

# River Murray Flooding

## What is happening now

### Leisure activities on the river

Visit the Marine Safety SA website for current information: <https://marinesafety.sa.gov.au/river-murray-flood-event-marine-safety-advice>

### Status of flow

At the South Australian border, after a brief period of flattening, the river continues to rise as we move towards the anticipated flood peak on approximately 25 December to 26 December 2023. The River Murray flood peak has passed lock 9 and is currently at the South Australian border. These higher levels will raise the River Murray to Major Flood level.

Forecasts are based on information available at the time of preparation and may change due to rainfall events or changed operations upstream.

For the latest information about the flow outlook, current and forecast water levels, visit the Department for Environment and Water website: [www.environment.sa.gov.au](http://www.environment.sa.gov.au) .

A River Murray Flood Mapping Tool is available on the SASES website. The tool has been developed to assist Riverland and Murraylands communities in checking the flood risk to their home or property with a flow of 180GL or 200 GL per day. Visit [www.ses.sa.gov.au/mappingtool](http://www.ses.sa.gov.au/mappingtool) .

Further River Murray data is also available at [riverdata.mdba.gov.au/system-view](http://riverdata.mdba.gov.au/system-view) .

### Report a levee fault

As the River Murray Flood Emergency continues, you can report a levee defect or failure such as water seepage by calling 132 500 for SASES assistance. If the matter is an emergency and threatens you or someone else's safety, call Triple Zero (000).

### Regional counselling support

Regional Access offers free counselling support to people in regional South Australia who are worried, stressed or affected by natural disasters events. The service is available 24 hours a day, seven days a week by calling 1300 032 186 or visit [www.saregionalaccess.org.au](http://www.saregionalaccess.org.au) (available for people 15 years and over).

For youth mental health support (15 years and under), contact Kids Helpline on 1800 55 1800 or visit [www.kidshelpline.com.au](http://www.kidshelpline.com.au) or Lifeline on 13 11 14 or visit [www.lifeline.org.au](http://www.lifeline.org.au)

### Emergency Relief Centres

Emergency Relief Centres have been established in Berri and Mannum for people impacted or displaced by the flood waters. These centres are open 7 days a week between 9:00am and 5:00pm. A new relief centre at Murray Bridge will be announced soon.

### Current warnings

For all alerts and warnings visit [www.ses.sa.gov.au/warnings](http://www.ses.sa.gov.au/warnings) or call 1800 362 361.



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## What is the South Australian State Emergency Service are doing?

In response to the Emergency Warning Message issued on Wednesday 14 December 2022, a small number of people were evacuated from Walker Flat. Communications with the Overland Hotel were completed on Friday 16 December 2022.

### Sandbagging locations

Sandbagging location remain in place at Paringa, Glossop, Blanchetown, Bowhill, Mannum and Murray Bridge. They are open 7 days a week from 9:00am to 3:00pm until further notice. SASES volunteers will be available to provide information and assistance to community members.

DefenCELL flood mitigation technology continues to be deployed across various communities. To date Murray Bridge, Mannum and Lake Bonney have had between 650m and 850m completed. Works in Loxton and Berri are ongoing.

SASES continues to work with the Interpreting and Translating Centre and local communities to translate Frequently Asked Questions (FAQs) into Greek, Punjabi and Korean. Call the Interpreting and Translating Centre on 13 14 50 for River Murray Flood information in languages other than English.

### Community host pack

A community host pack has been developed to support local councils, community members and small business owners who are unable to attend SASES community meetings and want to host their own local meeting. Please contact SASES at [ses.hq@eso.sa.gov.au](mailto:ses.hq@eso.sa.gov.au) to obtain a copy of this pack.

## What you should do

Check the Department for Environment and Water flood awareness map: [www.waterconnect.sa.gov.au](http://www.waterconnect.sa.gov.au)

Check the SASES River Murray Flood information page for helpful flood and emergency resources, including in languages other than English and in Easy English: [www.ses.sa.gov.au/rivermurray](http://www.ses.sa.gov.au/rivermurray)

### Water seepage

There have been instances of water seepage into properties from rising groundwater. The SASES recommends you contact your local Council before pumping water from your property as many street stormwater drains have been closed due to flooding. There is also a potential for stagnant water to carry contaminants which could pose a public health risk if released uncontrolled. You may also need to consider contacting your insurance company. The SASES can assess situations for the effectiveness of pumping to support the property owner.

### Movement of wildlife

Natural disasters, like flood events, cause many species of wildlife to leave affected areas in search of higher grounds. It is normal in these events to see an increase in species, including snakes and



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spiders. Watch out for snakes both on land and in the water, as many species of snake are excellent swimmers. With the increase in snake sightings in the River Murray area, make sure you:

- try to remain calm and keep children and pets well clear of it.
- do not attempt to interact with snakes, as many snake bites occur when people try to handle, kill or harm a snake.
- contact a licensed snake removal service if needed as they may be able to catch the snake and remove it. If safe to do so, try and watch where the snake goes so the snake catcher can find it more easily.
- call Department of Environment and Water if you see any stranded wildlife on 8204 1910 or report it online: <https://www.environment.sa.gov.au/topics/river-murray-floods/wildlife-in-floods>
- call Primary Industries and Regions SA if you see any stranded stock animals on 1800 931 314.

## Essential Services

There is a high chance essential services such as electricity, gas, water and sewerage will be disconnected at properties near floodwaters and at properties that have been or are going to be impacted. It is important you plan for this to occur, noting it could last for up to three months. Register for electricity outage notifications and find more information on electricity and floods on the SA Power Networks website: [www.sapowernetworks.com.au](http://www.sapowernetworks.com.au)

## Personal circumstances

It is important everyone considers their own personal circumstances and abilities during this flooding event. If you take essential medication speak with your healthcare professional to discuss your needs and how you will manage in an emergency. If you think your property may be impacted and you should not stay, it is important to consider alternative accommodation.

If your current working situation is impacted by the floods, financial assistance is available through the Services Australia website: <https://www.servicesaustralia.gov.au/natural-disaster-events>

## Inform your family, friends and neighbours

Part of your plan should be to speak with your family, friends and neighbours so they are aware of your plans if you leave your property.

If you have not been impacted by floodwaters yet, take the time to get to know your neighbours, learn about their plan and think about people in your neighbourhood who may need your help. For example, older people living by themselves, people with disabilities, people with illness, single parents with young children, large families or people newly arrived, including tourists, refugees or immigrants.

## General reminders

**If you come across water over the road - turn around.**

**When a road is closed, do NOT drive or walk around the sign and do NOT go up onto levees.**

**Please use an alternative route and take care on other roads in the area.**

It is important you do not walk or swim near levees and obey road closure signage.

If you want to construct a levee on your private property, contact your local Council in the first instance.



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## Important Contacts

Life-threatening emergencies: 000 (triple zero)

Flood and Storm emergencies: 132 500

River Murray Hotline: 1800 362 361

Relief Information Line: 1800 302 787

[Lifeline](tel:131114): 13 11 14

National Translating and Interpreting Service: 131 450

[www.ses.sa.gov.au](http://www.ses.sa.gov.au) for alerts and warnings and flood resources to help (checklists, information sheets and videos)

[www.sa.gov.au/floods](http://www.sa.gov.au/floods) for River Murray flood information

