but not yet claimed/paid.

At the time of writing this document the Council was still finalising the rehabilitation of the three (3) temporary levee locations, and it is expected that all contractual costs associated with damage caused by the levee construction, placement and removal will be recovered by government funding. Other future funding claims will fall under the *SA Local Government Disaster Recovery Assistance* program, which will firstly be limited to contractual and material costs associated (no Council resources can be claimed) with the reconstruction of roads with Council contributing 28% and the State Government funding the 72% balance. Council will endeavor to negotiate under the *Community Recovery Fund* the reinstatement of marine facilities and open space to at least at the same funding level as roads, being 72%.



Mayor Simone Bailey & the Hon Peter Malinauskas MP, Premier of South Australia

5.0 Financial Impact

Council has been in discussions with the State Government relating to betterment to increase the resilience of assets along the flood plain, with the current offer of 50% of funding for certain assets. Due to the requirement of Council to co-contribute to the reinstatement of damaged roads and other assets and the Council's current financial position and sustainability challenges, there is limited capacity to match funding for betterment works at this time.

The Council was able to provide limited financial relief to ratepayers, with fines and interest waived during the three (3) months of December 2022 to February 2023. In addition, by application, ratepayers of properties where the property is their primary place of residence, and that property was materially inundated with floodwater, were provided with an extended period for the repayment of any outstanding rates until 30 June 2023, and all interest or fines waived for the seven (7) months of December 2022 to June 2023. Where applicable, ratepayers of residential properties where the property was their primary place of residence, were rebated for the period of time that the essential service of the CWMS was not operational.



Information Bay – Swan Reach

Council recognised that the 2022/23 River Murray flood event had left many properties along the River uninhabitable and requiring demolition. As a result of this, Council resolved that impacted property owners were able to apply to defer their Domestic Waste Bin Charge. In providing any type of temporary relief to ratepayers, Council also considered the financial impact of any possible reduction of income and/or additional financial liability.

As per Council's *Hardship Policy*, ratepayers requiring financial hardship assistance were encouraged to contact Council to make alternative payment arrangements.

5.0 Financial Impact

Council has been challenged in the setting of rates in the new 2023/24 financial year, with just over 1,600 flood damaged properties' valuations decreasing by an average of 21%, a further 1,000 properties having no valuation increase and the balance of 7,800 properties' valuations increasing by 22%, resulting in an overall average valuation increase of 9.4%. In setting rates, this situation led to a significant redistribution of the rate burden, and as a result of this unique situation, Council resolved to provide financial relief by way of a rate capping rebate set at 20% with a budgeted amount of \$322,000 to be given in rebates. Presently there is a large number of river holiday homes that are being demolished that will once again decrease the value of the properties, and in the short to medium term also reduce the financial rating capacity of Council.

Council has been impacted significantly by the flood, placing even more pressure on the future financial position and sustainability of the business. In response, and as part of Council's strategic approach to long-term financial sustainability, Council is undertaking a sustainability measures project to review the services and projects and the associated benefit to the community, the service standards of Council assets, internal business operations and to investigate possible alternative revenue sources.



Post-peak appreciation BBQ

6.0 Conclusion

The 2022/23 flood event was the first major emergency, impacting the Council, in a substantial period of time. Council had recently undertaken, in conjunction with the Local Government Association of South Australia, reviews and updates of all of its Emergency Management Plans, so this was the first time the performance of those Plans was able to be tested.

Overall, and as highlighted above, Council performed strongly and provided a coordinated effort in preparing for the flood event, during the response phase, and then as it assisted the community and region recover. Overall, the feedback received by the community was largely positive, albeit there were time when Council's performance could have improved.

Areas for improvement include a more proactive approach to direct communication with impacted property owners and businesses, as well as being better prepared for displaced residents and understanding the status of infrastructure likely to be inundated.



Swan Reach Township

The 2022/23 River Murray flood event was one of the worst natural disasters to have taken place in South Australia. Mid Murray Council, with the largest length of River out of any local government area, wore the brunt of its devastation. Council's Emergency Management Plan allowed it to establish the control hierarchy immediately to ensure the organisation was equipped to prepare, react and respond to the event. Overall, with assistance from various State Government agencies, and the community, Council's performance during the event should be considered a success.

Appendix A – Recovery Action Plan



Recovery Action Plan for River Murray Flood Event 2022-23

Version 2.0

15 June 2023



Document Version Control

Authorisation

This plan is approved by the Recovery Team.

Document responsibility

This document is the responsibility of the Recovery Manager.

Version and Review

Version	Date	Summary of changes	Author	Issued
1.0	15/12/2022	Initial document	J McVicar	
2.0	15/6/2023	Updated to reflect current status of event	J McVicar	

Next review planned	To be confirmed
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Document location	Confidentiality classification
This document is stored in L:\Departments\EnvServices\Environment\Jake\Flooding and Recovery\Recovery Plan	This document is classified as public

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Purpose

The Mid Murray Council's Recovery Action Plan has been prepared for the ***River Murray Flood Event 2022-23 (Flood Event)***.

The purpose of the Recovery Action Plan is to document the impacts of the ***Flood Event*** and identify recovery goals and priority actions for council to respond to these impacts.

The Recovery Action Plan is structured as follows:

- **Step 1** identifies the staff that are part of the **Recovery Team** leading and coordinating recovery efforts for the ***Flood Event***.
- **Step 2** is the **impact and needs assessment**. This assessment identifies the impacts of the ***Flood Event*** on the social, built, economic and natural domains and briefly outlines the actions Council will take to respond to the needs of the community and support recovery.
- **Step 3** takes the actions from Step 2 that have been identified as a priority and provides further details to form a **Recovery Action Plan**. This includes detailing well-defined recovery actions along with their associated desired outcomes, lead responsibilities, council functional areas, partners, resources, timeframe and status.

The impact and needs assessment and the recovery action plan are dynamic documents and will be updated to reflect changing impacts and community needs.

1. Recovery Team

Mid Murray Council has assembled the following team to support recovery following the **Flood Event**.

Role descriptions, as well as the likely responsibilities and desired attributes for each role, are provided in Appendix A – Role responsibilities and attributes.

Table 1: Recovery Team

Position	Name(s)	Contact details(s)
Council Recovery Manager	Jake McVicar	0429 999 642
Local Recovery Committee Members	Caroline Thomas	0429 899 785
	Russell Pilbeam	0429 999 752
	Natalie Davis	0438 324 460
	Andy Glen	0472 559 967
Communication and Information Coordinator	Dallis Von Wald	0400 070 201
Administration	Melissa Marschall	0417 312 281

The contact details of other key individuals involved in recovery (not from council) are provided below:

Table 2: Other recovery contacts

Position	Name(s)	Contact details(s)
State Recovery Coordinator	Damien Walker	Damien.Walker@sa.gov.au
Community Recovery Coordinator	Alex Zimmermann	Alex.Zimmermann@sa.gov.au 0455 984 411

2. Impact and Needs Assessment

Localities of affected communities

What are the localities impacted by the emergency event?		Is the locality directly or indirectly affected? (Tick which one applies)	
Locality name or description		Directly affected	Indirectly affected
Numerous shack areas		Yes	
Major townships e.g. Mannum, Morgan		Yes	
Other townships requiring ferry access		Yes	

‘Directly affected’ refers to areas that have experienced damage or threat to people and property.

‘Indirectly affected’ refers to neighbouring or other areas that are experiencing damage to communications and utilities or where other consequences of the emergency event are impacting e.g. a local road closure might disrupt access to centres further afield.

Social impact and needs assessment

Social impact and needs assessment						
Who/what is impacted	Yes/no <small>(insert number if possible)</small>	Details	Short Term	Medium Term	Long Term	Recovery actions to address priority needs
			Priority = P, Watch = W, Okay = OK			
Number of people affected in total						
All Community	Yes	Loss of Housing Loss of Property Loss of Income Loss of Life Water Safety Trauma Access to Services Pop-up services Insurance Transport Community Assistance Financial support	P	P	P	<div>Liaise with Housing SA and other appropriate services</div> <div>Liaise with Centrelink services</div> <div>Identifying alternative accommodation options</div> <div>Food hampers, clothing vouchers</div> <div>Liaise with Royal Life around education</div> <div></div> <div>Need for counselling, people may not be comfortable to ask for help, having services out an about/door knocking. Pop-up counselling services.</div> <div></div> <div>What government agencies can support</div> <div>Assistance with insurance claims</div> <div>Teach Savvy seniors available through libraries</div> <div></div> <div>Regular communications to residents around availability of assistance</div> <div></div> <div>Increase attendance at progress association meetings, be out in the community more to see what people need.</div> <div></div> <div>Community groups/associations to coordinate volunteer groups to assist with clean up phase, community BBQ's for connection of isolated families</div>

						<p>Agencies that can provide advice and assistance around insurance claims etc., ensure that residents are not getting taken advantage of by insurance companies – equivalent of Legal Aid</p> <p>Community venues that can offer air-conditioned day respite to displaced residents during extreme heat</p> <p>Maintain relationship with Relief Centre – could be there for at least three months.</p> <p>Pop-up relief centres to smaller river communities who are experiencing transport difficulties.</p> <p>Assistance with grant applications. On-going grant availability (some businesses will be affected long term)</p>
Children	Yes	Access to school Access to sports/social	P	P	P	<p>Liaise with DECD for schooling access</p> <p>Transport services for sport and social activities</p>
Elderly people	Yes	Access to Services				<p>Meet regularly with SA Health and local medical services</p> <p>Liaise with transport services</p> <p>Volunteer assistance during clean up phase</p>
Aboriginal and Torres Strait Islander people		Aboriginal Specific Health Services				<p>Liaise with Aboriginal Specific Services to avoid mistrust of non-indigenous organisations</p> <p>Financial support – Indigenous Bank</p> <p>Legal services</p>
People with a disability	Yes	Access to infrastructure				<p>Timeframes around re-building of roads and other infrastructure</p> <p>Regular communication</p>

People with culturally/ linguistically specific needs	Yes	Translation services				
Council Staff	Yes	Access to work Work pressure Personal impact	W P P	W P P	OK W P	Employee Assistance Program Flexible working conditions – time needed for cleaning properties Prioritise Annual leave required Supportive Management External agencies assisting staff with property clean ups LGFSG – for staff support
Other vulnerabilities						
People displaced from housing	Yes					Continue housing support - Housing relief line Camping sites
Pets/Livestock/Wild animals		Homes Food				Animal Housing support Parks & wildlife authority and waivers

Built impact and needs assessment

Built impact and needs assessment						
Who/what is impacted	Yes/no (insert number if possible)	Details	Short Term	Medium Term	Long Term	Recovery actions to address priority needs
			Priority = P, Watch = W, Okay = OK			
Public infrastructure						
Damage to electricity supply	Yes	BBQs, ticket meters, water pumps and lighting may be impacted by flood waters – List to be completed. Aside of the damage by the mains supplier (SAPN), damage is likely to meters at inundated buildings and mains located at open space areas.	P	W	OK	List of affected services to be developed Engage contractor to check all services Power supply will need to be assessed, if undamaged a certificate of currency needs to be provided by a qualified electrician. If damage has occurred, infrastructure needs replacing by the same.
Damage to gas supply	No	No mains gas supply to buildings. Gas bottle supply infrastructure is unlikely to be impacted if decommissioned correctly.	OK			
Damage to phone connections	Yes	Damage to CWMS phone connections – liaise with CWMS section. Much like the damage to electrical supply, the	P	W	OK	

Built impact and needs assessment						
Who/what is impacted	Yes/no (insert number if possible)	Details	Short Term	Medium Term	Long Term	Recovery actions to address priority needs
			Priority = P, Watch = W, Okay = OK			
		same infrastructure could be damaged under sustained inundation.				As per phone connection issue. Power supply will need to be assessed, if undamaged a certificate of currency needs to be provided by a qualified electrician. Remaining infrastructure can be tested in-situ.
Damage to internet connections	Yes	As per phone connection.	P	W	OK	
Damage to public water supply	Yes	Water pumps and foot valves will need to be checked. – List to be completed. Aside from mains water supply (SA Water), Council owns and operates water supply to Bowhill shack area. Damage is more likely to electrical but may impact underground infrastructure.	P	W	OK	
Public transport not able to run	Yes	Not Council operated but the road network that carries school bus routes will need to be assessed and prioritised for rehabilitation if necessary.	P	W	OK	Road inspection post event, see roads for remediation works.

Built impact and needs assessment						
Who/what is impacted	Yes/no (insert number if possible)	Details	Short Term	Medium Term	Long Term	Recovery actions to address priority needs
			Priority = P, Watch = W, Okay = OK			
Damage to stormwater facilities	Yes	Develop checklist of infrastructure that could have been impacted. Stormwater drains have been blocked to stop the river entering the system and township in Mannum and Swan Reach.	P	W	OK	Develop list of inundated stormwater infrastructure. Engage contractor to repair. Unblock stormwater drains, clean inlets and pipes. Replace broken lids where required.
Damage to wastewater facilities.	Yes	Wastewater treatment plants and pump station controllers that have been inundated will need to be checked. Nearly all Council owned Community Waste Management Schemes have been affected (Truro the exception). Decommissioning has occurred but inundation may impact infrastructure.	P	P	P	Council's CWMS Officer to check when re-commissioning the facilities. All systems will need to be assessed by qualified electrician and plumber to assess impacts. Electrical damage to be fixed and COC presented when applicable. Testing of pumps and pipework to be completed by qualified plumber.
Roads impassable/unsafe	Yes	Closed roads will need to be checked before reopening. Approximately 125km of Council road and	P	P	P	Council to engage civil consultant to development a dilapidation assessment method for both sealed and unsealed roads. Additionally, assessment may be undertaken by qualified internal OR external engineers.

Built impact and needs assessment						
Who/what is impacted	Yes/no (insert number if possible)	Details	Short Term	Medium Term	Long Term	Recovery actions to address priority needs
			Priority = P, Watch = W, Okay = OK			
		19km of private shack road may be directly impacted.				May require additional road traffic signage and control for badly damaged roads. Unsealed roads – visual inspections post event to occur. Remediation will be reforming and resheeting roads with a combination of internal construction and contractor. Sealed roads – consultant to be engaged to test pavement compaction and moisture content post event. Subject to pavement test results, if ok, road will be resealed where required or simply reopened. Where pavement has failed, road will be profiled up, pavement reinstated and road resealed.
Footpaths impassable/unsafe	Yes	Most footpaths will be affected in open space areas. Some impact predicted in Mannum and Swan Reach.	P	W	OK	Civil team to assess footpaths once water recedes. Seriously damaged footpaths will be triaged based on pedestrian access. May require additional signage for badly damaged footpaths. Visual inspection to occur post event. Failure likely to the pavement rather than surface. Where pavement failure has occurred, footpath surface to be removed, pavement and surface reinstated. Three contractors likely required for pavement, concrete, A/C and rubble surfaces.
Open Space Infrastructure	Yes	Shelters, park furniture, playgrounds and lighting will all inspection and damage assessed.	P	W	OK	Infrastructure not critical but visual inspection required. Replacement of items damaged where necessary.
Temporary Levee Banks	Yes	Will need to be removed once water has subsided.	P	W	OK	Levee banks along Mannum and Morgan Riverfronts will be required to be removed.

Built impact and needs assessment						
Who/what is impacted	Yes/no (insert number if possible)	Details	Short Term	Medium Term	Long Term	Recovery actions to address priority needs
			Priority = P, Watch = W, Okay = OK			
						Morgan Oval road to be reinstated and access cleared for DIT and houseboats. – Scheduled for early February. Mannum Riverfront – Randell Street & Mary Ann reserve to be reinstated. Randell Street is a priority.
Buildings						
Damage to community buildings	Yes	Mannum VIC, a number of public toilets and potentially the Walker Flat Hall are impacted.	P	P	W	VIC relocated to Mannum Shopping Complex space. Clean buildings, conduct inspections, assess and fix electrical, plumbing, internal walls and other fixtures.
Damage to residential homes	Yes	A number of dwellings subject to inundation.	P			Provide alternate camping locations. Streamline DA process for re-building (Public Notification? Referrals?).
Damage to commercial buildings	Yes	Buildings on Randell Street, Mannum				
Damage to cultural and heritage sites	Unknown					Liaise with A&TSI Committee
Damage to Public Marine Facilities	Yes	Boat ramps/pontoons				Assessment made on damage when reopening. Triage based on use.
Waste						
Potentially hazardous materials e.g. asbestos, chemicals,	Yes	Chemical drums, old building materials etc.	P	W		Council to provide suitable places for dumping of hazardous materials – potential to liaise with EPA & Green Industries for temporary dumping at Council's landfill and transfer stations as holding areas? Need to consider disposal implication. Currently licensed for asbestos at Cambrai landfill.

Built impact and needs assessment						
Who/what is impacted	Yes/no (insert number if possible)	Details	Short Term	Medium Term	Long Term	Recovery actions to address priority needs
			Priority = P, Watch = W, Okay = OK			
Pet, or agricultural animal carcasses	Yes	Drowned animals	W			Consider disposal at Council’s landfill site?
Lost or damaged kerbside bins	Yes	Will be many lost bins from flooding.				Currently need to lodge a police report for lost bin and provide police number to contractor – look at removing this for those affected by flooding. Bins replaced free of charge.
Excess amounts of hard waste on private or public land	Yes	Large amount of household damage and green waste after storm.	P	P	W	Need to consider free dumping? Increase hours at waste transfer stations. Waive dumping fees for those affected for those registered through the Recovery hotline. Voucher required to be approved for free dumping by Green Industries. *Consider how we regulate the loads taken in per person* Council to provide suitable places for dumping of hazardous materials – potential to liaise with EPA & Green Industries for temporary dumping at Council’s landfill and transfer stations as holding areas? Need to consider disposal implications.

Economic impact and needs assessment

Economic impact and needs assessment						
Feature or aspect impacted	Yes/no <small>(insert number if possible)</small>	Details	Short Term	Medium Term	Long Term	Recovery actions to address priority needs
			Priority = P, Watch = W, Okay = OK			
Businesses lost	<i>e.g. 10 businesses</i>	<i>e.g. list business names, farm locations etc.</i>	<i>e.g. P</i>	<i>e.g. P</i>	<i>e.g. W</i>	<i>e.g. provide assistance with insurance claims</i>
Businesses damaged or have incurred financial losses		Morgan Caravan Park Mannum Caravan Park Younghusband Caravan Park Blanchetown Caravan Park Swan Reach Caravan Park Punyelroo Caravan Par Cordola Caudo Vineyard Mannum Dock Discovery Centre Ngaut Ngaut Randell Street, Mannum Private business losses – caused by direct or indirect				Identify mainstream businesses that may suffer losses and create a database of contact details for distribution of information. Create a reporting portal for businesses to communicate their losses and business impact. Share and promote funding/grant opportunities and assistance programs. Implement a recovery program marketing campaign directly benefiting impacted businesses once they look to re-open. Consultant opportunity – re-imagining and re-invigorating your business after flood impact.

		impact e.g. ferry closures				
Household damage		Shacks and primary residences				<p>Seek info from DMA?</p> <p>Share and promote funding/grant opportunities and assistance programs.</p> <p>Register with Recovery Hotline 1800 302 787 for waste removal</p>
Employees losing work at least temporarily		Accommodation cleaners, gardeners, ancillary staff at pubs etc.				<p>Seek data from RDA.</p> <p>Do they have access to Centrelink assistance?</p>
Disruption to/loss of supply chain networks						<p>Seek data from RDA.</p> <p>Share and promote funding/grant opportunities and assistance programs.</p>
Disruption to/loss of supply chain networks						
Regional tourism interruption	High tourism season – definite impact	<p>Shack owners form a major part of the region's economy. Loss of visits will cause significant losses for supplementary businesses and long term distress for shack owners.</p> <p>Most visitors wish to stay away from areas impacted by natural disaster. There is likely significant loss of</p>				<p>Seek data from RDA.</p> <p>Look to finalise review of MMC digital assets (Ben feedback).</p> <p>Priority actions identified from above with view for best recovery potential.</p> <p>Develop new tourism brand.</p> <p>Develop new tourism website (might be too long a process).</p> <p>SATC messaging (Jenny Turner – senior comms manager).</p> <p>Create drive itineraries through the greater region (scenic vistas, country pubs, dark sky, experiences) with or without ferry access.</p> <p>Keep all messaging positive regardless of the situation.</p>

<p>Impacted events: Sounds by the River New Year's Eve Fireworks Lions Xmas Market Morgan</p> <p>Business losses Mannum Dock Discovery Centre and Cruises</p>		<p>interstate and intrastate visitors to the regions and cancellations of accommodation and experiential bookings.</p> <p>Attendance numbers down. Accommodation bookings cancelled or not deliverable</p> <p>Cruise and Museum closure</p>			<p>Work with Destination Riverland and Murray River Lakes and Coorong positive messaging campaigns and recovery marketing initiatives.</p> <p>Temporarily relocate VIC – may assist operators as the entry point for Council's economic recovery enquiries.</p> <p>Establish Economic Recovery Centre:</p> <ul style="list-style-type: none"> • Opportunity within relocated VIC (IGA shops) • Cost \$500 per week rent. <p>What could the Economic Recovery Centre do:</p> <ul style="list-style-type: none"> • Place for impacted businesses to contact and visit Council staff (tourism staff). • Tourism Industry and general business liaison – identify and contact businesses across the region, identify recovery needs, assurance, placing MMC in positive light. • Data collection – flood impacts, loss of income, staff losses, cancellations. • Create and promote itineraries – keep tourists moving safely around the regions, perfect river flood vantage spots, how to see the best without using ferries, accessing business that are open, alternative venues, different places to visit, safe camping places within dark sky etc. • Council App, social and website upgrades/updates. • Plan recovery strategy for MDDC. • Ensure all 2023 cruises are ready to be booked. • Donations for impacted residents, business and MDDC recovery – crowd funding/appeal ?? • Assistance with Grants. <p>Plan for Council's tourism assets to commence business asap to draw people to the region and support private businesses.</p>
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						<p>Collaborate with MRLCTA and DR marketing campaigns post event.</p> <p>Defer MMRLCTA radio advertising component of the 2022/23 marketing campaign for Mannum Dock to Feb 2023 – done.</p> <p>Share and promote funding/grant opportunities and assistance programs.</p>
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Natural impact and needs assessment

Social impact and needs assessment						
Who/what is impacted	Yes/no (insert number if possible)	Details	Short Term	Medium Term	Long Term	Recovery actions to address priority needs
			Priority = P, Watch = W, Okay = OK			
Water quality	Yes	Blackwater – potential for fish kills.	W	W	OK	Liaise with PIRSA for fish kills. Blackwater working group and response plan.
		Floodwater contamination – people with private pipes used in their homes.	W	W	OK	Communications to people who use water from the River regarding water safety.
		Rainwater tanks.	P	P	OK	Advice on managing the clean out of tanks. SA Health currently developing specific factsheet for this. Will contact water carters to advise them of cleaning requirements.
		Debris in River	P	P	W	Promote marine safety/DIT around water safety and being on the River.
		Inundated Onsite wastewater systems	P	P	W	Residents should be made aware of how to manage their inundated wastewater system. Fact sheet is available for this.
Soil (e.g. erosion, contaminants)	Yes	Road side slumping	P	P	OK	Riverbank slumping committee to engage Engineers.
		Soil acidification	W	W	W	Potential for soil acidification to occur after drawdown. Vic EPA are monitoring this upstream and we are being advised to monitor.

Air quality	No					
Injured or killed wildlife	Yes	Deceased and displaced animals	P	W	OK	<p>Liaise with NGO's to rescue wildlife i.e. Habitat for Humanity, National Parks, Landcare to see what their response is.</p> <p>Consider burial locations for deceased animals.</p>
Destruction of habitat	Yes		P	W	W	Revegetation through Landcare, National Parks, LAP – consider whether they are doing anything in their recovery response.
Invasion of pest animals (e.g. mosquitoes, vermin)	Yes	Mosquitos	P	P	P	<p>Council EHO works in conjunction with the State Government to treat breeding sites and promote "Fight the Bite".</p> <p>Increase Communication and also monitoring and surveillance of mosquitoes.</p> <p>Pop-up vaccination clinics for smaller river communities having transport difficulties (similar to Covid clinics)</p> <p>Public toilets sprayed with residual spray now and afterwards – potential for buildings as well.</p>
		Snakes/ mice	W	W	OK	Remind people of the displacement of snakes and mice/rats.
Long grass once water recedes (bushfire risk)	Yes	Long grass growing after water recedes going into a potentially high bushfire danger season.	P	P	W	<p>Ensure communications to people to remind them to keep their yards maintained.</p> <p>Potential for more inspections later on in the fire season by Officers.</p>

3. Recovery Action Plan Template

Name of event: *River Murray Flood Event 2022-23*

Date of event: *Ongoing*

Action Plan prepared on: *22 December 2022*

Approved by: *Recovery Team*

Current council priorities and activities

Actions Action taken direct from the needs assessment	Desired outcomes Desired outcomes should refer to a desired measurable end point These will be used in post-recovery evaluation	Lead Responsibility Position title or individual name for the officer responsible for overseeing the action	Council functional area and partners Other individuals and agencies assisting the lead in achieving the goal	Resources needed List the resources needed to achieve the action	Timeframe Time or date action to be achieved by	Status Update to reflect current status
1. Social						
The Community are well informed and have access to the services/agencies they required	MMC is the conduit between relevant agencies and the community	Council	Relevant agencies	Community Services team	Immediately and for 6-12 months post event	Ongoing
2. Built						
2.1 Removal or repurposing the levee banks	Levee banks removed to allow access to affected roads, infrastructure and property.	SES	Council	External Contractors	Commencing 02/02/23 Conclusion 20/02/23	Complete
2.2 Council infrastructure is operational	All infrastructure is operational as quickly as possible to assist community and businesses in their	Council	DIT	I&FS staff / external contractors	Immediately and ongoing	Ongoing – 2 CWMS still to be repaired.

Actions Action taken direct from the needs assessment	Desired outcomes Desired outcomes should refer to a desired measurable end point These will be used in post-recovery evaluation	Lead Responsibility Position title or individual name for the officer responsible for overseeing the action	Council functional area and partners Other individuals and agencies assisting the lead in achieving the goal	Resources needed List the resources needed to achieve the action	Timeframe Time or date action to achieved by	Status Update to reflect current status
	recovery					Other infrastructure under repair or reinstalled
2.3 Damaged buildings are replaced	Council has developed a streamlined DA pathway to expedite approvals for damaged buildings	Council	DEW / EPA / LGA / Adjoining Councils	Planning/building staff	End of February 2023	Complete – State took over Policy Amendments
2.4 Waste is disposed of in an efficient and environmentally responsible manner	Council has developed a strategy for waste management which will link with other relevant agencies and stakeholders	Council and its Waste Management Collection Contractor will liaise with State Government (Lead Agency) who is coordinating a recovery plan for Disaster Waste	Green Industries SA / EPA / SES / SOLO / Adjoining Councils / Other relevant agencies as required	Council Infrastructure – Waste Transfer Stations, Plant & Machinery, staff. As required to assist lead agencies – Green Industries SA and EPA Additional resources as required (staff & plant) from other agencies	As required and liaison with lead agency	Waste Management Collection and Disposal Ongoing. Continue to work with relevant agencies.
3. Economic						
3.1 VIC and vessels are relocated and assessed as suitable for re-opening	Council tourism infrastructure is operational and encouraging visitation	Council	MRLCTA / TICSA	Contractors removal of levee banks Repatriation of grounds to prevent injury – contractors or Council staff Removal contractors	July/ August 2023	Ongoing – Vessels are back in service. Grounds almost repatriated. VIC still

Actions Action taken direct from the needs assessment	Desired outcomes Desired outcomes should refer to a desired measurable end point These will be used in post-recovery evaluation	Lead Responsibility Position title or individual name for the officer responsible for overseeing the action	Council functional area and partners Other individuals and agencies assisting the lead in achieving the goal	Resources needed List the resources needed to achieve the action	Timeframe Time or date action to achieved by	Status Update to reflect current status
				Staff and Volunteers		waiting for repair.
3.2 Businesses are supported by various agencies	Businesses have re-opened (e.g. Randell St) and have support they require	RDA	Council			Complete
4. Natural						
4.1 Liaise with PIRSA of fish kill locations.	Set up register of reported fish kill locations.	PIRSA	MMC	Staff member to update register and provide information to PIRSA.	Ongoing	Complete
4.2 Increase mosquito promotion and treatment.	Communication has been increased and report of arboviruses is reduced. Treatment is undertaken frequently to reduce the breeding sites	MMC	SA Health	Environmental Health Officers and mosquito chemical to undertake treatment & develops communication plan	Ongoing	Complete
4.3 Develop communications to advise of the dangers of the river	Residents/visitors are made aware of the dangers of the river post flood event.	SES	MMC		Once flows are less than 100GL/day.	Complete

4. Communication and Engagement

The event that has occurred	River Murray Flood Event
What the council is doing to support recovery	Appointed Recovery Manager Established Recovery team Liaising with DPC / Community Recovery Coordinator / MRLGA Developed Recovery Action Plan Sharing information with Community via weekly updates and social media
What other partners are doing to support recovery	State Recovery Plan Community Recovery Coordinator Grant Funding support
What residents should consider when undertaking recovery on their own properties	Waste disposal (damaged buildings and other materials) Utilities (CWMS/Water/Electricity) Asbestos removal Stability/accessibility of road network Mental health
Where to get information	Council website
How to stay safe during recovery	

Appendix A – Role responsibilities and attributes

Council has appointed a Council Recovery Manager and Communication and Information Coordinator. The responsibilities of the roles and their desired attributes are identified below.

4.1.1. Council Recovery Manager

The responsibilities of the Council Recovery Manager may include:

- Identify recovery team members (for example a Communication and Information Coordinator – see below for responsibilities for this role)
- Lead an impact and needs assessment to understand the way in which an emergency has affected the community and the types and priorities of assistance needed to recover from the emergency
- Develop Recovery Action Plan
 - Negotiate and agree on the prioritised tasks based on community needs and council priorities and document in Recovery Action Plan
 - Ensure initial and ongoing impact assessment data is fed into Council's recovery processes and plans
 - Establish processes for information from all avenues (public meetings, call centre or recovery centre feedback, debriefings) to feed into planning cycle
- Adapt Council's Recovery Action Plan in accordance with the evolving or changing community needs and Council priorities
- Establish community engagement processes
 - Ensure regular and ongoing engagement with the community to provide leadership, facilitation and support through:
 - Community meetings
 - Engagement with community leaders and community networks (phone, email, in person)
 - Community recovery committee or Local Recovery Committee (if established)
 - Outreach
 - Establish and/or work with recovery committees to plan and develop longer-term strategic and sustainable recovery outcomes

- Undertake Liaison and Coordination functions
 - Establish clear roles and responsibilities and effective use of resources to meet Council's identified priorities
 - Liaise with Executive Team including CEO - briefings and updates as required
 - Liaise with State Recovery Office and other external stakeholders
- Effectively Manage Resources
 - People
 - Provide strong, clear and responsive leadership
 - Ensure that staff have appropriate skills and qualifications and relevant authorisations
 - Develop a strategy to manage politicians and VIPs
 - Systems and Processes
 - Ensure that all expenditures are recorded
 - Ensure that data collection and management systems are established as soon as possible and maintained
 - Volunteer management
 - Provide clear information and direction as to what and how voluntary resources might help and ensure
 - Establish systems for recording offers of assistance (human resources and material

Personal Qualities

The designated Council Recovery Manager should have consolidated their core professional skills and have a clear understanding of their own job and of their organisations' tasks and responsibilities. They should be secure in their professional identity, otherwise the uncertainty of the emergency and its consequent stresses may seriously undermine their confidence and capacity to deliver the relevant service. The following attributes are desired for the role:

- Extensive experience in community development and engagement
- Judgment and decision-making capability
- An ability to stand apart from emotional encounters with the community and not take personally, issues affecting the community
- Demonstrated ability to lead a diverse team, work collaboratively with a range of 'technical experts' and stakeholders in a supportive, professional manner
- Highly developed interpersonal and organisational skills

4.1.2. Communication and Information Coordinator

The role of the Communication and Information Coordinator is to ensure information released by Council is approved by the Council Recovery Manager, is in accordance with relevant Council policies and procedures and relates only to their community.

The responsibilities may include:

- Provide information to the impacted community in a variety of ways and in relevant community languages, including:
 - Social media channels
 - Community newsletters
- Provide regular updates to reception customer service and other frontline staff as agreed with the Recovery Manager using Council systems and provide with copies of community 'newsletter'
- Develop and provide a script for phone calls or notes for customer service to use when speaking to members of the community to ensure consistency of messaging
- Prepare media briefings, releases and statements for CEO and /or Mayor
- Form partnerships with media and use their resources to disseminate information
- Create opportunities for two-way communication with the community through meetings workshops surveys telephone, email and web sites

Personal Qualities

The following attributes are desired for the Communication and Information Coordinator role:

- Experience in communications, journalism public relations or related field
- Demonstrated ability to develop a communications strategy
- Excellent written and verbal communication skills
- Excellent critical thinking skills an ability to exercise good judgment
- Capable of solving problems quickly and effectively
- Ability to use manage social media channels and moderate content

4.1.3. Local Recovery Committee Members

Local Recovery Committee Members may be identified to support the Council Recovery Manager in the delivery of community recovery services and activities. The responsibilities of the Committee Members may include:

- Assist the implementation and monitoring of the Recovery Action Plan
- Undertake community engagement within developed processes
- Develop and maintain relationships with community networks, local agencies and recovery services
- Provide information and advice about available services
- Work cooperatively with Council's cross functional recovery team
- Work with the community to implement community events, activities and initiatives
- Manage and administer recovery grants (received and provided)

Personal Qualities

The following attributes are desired for the Local Recovery Committee Members role:

- A demonstrated understanding of community development principles
- Well-developed communication skills including presentation, facilitation and mediation skills
- Demonstrated capacity to interact and work with a broad range of groups within the affected community
- Proven report writing skills
- Appropriate information technology skills
- The ability to work independently, under limited supervision and as a member of a team within a broad range of contexts
- Creativity, flexibility and initiative

Appendix B – Frequently Asked Questions and Example High River Updates

Flood Recovery - FAQs

Will Council be granting any financial relief?

At its meeting of 21 February 2023, Council determined that it would delay any decisions to provide additional assistance to Flood impacted property owners until the full financial impact of the Event was understood, with subsequent reports to be presented outlining full costings.

This was based upon its consideration of the current support and relief packages being offered to those directly affected by the floods, combined with the Audit & Risk Committee's concerns for the potential long-term financial impact upon the community created through the provision of rebates and fee waivers,

Council has also written to the State and Federal Government as well as SA Grants Commission seeking financial assistance to cover the significant funds Council had expended, and would continue to expend in its response measures, as well as additional funds to prevent the Event having long term financial impacts on Council and the community.

In addition to this, at the December meeting, Council agreed to offer:

- The waiving of all fines and interest for all ratepayers for the three (3) months to February 2023 to enable ratepayers to assess their individual financial situation and make appropriate financial arrangements;
- Ratepayers of Commercial, Industrial, Primary Production and properties that is their primary place of residence, the option of a repayment plan to 30 June 2023, and the waiving of all interest and fines for this period; and
- Ratepayers of residential properties that is their primary place of residence, a CWMS rebate for the period of time that the Council service is not operational (excluding any outstanding capital contribution component).

Will Council be pumping out CWMS or do I need to organise this myself?

With different type of systems (effluent drainage and sewer) operational across the District, it should be noted that all River property CWMS have been flood affected in some way.

Council removed CWMS treatment plant pumps and electrical equipment prior to the flood event and works have commenced on recommissioning all schemes.

In order to prevent any damage to both private and public infrastructure it is a best practice to turn **off** the power supply to any septic pump/grinder pump to prevent damage for when SAPN reconnects the electrical supply to the property.

Current Status

An assessment of septic tanks in the Blanchetown Shack Area is being undertaken to assess whether quantities of silt have been deposited in the septic tank. This assessment will determine the amount of silt infiltration to the system, if any, and if deemed by Council that desludging of tanks required, this process will then be rolled out across the District.

A proactive program of septic tank pump outs is scheduled for CWMS sewer systems (on property grinder pump type) to prevent any potential damage to pumps.

Flood Recovery - FAQs

In preparation, and where practical, it will assist Council if septic tank lids of these systems are exposed to enable ease of location.

This does not assess any silt in the pipes, gully traps or other inlets. A plumber will need to be engaged by the property owner to assess, predominantly where grinder pump systems are in place.

For property owners wishing to remove material from their own systems or for those with stand-alone systems, septic tanks may need to be pumped by a licenced contractor and cleaned to remove excess silt. Tanks should not be pumped out by property owners, as EPA requirements are to be complied with and may create additional concerns.

Access on Private Shack Roads

Council is aware of the concern of heavy vehicles on flood affected roads, and is liaising with the Association representatives prior to works commencing.

Notification

Each CWMS is recommissioned will be included in the High River Update. The power for each property system can then be turned on and operate

In the meantime...

Please note the following:

- If an on-site wastewater system has been under floodwater, do not use connected fixtures until all components have been professionally inspected and repaired.
- Septic tanks may need to be pumped by a licenced contractor and cleaned to remove excess silt. Tanks should not be pumped out by property owners, as this is illegal and may cause additional damage.
- If using an aerated wastewater treatment system, be aware that irrigation water may be compromised until the system is working correctly.

A professional service agent or plumber can advise when a wastewater system is ready for use after the floodwater recedes.

For information on cleaning up after a wastewater overflow, please see SA Health's [website](#).

How is waste management being handled?

[Green Industries SA](#) has been tasked with to manage the State's flood damage waste response, which includes free property assessments, kerbside pickup, and free transfer station vouchers.

To register contact the Relief & Recovery Information phone line on **1800 302 787** between 9:00 am and 5:00 pm, Monday to Friday.

Flood Waste Prep for Kerbside Collection

To prepare for collection, Green Industries SA is asking property owners to:

- Ensure flood waste is on the kerbside for collection, and to avoid obstructing road access where possible.
- Separate their waste into sections for scrap metal, household waste and soil where possible.

Flood Recovery - FAQs

- Place heavier waste on top of lighter waste to ensure kerbside collections remain in place for removal.
- Not put asbestos on the kerbside as this needs professional collection and disposal.

If there are concerns regarding asbestos at a property, please register for a free assessment by calling the State Relief and Recovery Infoline on **1800 302 787** and Green Industries SA will organise for the asbestos to be safely removed for free. For more information on the clean-up process visit [Green Industries SA](#).

Free Disposal Vouchers

Vouchers for free disposal of flood-affected materials are now available for anyone impacted by flood water.

Property owners can register can do so by calling **1800 302 787**, and collect their vouchers by visiting a [participating transfer station](#).

To access the vouchers, residents will need to provide transfer station staff with the client ID assigned to them when registering for any flood relief.

The types of flood-affected materials that can dispose of include:

- hard waste (furniture, mattresses, household items, whitegoods)
- garden waste and trees, branches and reeds that may have washed up onto properties
- debris from houses and sheds (metal, bricks, timber, piping, fittings)
- plant and machinery (tools, lawnmowers, bikes and similar)
- water sport equipment
- electronic equipment and electrical items
- hot water systems
- air conditioners.

Asbestos is not accepted at these sites. Asbestos identification and removal is included as part of the free clean-up assessment, provided by the South Australian Government for registered property owners.

To register for a FREE assessment, please call **1800 302 787**.

Accessing this service is recommended as the best approach for dealing with asbestos.

Kerbside collections of flood-affected materials and sandbags will also be coordinated once heavy vehicle access is permitted and clean-up assessments are complete. For more information, read Green Industries' [frequently asked questions](#).

Flood Recovery - FAQs

Transfer Station Extended Hours

To support Green Industries SA's waste management response to the Flood, Council will be extending its transfer stations operating times to allow property owners to dispose of Flood event waste materials.

The following schedule will be implemented from Saturday, **25 February 2023** and is anticipated to continue until **30 June 2023**:

Transfer Station	Saturday	Sunday
Blanchetown	2pm to 5pm	
Bowhill		2.30pm to 5pm
Cadell		2pm to 4.30pm
Mannum	8am to 12noon	8am to 11.30am
Morgan		10am to 1pm
Swan Reach	1.30pm to 4.30pm	
Walker Flat	9.30am to 1pm	

This initiative is a collaboration between the SA Government and Mid Murray Council.

As the lead agency for the waste management Flood response, please see Green Industries SA's website for more information: <https://www.greenindustries.sa.gov.au/flood-disaster...>

I am really struggling with my mental health. What services are available to me?

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.

SA Health has prepared the attached [Factsheet](#) which outlines the local support for mental health.

Who do I contact to receive advice on dealing with my insurer?

Free legal appointments with the Riverland Community Justice Centre and Southern Community Justice Centre are available in the Riverland, Murray Bridge and Southern Adelaide.

People affected by flooding can get help with a range of legal issues including insurance, tenancies, employment, civil disputes, debt and hardship, family law, Centrelink disputes and criminal matters.

Call **1300 850 650** to make an appointment or visit [Community Justice Services SA](#) for more information.

Flood Recovery - FAQs

Who do I contact for financial assistance?

Essential Services Reconnection Grant

If your principal place of residence was affected by the River Murray flood event and you don't have flood insurance, you may be eligible for financial assistance to reconnect essential services (electricity, gas and water, septic or sewer).

Inspection grants (of up to \$400) and/ or repair grants (up to \$4200) are available to eligible households. Find out if you meet [eligibility criteria and how to apply](#).

Once you have gathered the information you need to complete your application, please apply in person at a recovery centre.

Individual and family assistance

- Once-off grant payment for people who have been forced to leave their homes
 - \$400 for people living alone
 - up to \$1,000 for a family.
- Rental assistance for housing or caravan site accommodation for people who are not insured, displaced from their homes by floodwaters, require emergency accommodation, and who do not have access to alternative accommodation.
 - up to \$2,000 for singles
 - up to \$5,000 for families
 - can be paid directly to a rental agent or caravan park proprietor, if you provide evidence (e.g. private rental agreement or booking confirmation).
- Up to \$500 to put toward [purchasing a generator for homes disconnected from the electricity network](#)
- Access to a bond guarantee as part of SA Housing Authority's private rental assistance program, for resident homeowners forced to leave because of flood waters or long-term power outages and who are needing rental accommodation.
- [Disaster Recovery Allowance payments](#), through Services Australia (Centrelink), for people who have lost their income as a direct result of the floods.
- Financial counselling assistance.
- Payment arrangements for [emergency services levy, state taxes](#), or any [outstanding fines](#).

Flood Recovery - FAQs

Are there any grants for business or industry?

The following financial support is available for business and industry:

- [Small business industry support grants](#) of \$10,000 for eligible small businesses, farm enterprises and not-for-profit organisations to continue trading during the floods.
- [Small business industry recovery grants](#) of up to \$50,000 for eligible small businesses to assist with reinstatement and clean-up of the small business and repair flood-damaged assets, including damage to or destruction of equipment, flooring and walls in business premises.
- [Levee construction or remediation grants](#) of up to \$50,000.
- Up to \$1,000 (or more by application) for [engineering advice related to privately owned levees](#).
- Up to \$4,000 to put towards [purchasing a generator for businesses disconnected from the electricity network](#).
- [River Murray Primary Producer Recovery Grants](#) of up to \$75,000 to assist affected agribusinesses with essential recovery and reinstatement activities.
- [River Murray Floods Primary Producer Irrigation Infrastructure Grants](#) of up to \$25,000 to assist South Australian River Murray primary producers accessing River Murray water for primary production to meet costs associated with flood impacts to irrigation infrastructure and electricity supply.

For all available financial assistance options, please see sa.gov.au.

I do not have power? Who do I contact?

SA Power Networks advises that restoring electricity supply to properties along the River Murray will take significant time and vary depending on how quickly floodwaters recede and assessment of conditions and circumstances at a local, business and household level, according to.

About 90% of the 3,300 customers (a mix of homes, holiday sheds, pump sheds, and businesses etc) that have been disconnected were due to direct inundation, while the balance related to unsafe clearances between powerlines and the floodwaters.

If the property has been damaged/inundated owners will need to contact an electrician to obtain a certificate of compliance and contact their retailer to raise a service request so that SA Power Networks can then reconnect electricity supply.

Right now, if they haven't already done so, customers should:

1. Keep up to date with SASES alerts and warnings at www.ses.sa.gov.au/incidents-and-warnings/current-warning-list
2. Visit sa.gov.au/floods for latest information, including registering for a clean-up/structural assessment.
3. Register for SA Power Networks' free SMS/email notification service www.sapowernetworks.com.au/smsservice

Please see SA Power Network's factsheet on [Reconnecting power after flooding](#).

Flood Recovery - FAQs

Certificates of Compliance

If a property has been affected by flood water, property owners can ask a licensed electrician to check electrical installation. Once confirmed safe, an electrician will provide an electronic certificate of compliance. Property owners can then contact their energy retailer to ask about reconnecting the power.

Please call one of these industry association groups to be put in contact with an electrician that has registered to assist with flood recovery:

1. National Electrical and Communications Association on **8282 2966**.
2. Master Electricians Australia on **1300 889 198**.

My house has been condemned. What do I need know about rebuilding?

With a focus on 'building back better', State Planning will be reviewing its policies with regard to development to assist residents in future proofing their properties against flood.

As potential Code Amendments are still being considered, property owners are encouraged to wait until this review process is finalised before submitting development applications so that plans can accommodate any changes to policy.

In the meantime, for impacted property owners requiring copies of previously approved plans, Council may be able to assist, subject to Copyright laws. All requests for copies of plans need to be made in writing and can be done so by emailing postbox@mid-murray.sa.gov.au.

Approval will then be sought from the author of the plans prior to providing any copies.

How do I handle mould after Flooding?

Mould is a type of fungi which belongs to a group of organisms including mushrooms and yeasts. For mould spores to grow and reproduce, a food source (dust, dirt or organic matter) and moisture is required.

Mould can be black, grey, green or white. Mould often looks like a stain or smudge and may smell musty.

Health effects of mould

Mould can potentially cause nasal congestion, sneezing, coughing or wheezing, and respiratory infections. It can also worsen asthma and allergic conditions. Contact with mould can irritate eyes and skin.

Some moulds can cause more serious health effects such as fevers and breathing problems in people who are immunocompromised or suffer from respiratory diseases.

SA Health has prepared the attached [Factsheet](#) to assist property owners to control mould after a flood.

Flood Recovery - FAQs

Cleaning Rainwater Tanks Impacted by Flood Water

Rainwater tanks impacted by flood water are likely to contain harmful organisms. This means the water stored in the affected tanks will not be suitable for normal use.

Cleaning rainwater tanks

If the tank has been completely submerged and large amounts of flood water have entered the tank it will need to be drained and cleaned. The aim should be to remove most of the contaminated water and sludge. If small animals or birds have gained access to the tank, these will need to be removed.

Take safety precautions when cleaning tanks as they are confined spaces. Ensure that cleaning is not undertaken alone and avoid entering the tank. Sludge on the bottom of the tank should be removed as part of the draining process.

Use a pump and hose to remove the water and sludge. If there is a second source of water such as mains water, it should be used to hose down the sides and bottom of the tank.

Avoid scrubbing the inner surfaces of tanks as it can destroy protective layers incorporated in some metal tanks or built up over long periods of use.

Disinfecting drinking water in rainwater tanks

Water should be decontaminated using:

- liquid swimming pool chlorine (12.5 per cent concentration) — **40 mL or 40 g/1000 L**
- granular swimming pool chlorine (70 per cent concentration) — **7 g/1000 L**

Always follow the warnings, directions for use and safety precaution advice on the chlorine product label.

After adding the chlorine, allow the water to stand for at least **1 hour** (or overnight if possible).

When refilling water tanks, please ensure only reputable drinking water suppliers are engaged.

For more information, please see SA Health's [website](#).

Who do we contact about dead fish removal?

The [Department of Primary Industries and Regions](#) (PIRSA) continues to monitor both the River Murray and the South Coast for fish accumulation/mortalities. PIRSA and partner organisations are investigating all reports received and are conducting clean-up operations at all locations when required in line with its response plan. Fish kills on South Coast beaches are part of an ongoing event which began in January and is caused by the River Murray flood plume entering the marine environment. As part of this ongoing monitoring and clean up PIRSA always looks to conduct any clean up as quickly as possible.

PIRSA in association with relevant councils prioritise clean-ups at sites where fish densities are highest and where such activities will have the least impact on the wider environment (such as shorebird nesting sites).

Each clean-up effort may have different management techniques, based on factors including site access, and where and how densely fish are distributed on the beach. PIRSA always looks to conduct any clean up as quickly as possible.

Flood Recovery - FAQs

To assist PIRSA and supporting agencies with ongoing monitoring, people are being asked that if they do notice something unusual along the river or the coast, to contact FISHWATCH on **1800 065 522**.

Members of the public are permitted to collect carp for use as fertiliser, provided that the fish are dead.

For other species where there is a size or bag limit, these regulations still apply to fish carcasses.

What is the process for agricultural levee assessments and dewatering?

Levee assessment and dewatering activities can only commence when the area can be safely accessed. These activities involve heavy vehicles and equipment, so appropriate areas for access and pump placement need to be confirmed before works can commence.

Department of Primary Industries and Regions (PIRSA) is leading the engagement with landholders for dewatering and agriculture recovery, and has made the re-establishment of the levee network and dewatering process the highest priority for producers in the Lower Murray region.

The levee assessment process involves LiDAR surveys with drones where levees have been breached or overtopped, and on-ground inspections where they have not. These surveys started on 27 February 2023.

Until assessments are completed, it is not possible to predict the exact nature of the levee stabilisation works required. It is likely that different solutions to stabilise each levee will be used in the short-term to allow dewatering to commence.

With the River Murray flood now in the recovery phase, the planning process is already underway for the Lower Murray Reclaimed Irrigation Area (LMRIA)

The Government of South Australia aims to work with landholders within the LMRIA to establish a coordinated approach dewatering. For information, please see the dewatering [Factsheet](#) or PIRSA's [website](#).

Who do I call to report fallen trees?

Flooding may cause direct damage to trees by changing soil conditions, interrupting normal oxygen and carbon dioxide exchange between trees and their environment, sedimentation and physical damage.

Flooding also can weaken trees, making them more susceptible to damage from insects and diseases. The likelihood of insect and disease damage depends upon the severity of the flood and tree health. A tree in weak condition before a flood can be further stressed by flooding.

Due to the period of inundation, trees along the bank may be at risk of falling into the River

If a fallen tree is within the main channel of the River, please contact Crown Lands for the Riverland & Mallee regions:

28 Vaughan Terrace, Berri SA 5343

Post: PO Box 231 Berri SA 5343

Phone: (08) 8595 2105

Email: DEW.Crownlands@sa.gov.au

If a tree is creating a marine hazard, please report this to [Marine Safety](#).

Flood Recovery - FAQs

Further Information & Resources

Hotlines:

- State Relief & Recovery Information Line **1800 302 787**
- SES **132 500** & [Emergency Contacts](#) Guide.
- SA Water's dedicated River Murray flood **1800 130 952**
- SAPN Hazards **13 13 66**
- Council **8569 0100**

Recovery Centres:

- **Murray Bridge Recovery Centre** 28 Bridge Street, Murray Bridge - 9am-5pm Monday-Friday.
- **Mannum Recovery Centre** Mannum Institute, 47 Randell Street, Mannum - 9:30am-4:30pm Tuesday-Thursday.

Webpages:

- [SA Recovery](#)
- [SA Health's River Murray Mental Health Support](#)
- [Mid Murray Council High Flow Advice](#)
- [SA.GOV.AU - River Murray High Flows](#)
- [SA.GOV.AU – Financial Assistance & Grants](#)
- [SES.SA.GOV.AU - River Murray Flood Information](#)
- [ENVIRONMENT.SA.GOV.AU - River Murray High Flows](#)
- [SAWATER.COM.AU - River Murray High Flows](#)
- [SAPOWERNETWORKS.COM.AU - River Murray Flood](#)
- [WATERCONNECT.SA.GOV.AU – River Murray Flow Reports](#)
- [HOUSING.SA.GOV.AU](#)
- [DIT.SA.GOV.AU – Road & Ferry Closures](#)
- [Marine Hazards Reporting](#)
- [PIR.SA.GOV.AU – River Murray Flood](#)
- [Mid Murray Suicide Prevention Network](#)



Support for flood-affected River Murray communities



1800 302 787
Relief Information Line



sa.gov.au/floods
Latest information, financial assistance and support

HIGH RIVER UPDATE

30 December 2022

Current SES Warnings & Messages

FLOOD EMERGENCY WARNING - RIVER MURRAY

The SES has issued a [Flood Emergency Warning](#) for the Upper River Murray.

FLOOD EMERGENCY WARNING - LOWER RIVER MURRAY

The SES has issued a [Flood Emergency Warning](#) for the Lower River Murray.

Current River Levels

The peak flow reached the South Australian border on 23 December 2022 and has since passed through Renmark, Lyrup and Berri, and is currently around the town of Loxton.

The adjusted peak flow at the border was around **190 GL/day**, taking into account on-ground measurements of flow during this flood event, which is consistent with Department of Environment & Water's forecast flow range of **190 – 220 GL/day**.

[SA Water](#)'s calculated flow today is approximately **172 GL/day** at the border and is falling.

As previously reported, compared with previous flooding events, water level continues to measure higher relative to flow, meaning that this flood will look and feel more like an event akin to 1931 (210 GL/day), or slightly above.

In addition to there being an overall trend of higher water level relative to flow in this flood, there also remains a local site influence on water levels experienced.

The daily water levels information can be located [here](#).

The predicted water flow at the South Australian border can be found [here](#).

More information

For more information, please see Department of Environment & Water's [Flow Report](#).

For any questions regarding the River Murray high flows event, please call the [SASES River Murray Infoline](#) from 9am – 5pm on **1800 362 361**.

To access mapping, flow data and FAQs, please see DEW dedicated [River Murray Flood site](#).

For all other information regarding the River Murray Flood event, please see www.sa.gov.au.

HIGH RIVER UPDATE

30 December 2022

Council's Flood Response

Council is working closely with authorities including the SA State Emergency Service (SASES) to continually review and respond to the River Murray increased flows and any flood advice issued for the District.

Flood Response Operational Schedule

Council, in consultation with the SASES, has developed an operational schedule to implement specific site closures and infrastructure shut downs as required to meet the peak flow forecasts. Impact to Council infrastructure - namely roads, river facilities, CWMS and public land - has been assessed based on predicted river heights against flow data supplied by the Department for Environment and Water. The below are to be used as a guide only

Please note that prior notice of road and infrastructure closures may not be possible. Residents are advised to act now if they have any concerns over their properties. If there are concerns for property or access to as the flows increase please **act now**.

These restrictions are being put in place to protect the safety of the community, as well as to protect local assets and CWMS infrastructure. These restrictions include road closures at specific sites to prevent access to shack areas and CWMS isolation at these localities where practical and some other measures. These closures are an essential emergency response measure and patience through this time is appreciated.

All locations not listed in the below tables are continuously being monitored and updates will be published on Council's website and Facebook page as required.

In locations where road closures are in place, residents will be required to place their bins at the nearest safe and practical point outside of the closed area in order for collection of their waste to occur. Please contact Council to confirm alternate locations where road closures apply.

The maps below are presented in the following format:

Closed – Locations/assets are closed and can no longer be accessed.

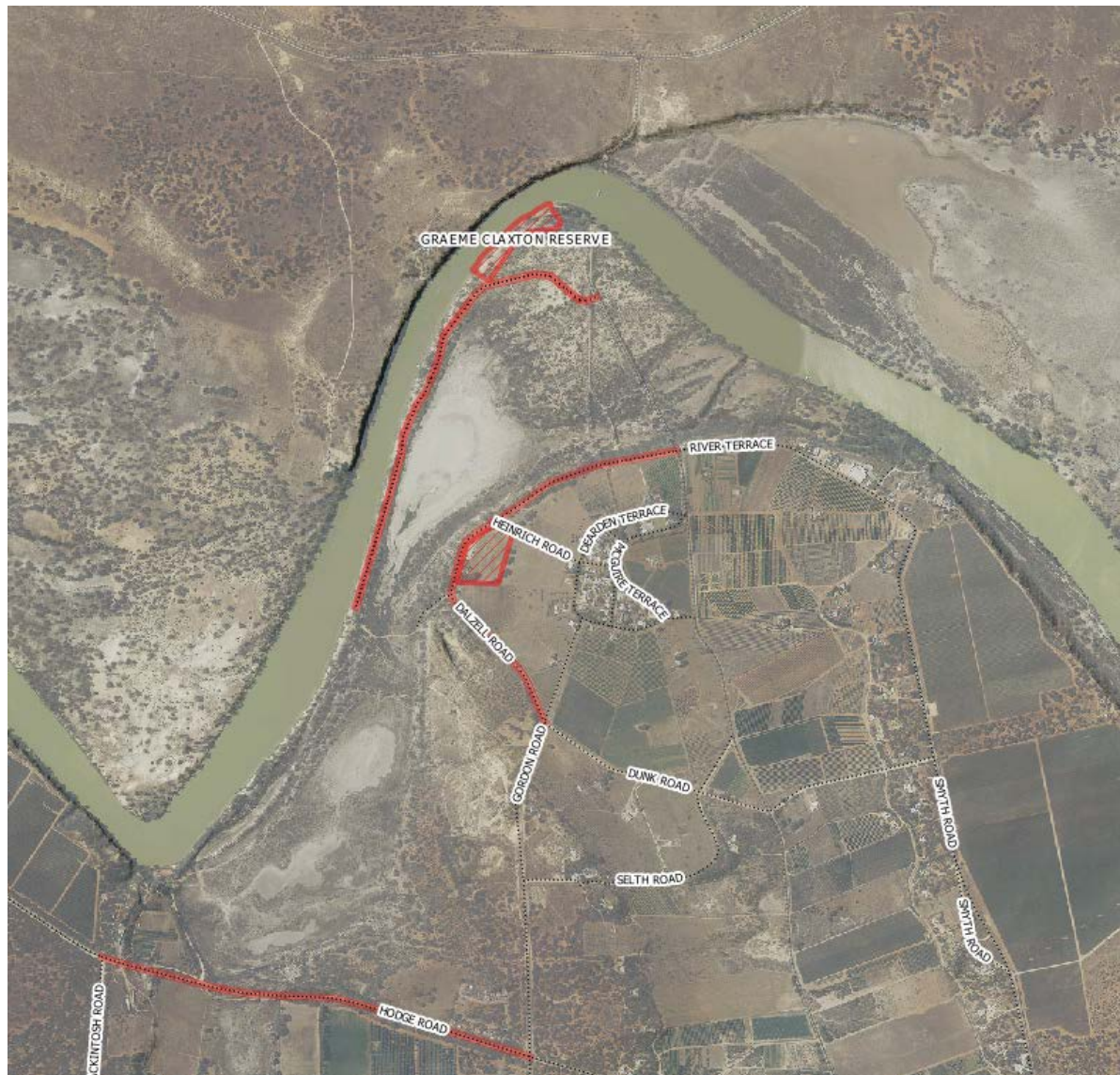
Monitor – the location/asset may be impacted as the river continues to rise. It is recommended to **act now**.

HIGH RIVER UPDATE

30 December 2022

Cadell & Surrounds

Location	Infrastructure	Status/Probability
Hogwash Bend	Hogwash Road & Campground closed.	Closed
Richards Road	Section from Molo Road now closed.	Closed
Graeme Claxton Reserve	Due to the extent of inundation, the area is now closed.	Closed
Kings Riverside Drive	Road inundation and closure at 102-170 Riverside Drive is in place	Closed
	Due to the extent of inundation, the area has now been closed.	Closed
Dalzell Road	Dalzell Road has been closed from Cadell Valley Road to Gordon Road. Access to the Cadell Recreation Ground is still available via Heinrich Road.	Closed
Cadell Recreation Ground	Site will be monitored for inundation	Closed
Hodge Road	Inundation has occurred detour is via Mackintosh Road.	Closed

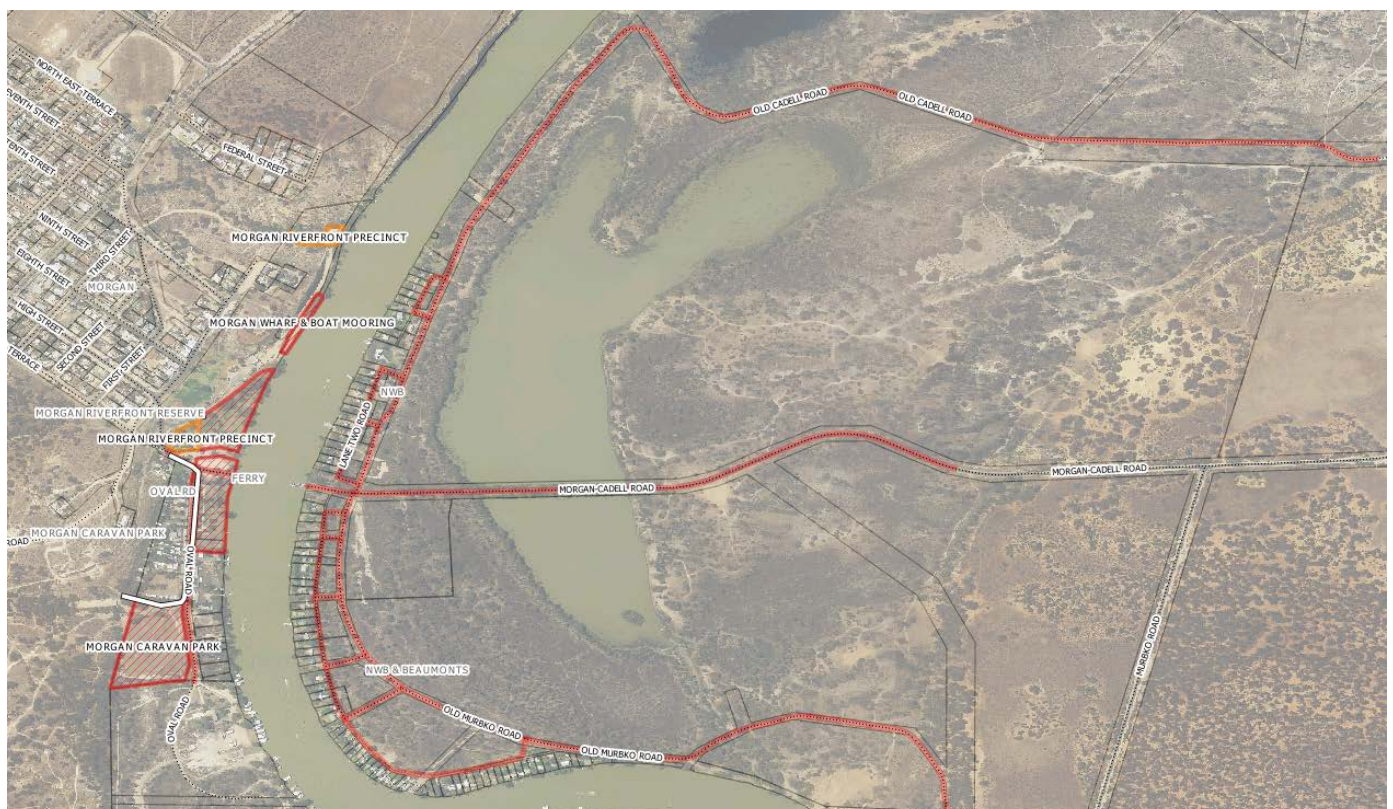


HIGH RIVER UPDATE

30 December 2022

Morgan & Surrounds

Location	Infrastructure	Status/Probability
Beaumonts & North West Bend	Shack Areas including CWMS, all roads and river facilities are closed	Closed
Goyder Highway (State Road)	Remains open. A detour loop (200m in length) was enacted overnight to allow for re-sheeting works to be undertaken on a identified soft spot. DIT is considering the use of a contraflow with the Goyder & the detour loop but there is still a possible that the Goyder Hwy may need to close due to condition. The site will be manned to ensure Emergency Services have priority access either along Goyder Hwy or the detour loop.	Monitor
Morgan Riverfront Precinct	Lower section is inundated	Closed
Morgan-Cadell Road & High Street	Ferry and road to Murbko Road intersection are now closed	Closed
Morgan Wharf	This area has been closed to the public for safety reasons.	Closed
Brenda Park & Morphett Flat Shack Area	Shack Areas including CWMS, all roads and river facilities are closed	Closed
Scotts Creek	Shack Areas including CWMS, all roads and river facilities are closed	Closed
Idyll Acres	Closure of shack area has occurred	Closed
Pelican Point	Shack Areas including CWMS, all roads and river facilities are closed	Closed

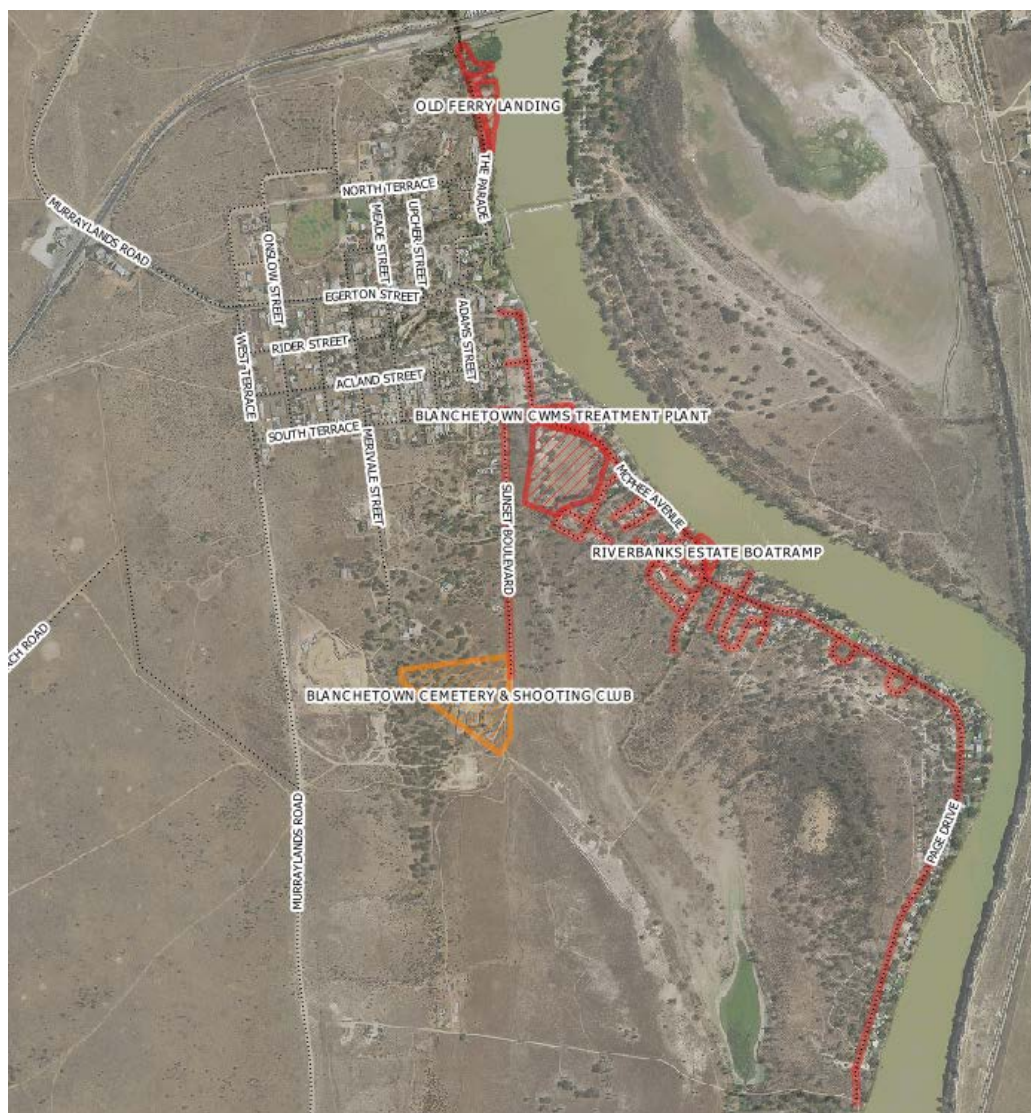


HIGH RIVER UPDATE

30 December 2022

Blanchetown & Surrounds

Location	Infrastructure	Status
Old Ferry Landing Boat Ramp & The Parade	Closed from the intersection of North Tce towards the bridge will be closed next week	Closed
Shaw St, Acland St & South Tce	Sections towards the river side of Adams Street are predicted to be impacted and may be closed early next week.	Closed
Sanders St	This section between Acland St and South Tce is now closed.	Closed
Blanchetown Shack Area	Power has been disconnected by SAPN. Roads have been closed from the corner of Adams Street.	Closed
		Closed
Sunset Boulevard	Road is now closed.	Closed
Blanchetown Cemetery and Shooting Club	This location is presently being monitored	Monitor



HIGH RIVER UPDATE

30 December 2022

Swan Reach & Surrounds

Location	Infrastructure	Status
Marks Landing & River Reserve Rd	CWMS has been shut down due to the disconnection of power by SAPN.	Closed
Marks Landing Road, River Reserve Rd & Len White Reserve	Bridge is now closed to this area	Closed
Bowling Club Lane, Victoria St & Anzac Reserve	Inundation of these roads has occurred this week and this area is no closed	Closed
Stott Highway and Swan Reach Ferry	Swan Reach Ferry was closed from 7.00PM on Tuesday, 6 December 2022.	Closed
Tenbury Hunter Reserve	This campground has been closed, power shut off and toilet closed.	Closed
McAuley Road	This road has been closed from 108 McAuley Road to Stott Highway	Closed



HIGH RIVER UPDATE

30 December 2022

Punyelroo to Wongulla		
Location	Infrastructure	Status
South Punyelroo Shack Area	Shack Areas including CWMS, all roads and river facilities are closed.	Closed
Fleet Road (South of Sleeper Track), Punyelroo	This section of road is now closed.	Closed
Pelde Street, Punyelroo	This section of road is now closed.	Closed
Fleet Road, Punyelroo	Has now been closed	Closed
Big Bend Shack Area	CWMS has been closed.	Closed
Priess Landing Road, Sunnydale	Sections of this road are now closed.	Closed
Sunnydale Road, Sunnydale	Has been closed from Priess Landing Road to 836 Sunnydale Rd	Closed
Greenways Shack Area	Shack Areas including CWMS, all roads and river facilities are closed.	Closed
Herrmans Landing	Access to pontoon, boat ramp and other ancillary assets is now closed.	Closed
Christion Road, Sunnydale	Road has been closed south of Post Office Rd.	Closed
Kroehns Landing	Shack Front Road has now been closed. Kroehns Landing Road is predicted to be impacted at 130GL. Inundation already occurring.	Closed
Wongulla	Wongulla Riverfront including toilet and river facilities will be closed shortly	Closed
Cliff View Drive, Wongulla & Walker Flat	Road closed from the intersection of Angas Valley Road. Detours in place to Peters Road.	Closed

HIGH RIVER UPDATE

30 December 2022

Walker Flat & Surrounds

Location	Infrastructure	Status
Hettner Landing & Swamp Hen Reserve	River side campgrounds are closed. Bins have been relocated.	Closed
Lakeside Drive & Sprinkler Drive	Road is now closed.	Closed
Angas Valley Road & Ferry	Road is now closed and ferry no longer operating.	Closed
Walker Flat Ferry Reserve and toilet block	Public toilet is now closed and area is inaccessible.	Closed
Rob Loxton Road	Road is now closed.	Closed
Scrubby Flat	A portion of the shack road, including access to the boat ramp has been closed. Section closer to Johns Road will be monitored.	Closed

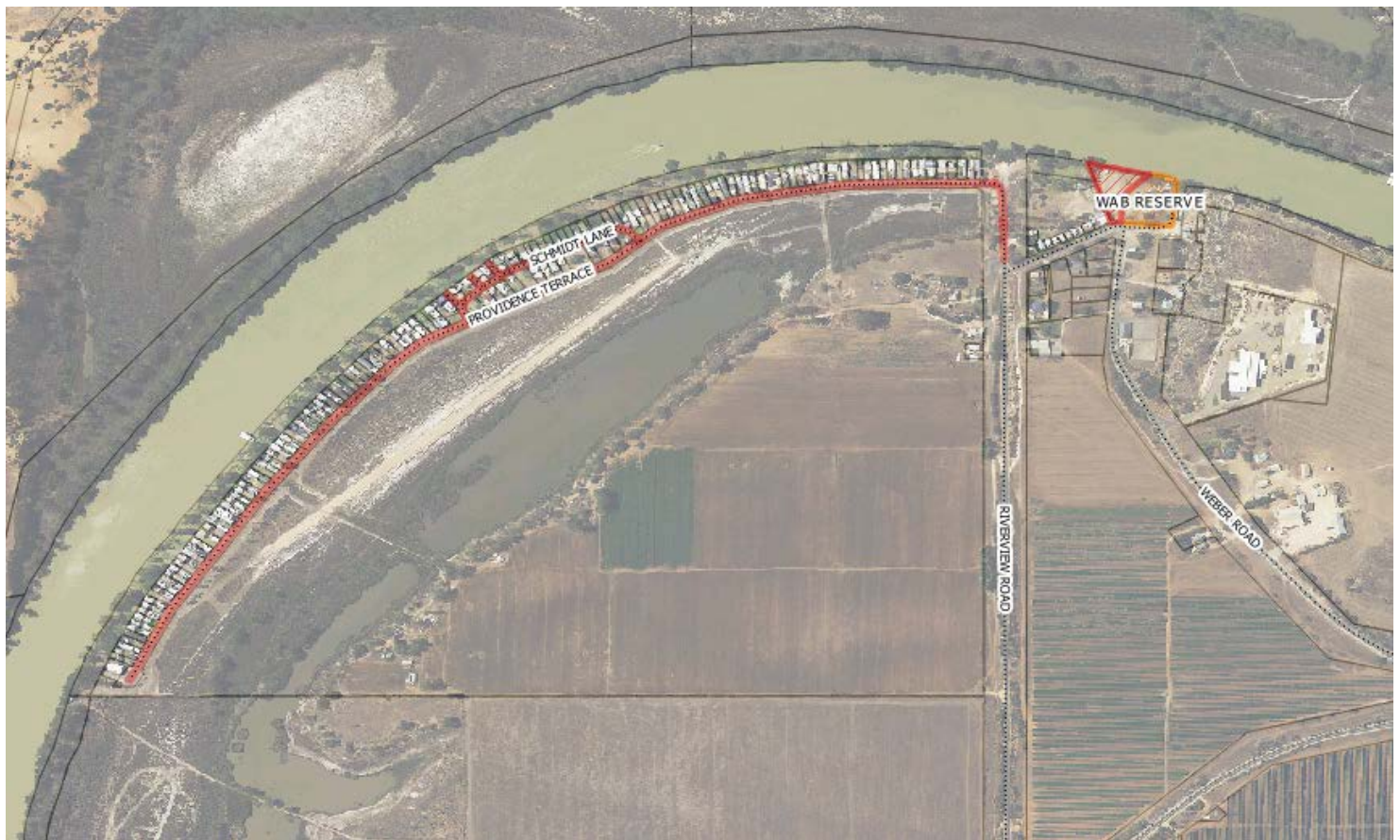


HIGH RIVER UPDATE

30 December 2022

Purnong & Bowhill

Location	Infrastructure	Status
Purnong Road, Caurnamont	Road is now closed the intersection of Hartmans Road, including closure of Craignook Road.	Closed
Bowhill Shack Area	Roads are now closed and services disconnected.	Closed
WAB Reserve	Low probability levels of inundation may impact some areas of WAB Reserve.	Monitor



HIGH RIVER UPDATE

30 December 2022

Teal Flat to Younghusband

Location	Infrastructure	Status
Teal Flat Shack Area	Teal Flat Road closed, including access to Teal Flat Shack area and Old Teal Cliff	Closed
Younghusband Holdings & Julanker Holdings	This area is now closed through inundation and as a result of the East Front Road closure.	Closed
East Front Road, Younghusband	Inundation occurring, road closure now in place.	Closed
Pellaring Flat	Pellaring Crescent and Salisbury Road is now closed.	Closed

HIGH RIVER UPDATE

30 December 2022

Mannum & Surrounds

Location	Infrastructure	Status
Purnong Road, Mannum	Purnong Road is beginning to be impacted. A detour for traffic heading to Mannum (heading south) is in place for Murraylands Road.	Closed
Cowirra Shack Area	Inundation has occurred to the extent that closure has occurred at Edwin Tce and East Front Rd.	Closed
Hunter Road & Burdett Road, Cowirra	Closure will be announced by the Department for Transport & Infrastructure, with Council working with the Department in establishing a detour.	TBA
Haythorpe & Bolto Reserve Campgrounds	These areas, including Khartoum Road, are now closed	Closed
Bolto Shack Area	Inundation has begun, CWMS is now closed.	Closed
Gass Reserve	Gass Reserve is now closed.	Closed
Mannum Caravan Park, Visitors Information Centre and Arnold Park	An emergency levee is currently being built to protect from inundation, however these areas are closed off to the public.	Levee
Randell Street, Mannum	An emergency levee is currently being built to protect from inundation.	Levee
Mary Ann Reserve	An emergency levee is currently being built to protect from inundation.	Levee
River Lane	Parts of River Lane are closed due to storm water inundation at Mary Ann Reserve.	Closed
Wattle Street	Businesses will have access for deliveries via Wattle Street from Trewartha Street with traffic management measures in place to exit back onto Randell Street.	Closed
Baseby Court	Inundation has begun in this area.	Closed
Mannum Waters	With the exception of the boat ramp, it is not anticipated that public infrastructure will be impacted, however, this area will be monitored. The Marina is under the care and control of the Community Corporation and the road is closed and area inundated.	Monitor



HIGH RIVER UPDATE

30 December 2022

Caloote to Wall Flat

Location	Infrastructure	Status
Caloote Landing	Caloote shack area now closed.	Closed
Zadows Landing	Zadow shack area now closed.	Closed
Walding Road, Wall Flat	Closed due to access at Zadow shack area closed.	Closed
Martin Road, Wall Flat	Access to the river beyond the DEW levee is no closed.	Closed

Ponde & Pompoota

Location	Infrastructure	Status
Kenny Road, Weidenhofer Road, Dabinett Road, Ponde	Road closures are in place.	Closed
Thiele Road & Billabong Road, Pompoota	Road closures are in place.	Closed

Locations not listed in the above tables are being continuously monitored, and updates will be published on Council's [website](#) and [Facebook page](#) as required.

As the flows increase, if there are concerns for property, including access or evacuation, PLEASE ACT NOW.

Relocate Early, Don't Evacuate Late

With flood waters reaching their peak in the Mid Murray District in the coming days, residents are encouraged to relocate early, rather than evacuate at the last minute.

If residents are unable to manage a lengthy flood event at their property, they should **relocate early**. This gives the choice of where and when to go, what to take and how to get out safely.

Waiting to be told to evacuate means that residents might be fleeing at the last minute.

This not only puts them in danger but is also dangerous for those who may need to assist with last minute evacuation.

Community safety, as well as the safety of SES volunteers and crew, is the main priority, and the 'wait and see' approach is a risk not worth taking.

Public safety remains the SES' key priority as it manages the real impacts a major flood presents to lives and property.

If there is any risk at all to people or property, the SES encourages the community to relocate early, rather than evacuate late.

HIGH RIVER UPDATE

30 December 2022

Levee Education

As the River Murray Flood Emergency continues, the community is reminded to not drive or walk on levees.

Whilst levees are designed to block water and protect communities, no levee is entirely flood proof. During a flood, a levee may threaten to breach or fail creating a risk to those behind the levee.

This is why Council has levee inspectors assessing the integrity of the levees at Mannum and Morgan a number of times a day, so that the community can be informed as soon as there is an potential risk.

To assist the community in learning about levees, the [SA State Emergency Service](#) has made a [Levee Fact Sheet](#), and provided this [video](#).

DIT Road Closures

The Department for Infrastructure & Transport currently has crews in the Riverland and Murraylands undertaking work as well as frequent road inspections to ensure as much notice as possible can be provided about travel impacts for road and ferry users.

An [interactive map](#) is now available to indicate the travel impact due to expected road and ferry closures as water levels rise.

This map highlights the detours available to allow continued travel across the region and the transport of essential supplies, commodities and services to continue to reach communities.

The community is reminded that when a road is closed it means it is closed. This applies to people who are walking as well as motorists.

- Please do NOT walk around road closures.
- Do NOT drive around road closures.
- Do NOT drive on the levees.
- Do NOT walk onto levees.

There is a reason why road closures are in place, therefore please find an alternate route, as well as taking care on other roads in the area.

For current road closures and detours, please visit [Traffic SA](#).

Marine safety advice

All river users are reminded to take care and be aware that there is a flood event on the River Murray. This has made conditions dangerous for people undertaking activities on or near the water.

To protect infrastructure and the safety of river users and property, restrictions span from the SA border with Victoria to the Murray Mouth. For more information on the current restrictions, including exemptions for work and essential purposes, please visit [Marine Safety SA](#).

All river users are reminded to take care and not swim, ride, walk or drive through flooded waterways. To report breaches of the current River restrictions, please contact SAPOL on **131 444** or [report marine safety hazards and incidents](#) to Marine Safety.

HIGH RIVER UPDATE

30 December 2022

SA Health Advice

Floodwater is dangerous due to high flows and debris present in the water. It can also be polluted and cause health risks.

To stay safe:

- Do not walk, wade or swim through floodwater.
- Avoid muddy and slippery surfaces that may cause falls.
- Bathe and wash clothing after coming in contact with floodwater.
- Wash hands with soap and water or hand sanitiser.
- Keep wounds covered if around floodwater.
- Watch out for mosquitoes, snakes and spiders to avoid being bitten.
- Do not drink floodwater or tank water that may have been contaminated by floodwater.

For more health information, visit www.sahealth.sa.gov.au/flooding

Aboriginal Heritage

It is anticipated that River Murray flood waters may expose or impact sites of Aboriginal heritage.

This may include Aboriginal objects (artefacts), ancestral skeletal remains and scarred (canoe) trees.

How to respond if the following is found:

Any human remains, such as bones:

- Do not touch or interfere with the remains. Interference may amount to a breach of the *Aboriginal Heritage Act 1988* (the Act). Penalties apply for proven breaches of the Act.
- In all circumstances, please call South Australia Police (SAPOL) on 131 444. SAPOL will undertake an assessment and take appropriate action.

Any other suspected heritage, including objects (artefacts) or scarred trees:

- Again, do not touch or interfere with it. Penalties apply for proven breaches of the Act for interference.
- Contact Aboriginal Affairs & Reconciliation as soon as practicable, either via email AAR.conservation@sa.gov.au or by phone on **8303 0744**.

Where possible, attach a photo of the discovery and details of its location.

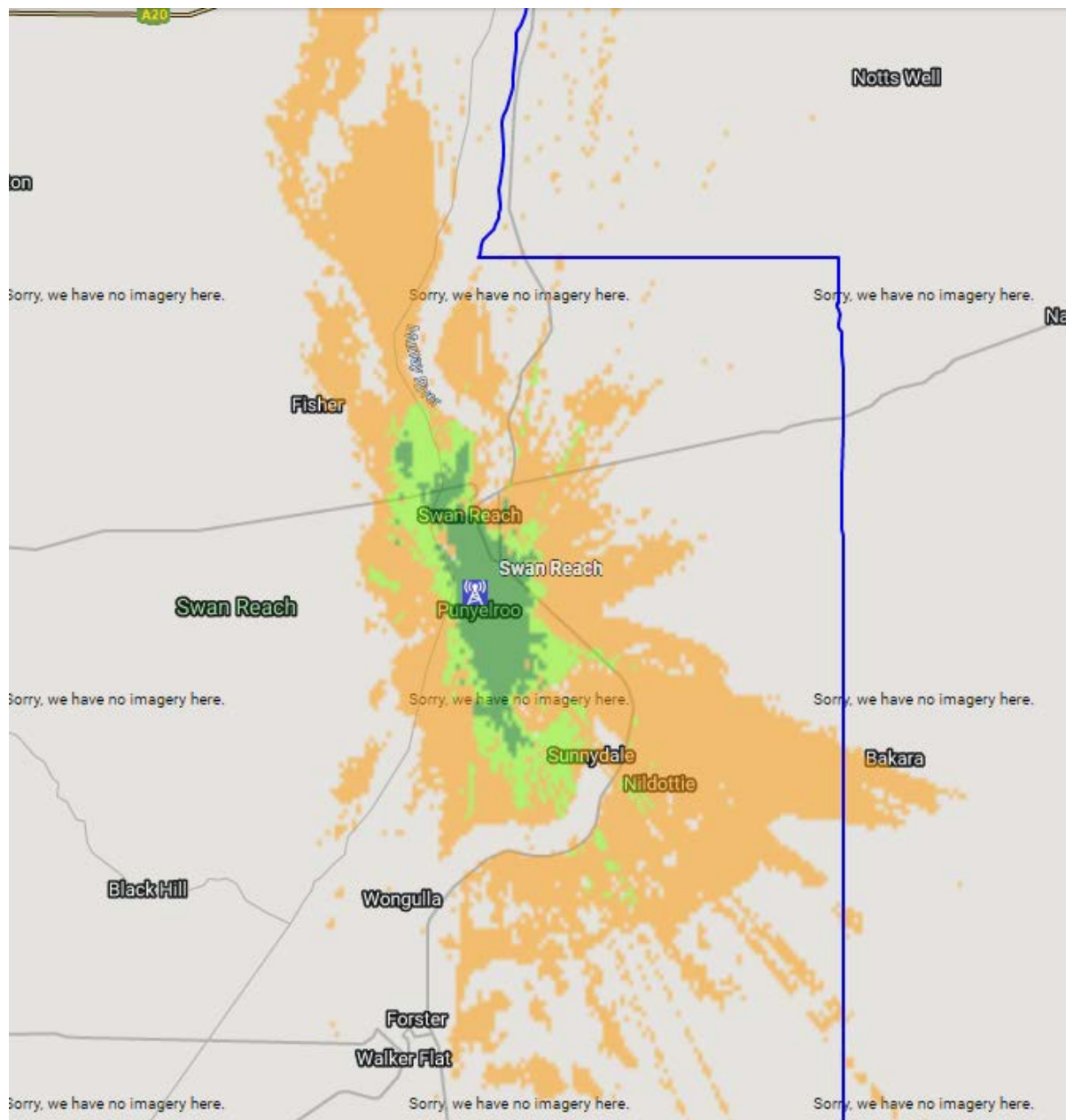
HIGH RIVER UPDATE

30 December 2022

Television Relay Station - Punyelroo

SAPN has recently cut the electricity supply to the Television Relay Station at 139 Gyar Road, Punyelroo.

This Relay Station provides television service the following area:



Council contacted SAPN to obtain an estimated time for reconnection, and requested a reassessment of the site. However, due to the low clearance of lines, reconnection to the Repeater Station will remain unavailable.

Consequently, Council is currently working with SAPN to identify whether there is a feasible solution to return power to the site and restore TV service to the area in the short term.

HIGH RIVER UPDATE

30 December 2022

Further Information & Resources

Hotlines:

- SES **132 500** & [Emergency Contacts](#) Guide.
- Relief Information Line **1800 302 787**
- SA Waters dedicated River Murray flood **1800 130 952**
- SAPN Hazards **13 13 66**
- Council **8569 0100**

Relief Centres:

- **Mannum Football Club, 28 Belvedere Road, Mannum**, will be available 9am to 5pm, seven days.
- **Berri Senior Citizen Club, 9/12 Crawford Terrace, Berri**, will continue to operate within the same hours.

Webpages:

- <https://www.mid-murray.sa.gov.au/council/latest-news/sa-river-murray-high-flow-advice>
- <https://www.sa.gov.au/topics/emergencies-and-safety/river-murray-high-flows-2022>
- <https://www.ses.sa.gov.au/incidents-and-warnings/sases-2022-river-murray-flood-information/>
- <https://www.environment.sa.gov.au/topics/river-murray/river-murray-high-flows>
- <https://www.sawater.com.au/water-and-the-environment/south-australias-water-sources/river-sources/river-reports-daily-flow>
- <https://www.sawater.com.au/education-and-community/Community-safety/River-Murray-high-flows-information-for-customers>
- <https://www.waterconnect.sa.gov.au/River-Murray/SitePages/River%20Murray%20Flow%20Reports.aspx>
- <https://www.housing.sa.gov.au/>
- [Marine Hazards Reporting](#)
- https://pir.sa.gov.au/biosecurity/aquatics/mass_fish_die-off
- <https://www.redcross.org.au/>



HIGH RIVER UPDATE - *Recovery*

10 February 2023

Current SES Warnings & Messages

FLOOD WATCH & ACT – SITUATION STABLE - CADELL TO MANNUM

The SES has issued a [Flood Watch & Act – Situation Stable](#) for between Cadell and Mannum.

FLOOD ADVICE - ALL CLEAR – WALKER FLAT

The SES has issued a [Flood Advice – All Clear](#) at Walker Flat.

FLOOD WATCH & ACT - REDUCED THREAT- UPPER MURRAY

The SES has issued a [Flood Watch & Act - Reduced Threat](#) for the Lower River Murray.

FLOOD WATCH & ACT – SITUATION STABLE - LOWER RIVER MURRAY

The SES has issued a [Flood Watch & Act - Situation Stable](#) for the Lower River Murray.

The [SA State Emergency Service](#) (the SES) messaging follows a national system of warnings which range between “Advice”, “Watch & Act” and “Emergency Warning”.

The SES is continuously reviewing the levels of the warning messages as the water height falls. It is expected that over the coming weeks, that the number and type of active warning messages will be reduced as the risk of flooding decreases. All existing flood messages will remain in place for the time being. In some areas, the river is forecasted to remain high for many weeks.

Current River Levels

The calculated flow today is approximately **48.5 GL/day** at the border and is falling quickly.

The most recent modelling predicts that the flow at the border will continue to fall and reach approximately 40 GL/day by **17 February 2023**. This is a steeper rate of fall than has been experienced up until this point and River users should be aware that water levels can change quickly.

SA Water has now reinstated the navigation passes at Locks 6 and 5 and works began on **7 February 2023** to reinstate the weir at Lock 6.

Over the coming weeks the community may notice the ongoing reinstatement of weirs and locks throughout the River Murray in SA. SA Water will undertake this process when conditions are suitable at each individual lock and weir. Given the rate of recession, it is important to reinstate the locks and weirs prior to water levels nearing normal pool level (to prevent issues for irrigation offtakes and navigation).

Once the infrastructure is back in place water levels will still be elevated, however the reinstatement of the weirs will assist in returning the water levels to the normal pool level in a controlled manner. More information will be provided as SA Water reinstates the remaining locks and weirs. It is important to recognise that even after the River flow has returned to the main channel (at around **40 GL/day** – currently forecast to occur during February), many low lying areas of the floodplain will remain inundated for an extended period.

The daily water levels information can be located [here](#).

More information

For more information, please see Department of Environment & Water's [Flow Report](#).

For all other information regarding the River Murray Flood event, please see www.sa.gov.au.

HIGH RIVER UPDATE - *Recovery*

10 February 2023

Council's Recovery Response

Recovery Response Operational Schedule

The State agencies, service providers and Council understand the eagerness of people wanting to return to their properties, and the importance of giving people as much notice as possible, however wish to reiterate that recovery across the District is expected to be an extensive process.

Patience is requested whilst assessments of access to areas are undertaken and services are reconnected.

Flood Impacted Council Roads & Land Reopening

In the interest of public safety and infrastructure protection, as the flood waters recede and roads begin to dry out, Council will implement an opening process methodology, based on the process adopted by the Department for Infrastructure & Transport.

In contemplation of the predicted decrease in flow, Council has developed a schedule of when roads will no longer be inundated. Council is continuing to conduct infrastructure condition assessments and, where possible, cleaning the debris from roads. The earliest assessment date is a prediction only and may be subject to change dependent on how quickly the River level falls.

Where there are cases of limited damage and following a period of two weeks to dry out, light (less than 3 tonne) vehicles may be permitted to access roads at a reduced speed.

If damage is evident, a closures is likely to remain, until the extent of the road degradation can be investigated and remediation strategies conducted.

Patience is appreciated whilst Council conducts this process. Based upon these assessments over the coming weeks, status updates regarding road openings will be included in Council's updates.

Understandably, Council's priority will be ensuring essential road access is assessed as a priority. Access and remediation of public open space, public conveniences and marine facilities will follow once the road process has been completed.

Status
Area still inundated
Area no longer inundated - clean-up & condition inspection begun
Area has minor damage
Area has major damage
Area is open or has a planned opening date (Initially to vehicle 3 tonne and less * Excluding emergency & essential service providers)

HIGH RIVER UPDATE - *Recovery*

10 February 2023

Assets Impacted	Location	Earliest Estimated Assessment*	Status
Hogwash Bend Campground & Hogwash Bend Rd	Cadell	End of February	Inundated
Richards Rd		End of January	Inundated
Graeme Claxton Reserve & Cadell Boat Ramp		Mid February	Inspected - Area still inundated
Kings Riverside Rd (0-102)		End of January	Inspected - Area is no longer inundated. Remediation will begin once further drying out occurs.
Kings Riverside Rd (102-170)		Mid February	Inspected - Area still inundated
Dalzell Rd (Gordon to Heinrich)		End of February	Open
Dalzell Rd (Heinrich to Cadell Valley Closed)		End of January	Inspected - Area is no longer inundated. Remediation will begin once further drying out occurs. Damaged has occurred due to use during inundation.
Hodge Rd		End of January	Inspected - Area still inundated
Old Cadell Rd, Beaumonts Rd (Private), Old Murbko Rd, Various access roads & Boat Ramp	Beaumonts & North West Bend	Approx. early March	Inundated
DIT Ferry, High St, Oval Rd, Caravan Park, Morgue Building & Morgan Boat Ramp	Morgan	Late January - Early February	Emergency levee still engaged - Removal at High St to commence 13 Feb* Date subject to change
Morgan-Cadell Rd		Early February	Inspected - Area still inundated
Morphett Flat Rd, Brenda Park Shack Rd (Private), Stony Steps Rd and Brenda Park Boat Ramp (Private)	Brenda Park	Mid - Late February	Inundated
Scotts Creek Rd (Private), Scotts Creek Shack Rd (Private), Thamm Rd and Scotts Creek Boat Ramp (Private)	Scotts Creek	Mid - Late February	Inundated
Pelican Point Rd (Private), Pelican Parade (Part Private) & Hausler Rd	Pelican Point	Mid - Late February	Inundated
Various Private Roads	Idyll Acres	End of February	Inundated

HIGH RIVER UPDATE - *Recovery*

10 February 2023

Assets Impacted	Location	Earliest Estimated Assessment*	Status
The Parade, Boat Ramp, Shelter & Public Toilet	Blanchetown	End of January	Inspected - Area no longer inundated. Clean up programmed for this week. Road likely to be opened by 10 Feb
Acland St, Sanders St, South Tce & Shaw St		Mid February	Inspected - Area still inundated
Blanchetown Shack Area & Boat Ramp		Mid February	Inspected - Area still inundated
Sunset Boulevard		Mid February	Inspected - Area still inundated
Marks Landing Shack Rd & River Reserve Rd	Swan Reach	Mid February	Inspected - Area still inundated
Len White Reserve, Swan Reach Boat Ramp & Deep River Mooring		Mid - Late February	Inspected - Area still inundated
Nildottie Rd, Hasse Hill/Anzac Reserve Toilet Block & Victoria St.		Early - Mid February	Inspected - Area still inundated
Tenbury Hunter Reserve		Mid February	Inundated
McAuley Rd		End of January	Inspected - Area is no longer inundated. Remediation will begin once further drying out occurs. Damaged has occurred due to use during inundation.
South Punyelroo Rd (Private) & South Punyelroo Boat Ramp (Private)	Punyelroo	Early - Mid February	Inspected - Area still inundated. Minor damage recorded.
Pelde Street		End of January	Inspected - Area beginning to dry. Further inspections programmed for next week.
Riverside Dr & Boat Ramp	Big Bend	Mid February	Inundated
Fleet Rd	Sunnydale	End of January	Inundated
Christion Rd		Mid - Late February	Inundated
Preiss Landing Rd		Mid - Late February	Inundated
Sunnydale Rd		Early February	Inspected - Area still inundated. Damaged recorded due to use during inundation.
Greenways Landing Rd & Boat Ramp	Greenways	End of February	Inundated
Herrmanns Landing	Nildottie	Mid February	Inspected - Area still inundated.

HIGH RIVER UPDATE - *Recovery*

10 February 2023

Assets Impacted	Location	Earliest Estimated Assessment*	Status
Cod Court (Private) & Wongulla Riverfront Reserve	Wongulla	Mid - Late February	Inundated
Cliff View Dr	Walker Flat	Early February	Inundated
Hettner Landing & Swamp Hen Reserve		Mid February	Inundated
Lakeside Dr & Sprinkler Dr		Late January - Early February	Inundated
Bond St		Late January	Inspected - Remediation planned for next week
Mallee Rd, Rob Loxton Rd & Bond St		End of January	Inspected - Area still inundated. Damage recorded on Mallee Road & Angas Valley Rd
Scrubby Flat Shack Area	Scrubby Flat	Early - Mid February	Inundated
Purnong Rd, Purnong * Damage has already been recorded	Purnong	Late January - Early February	Inspected - Area still inundated at Ferry. Some minor damage recorded. Clean up programmed for late next week.
Evans Tce		Late January - Early February	Inspected - Area still inundated.
Purnong Rd, Caurnamont	Caurnamont	Early February	Inundated
Craignook Rd		Early - Mid February	Inundated
Providence Dr, Bowhill Wharf & Boat Ramp	Bowhill	Early - Mid February	Inspected - Area still inundated.
Graziano Rd	Younghusband	Early - Mid February	Inundated
East Front Rd		Late January - Early February	Inspected - Areas still inundated. Once areas servicing a number of properties, damage inspection and potentially clean up can begin.
Holdings Shack Rd (Private)	Julanka & Younghusband Holdings	Mid February	Inspected - Area still inundated.
Teal Flat Shack Rd (Private) & Boat Ramp (Private), Teal Flat Rd, Teal Cliff Rd & Old Teal Flat Boat Ramp	Teal Flat	Early February	Inundated
Salisbury Rd	Pellaring Flat	Late January - Early February	Inundated
Purnong Rd (Murraylands Rd to Flood Rd)	Mannum (Purnong Road)	Late January - Early February	Inspected & Cleaned - Minor works early next week. Likely to be open to traffic under 3 tonne by 10 Feb.
Purnong Rd (Shearer Heights to Flood)		Early February	
Purnong Rd (Mannum to Long Gully)		Early February	

HIGH RIVER UPDATE - Recovery

10 February 2023

Assets Impacted	Location	Earliest Estimated Assessment*	Status
Cowirra shack roads	Cowirra	Late January - Early February	Inspected - East Front Rd, Edwin St & Porter St free of inundation and open to vehicles less than 3 tonne. Further inspections planned for next week.
Hunter Road & Burdett Rd (DIT Roads) * Damage has already been recorded		TBA	Inundated - Major Damage noted on Hunter Rd
Bolto Boat Ramp & Campground	Bolto	Mid February	Unable to access due to Ferry and inundation of Hunter Rd
Khartoum Rd		Late January - Early February	Unable to access due to Ferry and inundation of Hunter Rd
Gass Reserve	Mannum	Early February	Inspected - Area still inundated
Mannum Caravan Park, Arnold Park & Ferries		Early - Mid February	** See proposed levee removal schedule
Randell St (DIT Road)		End of January	
Mary Ann Reserve		Late January - Early February	
River Lane		Late January - Early February	
Wattle Street		Late January - Early February	
Baseby Court		Mid February	Inspected - Area still inundated
Pelican Dr (Private) & Boat Ramp	Mannum Waters	Early February	Inspected - Area still inundated
Caloote Landing Shack Area	Caloote	Early - Mid February	Inspected - Area still inundated
Zadows Landing Shack Area	Zadows Landing	Early - Mid February	Inspected - Area still inundated
Walding Rd	Wall Flat	Late January - Early February	Inspected & Graded - open to vehicles less than 3 tonne
Martin Rd		Early February	Inundated
Kenny Rd* *Parts of Road are lower than the normal pooling level of the river	Ponde	TBA	Inspected - Area still inundated
Weidenhofer Rd, Dabinett Rd & Bulls Tree Landing Rd		Mid - Late February	Inspected - Area still inundated
Billabong Rd & Thiele Rd	Pompoota	Late January - Early February	Inspected - Area still inundated

HIGH RIVER UPDATE - *Recovery*

10 February 2023

CWMS Recommissioning

Location	CWMS impacted	Earliest Estimated Assessment*	Status*
Morgan	Caravan Park	Late February	Awaiting floodwaters to recede to assess sump
North West Bend/Beaumonts	Yes – Sumps Treatment Plant Dry	Early March	Inspected – area still inundated
Brenda Park	Yes	Late March	Inundated
Scotts Creek	Yes	Late March	Inundated
Pelican Point	Yes	Late March	Inundated
Idyll Acres	Yes – Sump 1 Sump 2 Dry Treatment Plant Dry	Early February	Inspected – Pumps checked. One to be repaired.
Blanchetown	Yes	Mid March	Inspected – area still inundated
Swan Reach Vessel	Yes	Early March	Inspected – area still inundated
Swan Reach	Yes	Mid March	Inspected – area still inundated
Marks Landing	Yes	Early March	Inspected – area still inundated
South Punyelroo	Yes	Early March	Inspected – area still inundated
Big Bend	Yes	Early March	Inspected – area still inundated
Greenways	Yes	Late March	Inspected – area still inundated
Kroehns Landing	Yes	Late March	Inspected – area still inundated. Note electrical mains may need replacing
Scrubby Flat	Yes – Sumps Treatment Plant is Dry	Early March	Inspected – area still inundated
Walker Flat/Rob Loxton Road	Yes	Late March	Inspected – road to be reconstructed
Caurnamont	Yes	Mid March	Inspected – area still inundated
Teal Flat	Yes	Mid March	Inspected – area still inundated and subject to causeway access
Old Teal Flat	Yes – Drains Treatment Plant is Dry	Early February	Inspected. Drain still flooding. To be re-inspected Mid February
Bowhill	Yes – Sumps Treatment Plant is Dry	End February	Inspected – area still inundated
Julanka/Younghusband	Yes – Sumps Treatment Plant is Dry	Mid February	Inspected – waiting for sumps to be clear and road access
The Rocks	Yes	Late February	Waiting for access to inspect
Seven Mile	Yes – Drains Treatment Plant is dry	Late February	Drains to be checked as they were inundated
Kia File Mile	Yes – Sump Treatment Plant is Dry	Late February	Switchboard being repaired
Bolto	Yes	Unknown	Possible sewer mains repair/replace. Waiting on road access
Cowirra	Yes – Sumps Unknown rising mains damage at this time	Unknown	Possible sewer mains repair/replace. Waiting on road access
Pellaring Flat	Yes	Mid February	Possible full upgrade required
Caloote	Yes – Sumps Treatment Plant Dry	Late February	Inspected – area still inundated

*Assessment and recommissioning of CWMS is dependent upon the level of current inundation, road access and damage to infrastructure.

HIGH RIVER UPDATE - *Recovery*

10 February 2023

Essential Services Reconnection Grant

Property owners of uninsured principal places of residence affected by the River Murray flood event may be eligible for financial assistance to reconnect essential services (electricity, gas and water, septic or sewer).

Inspection grants (of up to \$400) and/ or repair grants (up to \$4200) are available to eligible households.

Please see this link for [eligibility criteria and how to apply](#).

For more information on grants, relief packages and support available to help people and businesses affected by the flooding, please see the [SA Government's Financial Assistance page](#).

SAPN Information

To help property owners get back to normal, SA Power Networks will reconnect electricity supply as soon as it is safe to do so.

Once safe access to an area is available, which may include floodwaters receding and flood plains drying sufficiently to allow safe vehicle access, SAPN will inspect the local electricity network, undertaking any repairs as required. Access to some areas will be delayed due to road damage, boggy ground or other localised safety considerations.

It also will not be safe to reconnect many properties that have been inundated by water. Please see SA Power Network's factsheet on [Reconnecting power after flooding](#).

Electronic Certificate of Compliance

If a property has been affected by flood water, property owners can ask a licensed electrician to check electrical installation. Once confirmed safe, an electrician will provide an electronic certificate of compliance. Property owners can then contact their energy retailer to ask about reconnecting the power.

Please call one of these industry association groups to be put in contact with an electrician that has registered to assist with flood recovery:

- National Electrical and Communications Association on **8282 2966**.
- Master Electricians Australia on **1300 889 198**.

Community Information Hubs

SA Power Networks is continuing to offer community information hubs in towns along the River.

Residents are encouraged to speak to SAPN's Customer Service Representatives about their electricity supply due to the River Murray floods, at the following locations:

- **Tuesday, 21 February 2023 and 7 March 2023**, at the Morgan Activity Centre, 7 Third Street, Morgan (10am -3pm)
- **Wednesday, 22 February 2023 and 8 March 2023** at the Mannum Leisure Centre, 51 Adelaide Road Mannum (10am -3pm)
- **Friday, 3 March 2023** at the Blanchetown Hotel, 1 Edgerton Street, Blanchetown (11am -2pm)

HIGH RIVER UPDATE - *Recovery*

10 February 2023

Waste

Extended Transfer Station Operating Hours

To support existing waste transfer station operations and to provide additional opportunities for property owners and residents to access facilities for disposal of flood event waste materials as part of the recovery process, Council will be extending operating times at transfer stations located along the River Murray.

This initiative is a collaboration between the State Government (Green Industries SA) and Mid Murray Council.

The following schedule will be implemented from **Saturday, 25 February 2023** and is anticipated to continue until **Friday, 30 June 2023**.

<u>TRANSFER STATION</u>	<u>SATURDAY</u>	<u>SUNDAY</u>
Mannum	8:00am – 12:00pm	8:00am – 11:30am
Morgan		10:00am – 1:30pm
Blanchetown	2:00pm – 5:00pm	
Bowhill		2:30pm – 5:00pm
Cadell		2:00pm – 4:30pm
Swan Reach	1:30pm – 4:30pm	
Walker Flat	9:30am – 1:00pm	

Free Structural & Clean-Up Assessment

Primary residents, shack owners, small businesses and not-profit organisations are reminded to register now for a **FREE** structural and clean-up assessment by call [1800 302 787](tel:1800302787).

The clean-up of waste identified through these assessments, which will begin once it is safe to do so, will be paid for jointly by the State and Federal Governments and is free for those impacted by the floods.

For more information, please see Green Industries' [website](#).

Kerbside Bin Service

Please reserve kerbside bins for household waste only, with building material waste to be collected by registering for the structural and clean-up assessment on [1800 302 787](tel:1800302787).

Dumping or storing hard waste on the kerbside is not permitted and will not be collected by Council.

Unsuitable hard waste materials placed in household bins could prevent the collection of bins as these may cause the bins to become too heavy to lift and/or contamination through foreign or unacceptable items, prohibiting the emptying of the bin.

Waste Bin Collection Service

As the water recedes, Council's contractor, Solo Resource Recovery, is continuing to service areas across the District, and requests that bins continue to be **placed at a dry location** outside of road closures on the collection route as collection point or pseudo 'bin bank'.

HIGH RIVER UPDATE - *Recovery*

10 February 2023

Scheduled collections and collection days for properties on the eastern side of the River may still be effected by ferry closures. Therefore, bins should be **left at the collection point** to enable Solo collection that week.

For more information on collection routes or days, please contact Solo on [8295 5077](tel:82955077).

Insurance Information Session

The Riverland Community Justice Centre will be hosting a free legal information session from 4pm to 6pm on **19 February 2023** at the Blanchetown District Hall, providing practical tips and tricks about insurance, including:

1. How to read and better understand your insurance policy documents;
2. What evidence to collect to assist you when making a claim;
3. How to negotiate with your insurer; and
4. How to make complaints.

The session also includes an audience Q and A about insurance with the solicitor, and will be streamed via Riverland Community Justice Centre's [website](#).

For handy tips, join the Centre's mailing list [here](#).

River Restrictions

Restrictions for various activities on the River have been implemented under the *Emergency Management Act 2004* for users of the River Murray during the flood event. Restrictions aim to keep river users safe and protect infrastructure and further details can be found here: <https://www.marinesafety.sa.gov.au/river-murray-flood-event-marine-safety-advice>

In ALL Zones of the River Murray, **do not**:

- Enter or remain on an engaged levee except as provided for an emergency response or inspection, maintenance, and repair (including inspection, maintenance and repair of the levee, power lines or other infrastructure).
- Moor, anchor, attach, or secure any vessel to an engaged levee.
- Operate a vessel on the River Murray must not exceed a speed of 4 knots within 250 metres of an engaged levee or within 250 metres from the location of any dwelling or buildings, that are partially or wholly submerged.

In Zones A to F, **do not**:

- Operate a human powered vessel within 250 metres of a lock or weir.
- Swim, bathe or dive within 250 metres of a lock or weir.
- Be within 50 metres from any point along the length of an overhead powerline, if in or on a floodplain.
- Tow a person from the vessel (including water skiing and other similar activities).

Whilst water levels continue to recede and areas of the river drop below minor flood levels, the rate of flow, inundation above normal pool level and the period of high flow is expected to continue. Water users are advised to check restrictions for their area prior to accessing the River for any purpose. Where permitted, water users should be mindful of the following:

- Operating watercraft and swimming in the main River Murray channel can be more hazardous during high flow. Submerged objects, debris and the force of the current can present a risk to public safety.

HIGH RIVER UPDATE - *Recovery*

10 February 2023

- People operating watercraft, swimming, canoeing or participating in other activities on the main River Murray channel are advised to be aware of the risk of high flow, and take precautions to protect life and property.
- When operating a boat on the floodplain or near inundated river banks, be aware of submerged obstacles such as trees and fence lines.

While swimming, do not jump or dive into the river when you do not know what is below the surface.

If camping ensure that you are on higher ground away from the river bank.

The following precautions still remain:

- Do not drive, ride or walk through flood-affected causeways or roads.
- Be aware that significant debris is being carried downstream and may pose a hazard to water-based activities.
- The hazards associated with riverbank collapse still exist in some areas so be aware of the signs - such as cracked riverbanks and leaning trees and keep away from fenced or sign-posted affected areas.
- Always wear a personal floatation device on the river.
- Supervise children at all times and do not allow them to play in or near fast-flowing river water.
- If in doubt, stay out.
- Listen and take action on any instructions from the emergency services - the SASES, SA Police and the CFS.
- Tune to ABC local radio for community safety information.

Requests for assistance for on-water incidents or inundation of property should be directed to the SA State Emergency Service (SASES) on **132 500**.

For life threatening emergencies call **000**.

Boat Ramps & Other Marine Facilities

As River restrictions begin to ease, it is important to note that submerged infrastructure including boat ramps, landings, mooring facilities and jetties may have been damaged during the period of inundation. Additionally, debris may be trapped in or around these river access points.

As these areas are unable to be assessed until the River returns to a regular pooling level, they are not accessible nor open to the public.



Above water hazard



Submerged tree stumps



Submerged hazard



Submerged fencing

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Preparing for Cleaning Up

Starting the clean up on flood impacted shack will be a challenging task for all and it is important to make sure appropriately preparations are made. Council is still working to restore the Community Wastewater Management Systems in the shack areas and there may not be access to drinking water.

When visiting shacks, property owners will need to be self-sufficient with regard to toilets and fresh water. Portaloos can be used for temporary use provided that wastewater is disposed of at a suitable location i.e. dump point. Enough fresh water for drinking and hand washing should also be brought when attending shacks

Property owners are reminded to wash their hands frequently with soap during the cleanup, and to cover up and wear appropriate levels of insect repellent to avoid being bitten by mosquitoes.

Mosquito-Borne Diseases in South Australia

The most common diseases spread by mosquitoes in South Australia are [Ross River virus](#) and [Barmah Forest virus](#).

Some mosquitoes can also spread rare, but more serious and sometimes fatal diseases, including [Murray Valley encephalitis](#), [Japanese encephalitis](#) and [Kunjin](#).

To protect themselves, property owners are reminded to:

Cover up

- Wear long, loose-fitting, light-coloured clothing.

Repel

- Use a mosquito repellent containing either DEET, Picaridin, or Oil of Lemon Eucalyptus (PMD) that have been approved by the Australian Pesticides and Veterinary Medicines Authority (APVMA).

Eliminate

- Stop mosquitoes breeding in water pooling around your property.

For more information, please see SA Health's [website](#).

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Further Information & Resources

Hotlines:

- SES **132 500** & [Emergency Contacts](#) Guide.
- Relief Information Line **1800 302 787**
- SA Waters dedicated River Murray flood **1800 130 952**
- SAPN Hazards **13 13 66**
- Council **8569 0100**

Relief Centres:

- **Mannum Football Club, 28 Belvedere Road, Mannum**, 9am to 5pm, Monday to Friday.
- **Ramblers Football Club, 1 Ramsay Street, Murray Bridge**, 9am to 5pm, open seven days.

Webpages:

- [SA Health's River Murray Mental Health Support](#)
- [Mid Murray Council High Flow Advice](#)
- [SA.GOV.AU - River Murray High Flows](#)
- [SA.GOV.AU – Financial Assistance & Grants](#)
- [SES.SA.GOV.AU - River Murray Flood Information](#)
- [ENVIRONMENT.SA.GOV.AU - River Murray High Flows](#)
- [SAWATER.COM.AU - River Murray High Flows](#)
- [SAPOWERNETWORKS.COM.AU - River Murray Flood](#)
- [WATERCONNECT.SA.GOV.AU – River Murray Flow Reports](#)
- [HOUSING.SA.GOV.AU](#)
- [DIT.SA.GOV.AU – Road & Ferry Closures](#)
- [Marine Hazards Reporting](#)
- [PIR.SA.GOV.AU – River Murray Flood](#)
- [Mid Murray Suicide Prevent Network](#)



Support for flood-affected River Murray communities



1800 302 787
Relief Information Line



sa.gov.au/floods
Latest information, financial
assistance and support

