

Office of the Hon Joe Szakacs MP



Government
of South Australia

23MES0008
FOI Ref No: 17232403

Hon Nicola Centofanti MLC
Member of the Legislative Council
Parliament House, North Terrace
ADELAIDE SA 5000

By email: centofanti.office@sa.gov.au

Dear Ms Centofanti

I refer to your application made under the *Freedom of Information Act 1991* (the FOI Act) on 11 January 2023 for access to:

"all correspondence to and from the Minister for Police, Emergency Services and Correctional Services regarding the River Murray and relief, legal and financial assistance between 1 July 2022 to 10 January 2023".

A search of this agency's records has identified eight (8) documents within the scope of your application. The documents are identified in the attached schedule.

I have determined to release documents 1, 2, 7 and 8 in full.

In accordance with section 20(4) of the FOI Act, I have determined to grant you partial access to documents 3-6.

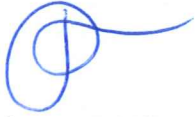
Information concerning the personal affairs of a person have been redacted in accordance with clause 6(1) of the FOI Act.

If you are unhappy with this determination you are entitled to apply for an internal review in accordance with section 29 of the FOI Act. To make an internal review application, please either write a letter or send the attached form entitled *Application for Review of Determination* to the Principal Officer of this agency, the Hon Joe Szakacs MP, within 30 (calendar) days after you receive this letter.

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents to which you are given access, will be published in the agency's disclosure log. A copy of PC045 can be found at www.dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars.

Should you require any further information please contact me on telephone (08) 8303 0670.

Yours sincerely

A handwritten signature in blue ink, consisting of a stylized 'J' and 'P' followed by a horizontal flourish.

Jenna Phillips-Wilkinson

Accredited FOI Officer

Office of the Minister for Police, Emergency Services and Correctional Services

10 / 2 / 2023

Encl. Document schedule and *Application for Review of Determination* form

SCHEDULE OF DOCUMENTS – FREEDOM OF INFORMATION APPLICATION NUMBER 23MES0008

Document Number	Description of Document	Date of Document	Determination	Exemption Clause
1	Letter	18 October 2022	Release	
2	Letter	21 October 2022	Release	
3	Letter	10 November 2022	Partial Release	CI6(1)
4	Email	17 November 2022	Partial Release	CI6(1)
5	Letter	20 November 2022	Partial Release	CI6(1)
6	Letter	24 November 2022	Partial Release	CI6(1)
7	Email with 3 Attachments	3 January 2023	Release	
8	Email	22 December 2022	Release	

Bhoola, Benika (DCS)

From: Julie Gregurec <jgregurec@renmarkparinga.sa.gov.au>
Sent: Tuesday, 18 October 2022 5:04 PM
To: MinisterSzakacs
Cc: Chaffey EO
Subject: Copy of letter to Minister Koutsantonis FYI
Attachments: Oct 18 22 - Minister Koutsantonis MP re Rising River Levels concerns.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Good afternoon,

Please see attached letter to Minister Koutsantonis for Minister Szakacs' information.

Regards

Julie Gregurec
 Executive Assistant to CEO and Mayor

A PO Box 730, Renmark SA 5341

T (08) 8580 3000

E jgregurec@renmarkparinga.sa.gov.au

W www.renmarkparinga.sa.gov.au



**Renmark
Paringa
Council**



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**COUNCIL
ELECTIONS
2022**

Must be posted to arrive before 5pm Thurs 10 Nov 2022

VOTE

Renmark
Paringa
Council

www.renmarkparinga.sa.gov.au/elections

Authorised by Tony Siviour, CEO, 61 Eighteenth Street, Renmark SA 5341

- A council's
PART
of you -
EVERY
DAY.



18 October 2022

Hon Koutsantonis MP
Minister for Infrastructure and Transport
GPO Box 1533
ADELAIDE SA 5001

Dear Minister ^{Tom}Koutsantonis

I write to you relating to the increasing rising river levels and the likelihood of potential flooding of the Renmark Paringa community.

At the time of writing the State Emergency Service (SES) has revised its forecast river flows to 100GL at the South Australian border.

While these flows are relatively manageable, the prospect of more rain and the continued impact of La Nina period has Council preparing for higher flow scenarios.

Council has previously proactively audited the levee system on State and Local Government land which protects our community and has applied for external funding in the past without success.

I seek your urgent consideration for some emergency preparedness funding to assist Council and alleviate the need for recovery funding of \$500,000 currently being provided by the Victorian State Government to flood effected communities.

I am happy to meet in person if necessary. Look forward to a prompt and proactive response.

Yours faithfully



Tony Siviour
Chief Executive Officer

cc Minister for Climate, Environment & Water Susan Close,
cc Minister for Emergency Services Joe Szakacs

North, Rebecca (DCS)

From: Cathy LeMaistre <clemaistre@bbc.sa.gov.au>
Sent: Friday, 21 October 2022 5:35 PM
To: 'westtorrens@parliament.sa.gov.au'
Cc: Office of the Deputy Premier; 'stuart@parliament.sa.gov.au'; MinisterSzakacs
Subject: High River Flow - Riverland
Attachments: G3 Letter - High River Levels.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Good afternoon,

Please find attached letter on behalf of the G3 Alliance – a partnership between Berri Barmera, Loxton Waikerie and Renmark Paringa Councils, in relation to the increasing risk of rising river levels and likelihood of potential flooding in the Riverland.

The CEO's of our Council's would gladly meet to discuss in person, if desired.







We look forward to hearing from you.

Cathy LeMaistre
Communications Administration Officer
Location: Main Office

Berri Barmera Council
19 Wilson Street, Berri
PO BOX 229, Berri SA 5343
Office: (08) 8582 1922 | Fax: (08) 8582 3029
Email: clemaistre@bbc.sa.gov.au
Web: www.berribarmera.sa.gov.au





<p>CITIZEN OF THE YEAR AWARDS</p> <p>Reflect. Respect. Celebrate.</p>	<p>Click here to Nominate online! ></p> <p> Australia Day Reflect. Respect. Celebrate. South Australia</p>	<p>Berri Barmera COUNCIL Building a better community</p> <p>Support partners</p> <p>  Local Government Association of South Australia</p> <p>  </p>
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21 October 2022

Hon Tom Koutsantonis MP
Minister for Infrastructure and Transport
GPO Box 1533
ADELAIDE SA 5001
westtorrens@parliament.sa.gov.au

Dear Minister Koutsantonis,

We write on behalf of the G3 Alliance - a partnership of Berri Barmera, Loxton Waikerie and Renmark Paringa Councils, in relation to the increasing risk of rising river levels and likelihood of potential flooding in the Riverland.

The latest forecasts upstream of the South Australian border indicate that the flow to SA will continue increasing during November 2022. Current forecasts indicate the flow will continue to rise during November and reach approximately 120 GL/day in early December.

While high flows may be manageable in some areas, continued rain interstate poses significant risk to low lying areas of our region with particular regard to the town of Renmark. The increased risk has necessitated high flow and flood preparedness across our respective Council areas.

The G3 Alliance seek your urgent consideration of correspondence dated 18 October 2022 from Renmark Paringa Council seeking emergency preparedness funding to assist Council in preparation activities.

The implementation of preparatory actions now is essential for the safety of Riverland communities and protection of critical infrastructure. Those actions may alleviate recovery funding and effort when river levels have subsided.

The CEO's of our Council's would gladly meet to discuss in person, if desired.

Yours faithfully,

Dylan Strong
Chief Executive Officer
Berri Barmera Council

Tony Siviour
Chief Executive Officer
Renmark Paringa Council

David Beaton
Chief Executive Officer
District Council of Loxton Waikerie

Cc Minister Close, Climate, Environment & Water - OfficeOfTheDeputyPremier@sa.gov.au
Cc Minister Brock, Local Government - stuart@parliament.sa.gov.au
Cc Minister Szakacs, Emergency Services - MinisterSzakacs@sa.gov.au

Hon Joe Szakacs MP



Government
of South Australia

22MES0270
PREM-fB315700

cl6(1)

cl6(1)

By email: cl6(1)

Dear cl6(1)

Thank you for your correspondence to the Hon Peter Malinauskas MP, Premier of South Australia, regarding the impact of high water flows in the River Murray. As this matter falls within my portfolio responsibilities, the Premier has asked that I respond on his behalf.

Firstly, I appreciate you taking the time to write to the Premier in regard to River Murray flow and potential impacts on river communities, including your business.

After receiving your correspondence, I provided a copy to the South Australian State Emergency Service (SES) for consideration.

The SES is a state government agency with responsibility for managing the response to extreme weather and flooding events in South Australia.

As you may be aware, the Malinauskas Labor Government has announced a \$3 million commitment to reinforce levies in preparation for high flows. I understand that this work is progressing well and the Government stands by to provide additional support to affected communities as the high flow event develops.

I encourage people living and working along the river to remain vigilant and continue to prepare for a potential increase in river flows. Flood preparedness plays an important role in protecting and minimising the impact to people's properties from potential flooding. This includes preparing an Emergency Plan to prepare your family and home and/or business for flooding in the area, move items of value to a safe place, and if safe to do so, ensure drains and gutters are clear.

I also encourage people to continue to stay informed about the current River Murray high water flows through the SES website at www.ses.sa.gov.au, which provides the latest warnings, sandbag notice and other useful links.

I am also pleased to advise that the Department for Environment and Water has recently developed a dedicated webpage containing projected flow maps which allow residents to look at potential inundation and check if their property is likely to be affected. This website also includes FAQs that aim to address community questions and concerns, which can be found at www.environment.sa.gov.au/topics/river-murray/river-murray-high-flows.

I trust this information is of assistance.

Yours sincerely



Hon Joe Szakacs MP

Minister for Police, Emergency Services and Correctional Services

10 / 11 / 2022

cc: Hon Peter Malinauskas MP, Premier of South Australia

North, Rebecca (DCS)

From: [REDACTED] cl6(1)
Sent: Thursday, 17 November 2022 1:19 PM
To: MinisterSzakacs
Subject: Levee banks

Follow Up Flag: Follow up
Flag Status: Flagged

Greetings Minister Szakacs,

I live in Aberfoyle Park, but on the weekend I was in the Riverland [REDACTED] cl6(1).

[REDACTED] cl6(1)

She was very distressed & had been crying a lot, because she wasn't receiving any help from the State Government or her local Council (Loxton Waikerie).

Her problem is that the caravan park is right next to the River & is extremely likely to become flooded, unless she receives the necessary help - with building & maintaining levee banks around the caravan park.

This is a very popular park because of its close proximity to the River, but the future is looking grim for her & her husband.

Please, please can the government do something to help this couple by building levee banks around the [REDACTED] cl6(1). At the moment, they have to build & pay for everything themselves, something that they definitely can't afford to do.

I look forward to receiving a positive response to my request.

Thank you sincerely,

[REDACTED] cl6(1)

[REDACTED] cl6(1)

ABERFOYLE PARK SA 5159

Smile, because God loves you & there's nothing you can do about it!

Hon Joe Szakacs MP



Government
of South Australia

22MES0328
PREM-FB322297

cl6(1)

BY email:

cl6(1)

Dear cl6(1)

Thank you for your correspondence to the Hon Peter Malinauskas MP, Premier of South Australia regarding the major emergency situation in the South Australian River Murray. As this matter falls within my portfolio responsibilities, the Premier has asked that I respond on his behalf. I also understand the Premier has provided your correspondence to the Hon Andrea Michaels MP, Minister for Consumer and Business Affairs regarding grants available to help people and businesses affected by the flooding.

I appreciate you taking the time to write to the Premier regarding the River Murray high water flows and flood mitigation you are undertaking on your property. I acknowledge this is a difficult time for River Murray communities and residents like yourself.

I can reassure you that the state government is committed to supporting the Riverland during the current preparation, response and inevitable recovery.

I have taken the opportunity to share your correspondence, including your suggestion for the product, AquaDam, with the South Australian State Emergency Service (SES) for its consideration.

As you may already be aware, the Malinauskas Labor Government has recently announced a number of measures to assist River Murray Communities.

These measures include a \$3 million commitment to reinforce levees, as well as the acquisition of 2 million sandbags, and almost 7 km of 'DefenCell' flood barriers to help protect flood affected River Murray communities.

This is in addition to the \$51.6 million initial financial assistance package provided by the Government for River Murray communities, households and businesses who will be affected by large-scale flooding.

As you may already be aware, you can apply for assistance including grants and accommodation at Emergency Relief Centres (ERC). ERCs are already open in Berri and Mannum and will be open every day to help the community. A further ERC open in Murray Bridge as the flood event continues.

For the most up to date information on grants, relief assistance or supports please call the Relief Information Line on 1800 302 787 (9am to 5pm Monday to Friday).

I also encourage you to regularly visit www.sa.gov.au/floods as information may change as the flood event develops.

As the Minister responsible for Emergency Services, I encourage people living and working along the river to remain vigilant and continue to prepare for a potential increase in river flows.

I trust this information is of assistance.

Yours sincerely



Hon Joe Szakacs MP

Minister for Police, Emergency Services and Correctional Services

20 / 11 / 2022

cc: Hon Peter Malinauskas MP, Premier of South Australia

Hon Joe Szakacs MP



Government
of South Australia

22MES0309

cl6(1)
cl6(1)
ABERFOYLE PARK SA 5159

By email: cl6(1)

Dear cl6(1)

Thank you for your correspondence regarding the current high flows in the South Australian River Murray and in particular the cl6(1)

I appreciate you taking the time to contact my office following your recent visit to the Riverland. I acknowledge this is a really difficult time for the River Murray communities.

As you may already be aware, the State Government has now declared a major emergency as the River Murray flood waters continue to rise. The emergency declaration will support the management of the economic, social, and infrastructural effects of the flood event.

After receiving your correspondence, I provided a copy to the South Australian State Emergency Services (SES), which has responsibility for managing the response to extreme weather and flooding events in South Australia, for consideration.

Following my inquiry, I understand that on 17 November 2022, the SES spoke with cl6(1) to discuss mitigation for the potential impacts of the predicted River Murray flow and to assist and support them with their specific circumstances.

The Malinauskas Labor Government recently announced a number of important measures to assist River Murray communities.

To support mitigation actions, \$4.8 million is committed for flood defence resources. This will contribute to the acquisition of 1.5 million sandbags, and almost 8km of 'DefenCell' flood barriers to help protect flood affected River Murray communities. This is addition to the \$3 million commitment to reinforce levies in preparation for high flows.

Further, the Government has also announced a \$5.16 million initial financial assistance package for River Murray communities, households and businesses who will be affected by large-scale flooding.

As the Minister responsible for Emergency Services, I encourage people living and working along the river to remain vigilant and continue to prepare for the increase in river flows.

Flood preparedness plays an important role in protecting and minimising the impact to people's properties from potential flooding. This includes having an Emergency Plan to prepare their family and home or business for flooding in the area, moving items of value to a safe place, and if safe to do so, ensure drains and gutters are clear.

I also encourage people to continue to stay informed about the current River Murray high water flows through dedicated pages on both the state government website www.sa.gov.au/topics/emergencies-and-safety/river-murray-flood and the SES website www.ses.sa.gov.au/incidents-and-warnings/sases-2022-river-murray-flood-information/ which provides the latest warnings, sandbag notice and other useful links.

Thank you for bringing this matter to my attention and I trust this information is of assistance.

Yours sincerely



Hon Joe Szakacs MP

Minister for Police, Emergency Services and Correctional Services

29 / 11 / 2022

Bhoola, Benika (DCS)

From: John Warlters <john.warlters@ruralaid.org.au>
Sent: Tuesday, 3 January 2023 6:26 PM
To: MinisterSzakacs
Subject: RE: Rural Aid - SA flood response
Attachments: Rural Aid Flyer.pdf; Rural Aid Counselling Flyer.pdf; Rural Aid Farm Army Flyer.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

You don't often get email from john.warlters@ruralaid.org.au. [Learn why this is important](#)

OFFICIAL

Dear Minister

Apologies for my previous email sent in error.

The thoughts of all at Rural Aid, Australia's most trusted rural charity supporting farmers and their families, go out to all those South Australia's currently being impacted by the State's flood event.

We recognise the physical, financial and emotional hardship this catastrophe represents having supported farmers in Queensland, NSW and Victoria through this event as the flood water makes its way to South Australia.

The impact has been immense – the insured costs already estimated at more than \$5.5 billion, however, the true financial toll is far greater, with most farms not being insured for the types of losses associated with this flood – including crops, fencing and livestock.

Far more difficult to measure is the toll the floods are taking, and will continue to take, on the mental wellbeing of impacted farmers and communities, many of whom are still recovering from drought.

Rural Aid provides a range of assistance measures – including financial assistance, fodder for livestock, drinking water and water infrastructure and of critical importance - free counselling support. (See flyers attached)

This offer extends to all eligible farmers registered with Rural Aid. Your assistance in encouraging flood affected farmers to complete the no-cost and simple registration process would be appreciated.

Rural Aid has played a pivotal role in supporting families in a number of other disaster events. We rose to prominence during the 2015-2020 drought, raising and distributing more than \$100 million to support families impacted by the unprecedented big dry.

This support made a life-changing difference to the 16,500 bona fide farmers and their families registered with the charity.

We look forward to supporting South Australia however we can at this time and into the future.

Kind Regards,
John Warlters | CEO

M: 0409 618 641 | **P:** 07 3153 4656 | **E:** john.warlters@ruralaid.org.au
70 Station Road, Indooroopilly, Qld 4068



From: MinisterSzakacs <MinisterSzakacs@sa.gov.au>

Sent: Wednesday, 28 December 2022 9:06 AM

To: John Warlters <john.warlters@ruralaid.org.au>

Subject: RE: Rural Aid - SA flood response

[External Email] This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

OFFICIAL

Good morning John

Thank you for your email to the Hon Joe Szakacs MP, Minister for Police, Emergency Services and Correctional Services.

It appears you may not have provided the correct attachment the for Minister's attention, please feel free to email again.

Kind regards

Office of the Hon Joe Szakacs MP

Minister for Police, Emergency Services and Correctional Services

T: (08) 8303 0670 | PO Box 6446, Halifax Street ADELAIDE SA 5000 | E: MinisterSzakacs@sa.gov.au

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From: John Warlters <john.warlters@ruralaid.org.au>

Sent: Tuesday, 27 December 2022 8:36 AM

To: MinisterSzakacs <MinisterSzakacs@sa.gov.au>

Subject: Rural Aid - SA flood response

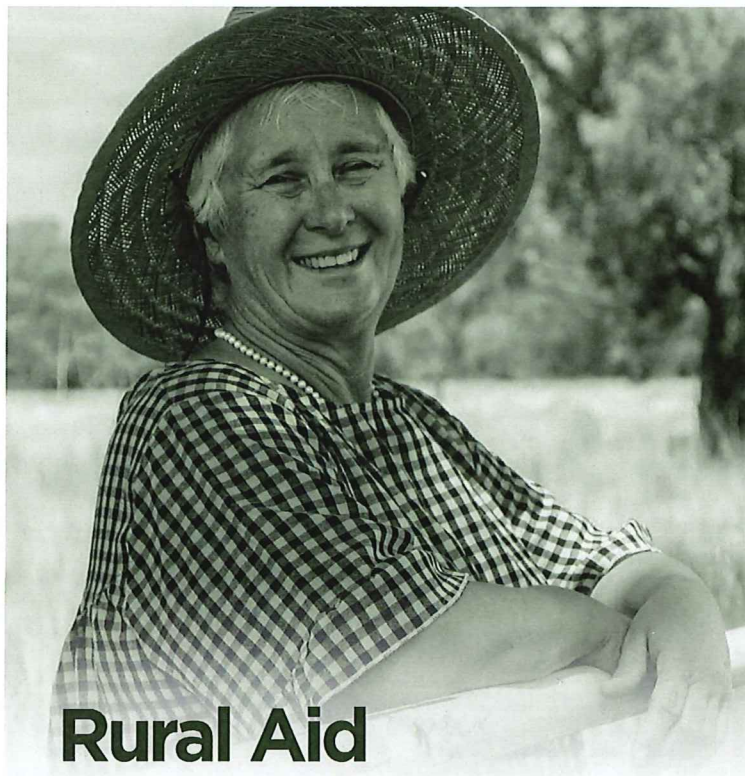
You don't often get email from john.warlters@ruralaid.org.au. [Learn why this is important](#)

Rural Aid is Australia's most trusted rural charity and has been supporting farming families since 2015, including many in South Australia.

Kind Regards,
John Warlters | CEO

M: 0409 618 641 | P: 07 3153 4656 | E: john.warlters@ruralaid.org.au
70 Station Road, Indooroopilly, Qld 4068





Rural Aid

Rural Aid stands with farmers when they need us most.

Rural Aid provides critical support to farmers affected by natural disaster through financial, water, fodder and volunteer assistance.

Rural Aid also offers free, confidential counselling to registered farmers and their families. Our vision is to help safeguard farmers by supporting their sustainability to endure the many challenges they face.

We work with community groups and industry to deliver programs that help connect and sustain rural centres. All we do is to support farmers – our mates in the bush.

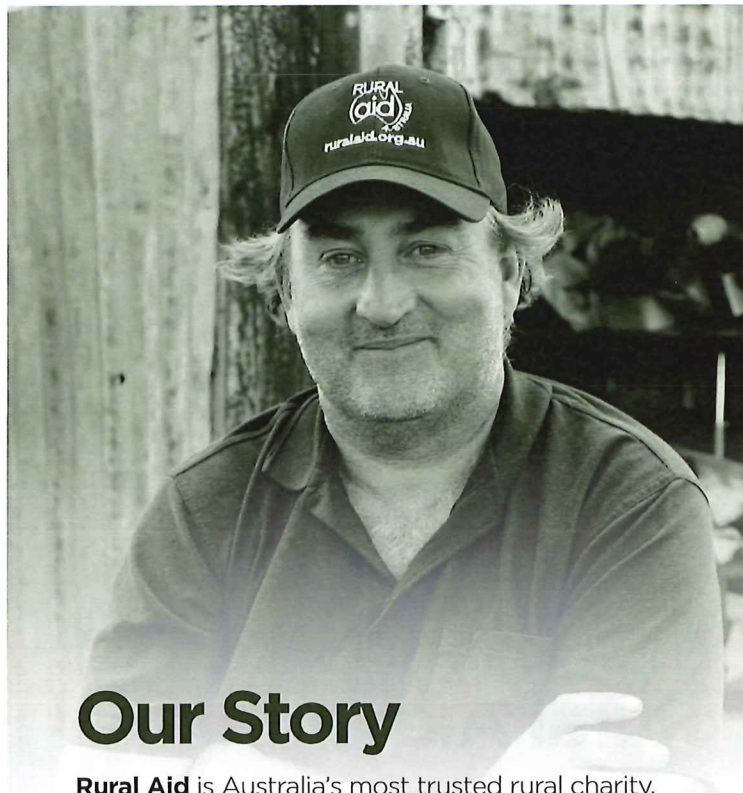
Registering with **Rural Aid** is free and easy to do. More than 16,500 farmers have done so already.

How can we support you?

ruralaid.org.au | 1300 327 624

For our mates in the bush





Rural Aid is Australia's most trusted rural charity.

Established in 2015, **Rural Aid's** vision is to safeguard farming and rural communities before, during and after natural disasters. We stand ready to support farmers when disaster strikes and to offer the help needed at the time.

Rural Aid is also dedicated to supporting a stable future for our farmers to ensure they can keep providing food and fibre for all Australians.

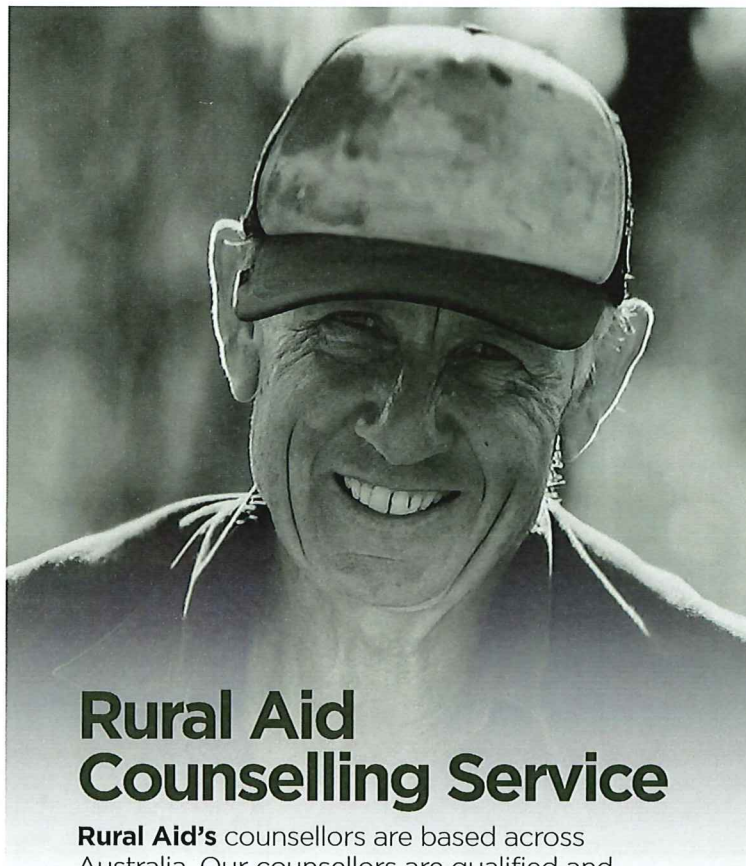
We do this through our innovative programs that increase the resilience and sustainability of farmers, families and rural communities. As an independent charity, we rely on the generosity of our industry partners and supporters who fundraise, donate and volunteer to enable our vision to be realised.



Register with
Rural Aid

For our mates in the bush





Rural Aid Counselling Service

Rural Aid's counsellors are based across Australia. Our counsellors are qualified and nationally recognised. We can connect with you via telephone or in person. **Rural Aid** counsellors regularly travel to properties for 'farm gate' sessions.

The benefits of counselling can include improved communication between you and your family, increased confidence, stronger boundaries, trauma and grief support, and finding solutions to personal challenges as a team.

Farmers, their family members, and their employees can access this free service. Retired and hobby farmers are also eligible.

Counselling line:

1300 175 594 | ruralaid.org.au/counsellors

For our mates in the bush





**Counselling
creates a
safe space
to be heard and
understood**

Counselling is...

- delivered by a trained professional
- confidential and non-judgemental
- about the topics you want to explore
- tailored to your individual needs
- free of charge

Counselling line:

1300 175 594 | ruralaid.org.au/counsellors

For our mates in the bush



Farmers ... need a hand?

If you need a hand on your farm, why not post a job on **Rural Aid's Farm Army**?

The **Farm Army** website is a job posting platform for primary producing farmers.

Paid or unpaid jobs are advertised to a volunteer, worker and grey nomad database of more than 10,000 people.



If you'd
like to
volunteer
we'd love to hear
from you too!



Register your farm job, or sign up
as a volunteer by visiting

farmarmy.com.au



Bhoola, Benika (DCS)

From: Kristina Hickey <Kristina.Hickey@nab.com.au>
Sent: Thursday, 22 December 2022 2:58 PM
To: MinisterSzakacs
Subject: RE: NAB emergency grants extended

Follow Up Flag: Follow up
Flag Status: Flagged

You don't often get email from kristina.hickey@nab.com.au. **Learn why this is important**

Dear Minister and team

We wanted to let you know that NAB has today decided to extend the SA emergency grants further, to 16 January 2023.

Best regards

Kristina

Kristina Hickey

Head of Government Affairs

Corporate Affairs | National Australia Bank Limited

Mob: +61 467 022 656

kristina.hickey@nab.com.au

I acknowledge and pay my respects to the Traditional Owners and Custodians past, present and emerging on whose land I walk, work, share and live.

From: Kristina Hickey
Sent: Monday, 19 December 2022 5:59 PM
To: MinisterSzakacs@sa.gov.au
Subject: NAB emergency grants extended

Dear Minister and team

I'm writing to let you know that NAB has extended to January 5 the emergency grants for customers affected by flooding in the Riverland region.

The latest media release is at **this link** or pasted below.

Best regards

Kristina

NAB extends \$1,000 grants to flood-hit South Australian customers

Published on 19.12.2022

NAB has today extended the availability for \$1,000 grants until 5 January, to assist customers severely affected by flooding in officially declared disaster areas of South Australia's Riverland region.

The grants will remain available to customers for a further three weeks and will provide access to funds for those experiencing major structural damage or severe internal damage to their property.

This includes business and agriculture customers who have suffered severe damage to property, equipment and fencing, or loss of stock or livestock.

Grants are available to customers who have suffered significant damage to their primary place of residence. Grants are not available for minor damage to homes or for damage to personal items and appliances, sheds, garages, or gardens, or loss or damage to investment properties or holiday homes.

NAB Executive Retail, Krissie Jones, said conditions were worsening in some flood-affected communities and NAB was here to help.

“The flooding in the Riverland region is now expected to peak later than originally predicted, with emergency warnings impacting a number of communities in the area,” Ms Jones said.

“Flood levels in many areas are expected to peak between Christmas and the New Year – we will continue to make sure anyone affected can get the support they need.”

In addition to \$1,000 grants, NAB is offering customers severely affected by flooding, loan deferral or reduced payment arrangements, and waiving of some fees or charges relating to their accounts.

How to apply for NAB customer support

NAB customers who live in officially declared disaster areas, as listed by the Department of Home Affairs’ Disaster Assist website may be eligible for grants and other customer support. All enquiries will be assessed on a case-by-case basis and require evidence showing significant property damage.

Customers can apply online at **nab.com.au/common/forms/disastergrant**.

For further assistance customers can call NAB Assist on 1300 308 132 or 1300 769 650 for business customers.

NAB customer grant applications will be open until 5 January 2023 and will provide initial support of up to a total of \$1,000,000. Any further customer support measures will be considered as the situation evolves.

Previously announced support measures can be found **here**.

Kristina Hickey

Head of Government Affairs

Corporate Affairs | National Australia Bank Limited

Mob: +61 467 022 656

kristina.hickey@nab.com.au

I acknowledge and pay my respects to the Traditional Owners and Custodians past, present and emerging on whose land I walk, work, share and live.

From: Kristina Hickey

Sent: Monday, 5 December 2022 4:15 PM

To: MinisterSzakacs@sa.gov.au

Subject: FW: NAB to provide \$1,000 emergency grants to customers impacted by flooding in South Australia

Dear Minister Szakacs and team

As discussed with your team on the phone this afternoon, National Australia Bank has today announced emergency grants for customers affected by flooding in officially declared disaster areas of South Australia’s Riverland region.

This comes in addition to previously announced financial relief measures.

The details are in our media release below. If you have any questions or would like any further information, don’t hesitate to get in touch.

Best regards

Kristina

Kristina Hickey

Head of Government Affairs

Corporate Affairs | National Australia Bank Limited

Mob: +61 467 022 656

kristina.hickey@nab.com.au

I acknowledge and pay my respects to the Traditional Owners and Custodians past, present and emerging on whose land I walk, work, share and live.

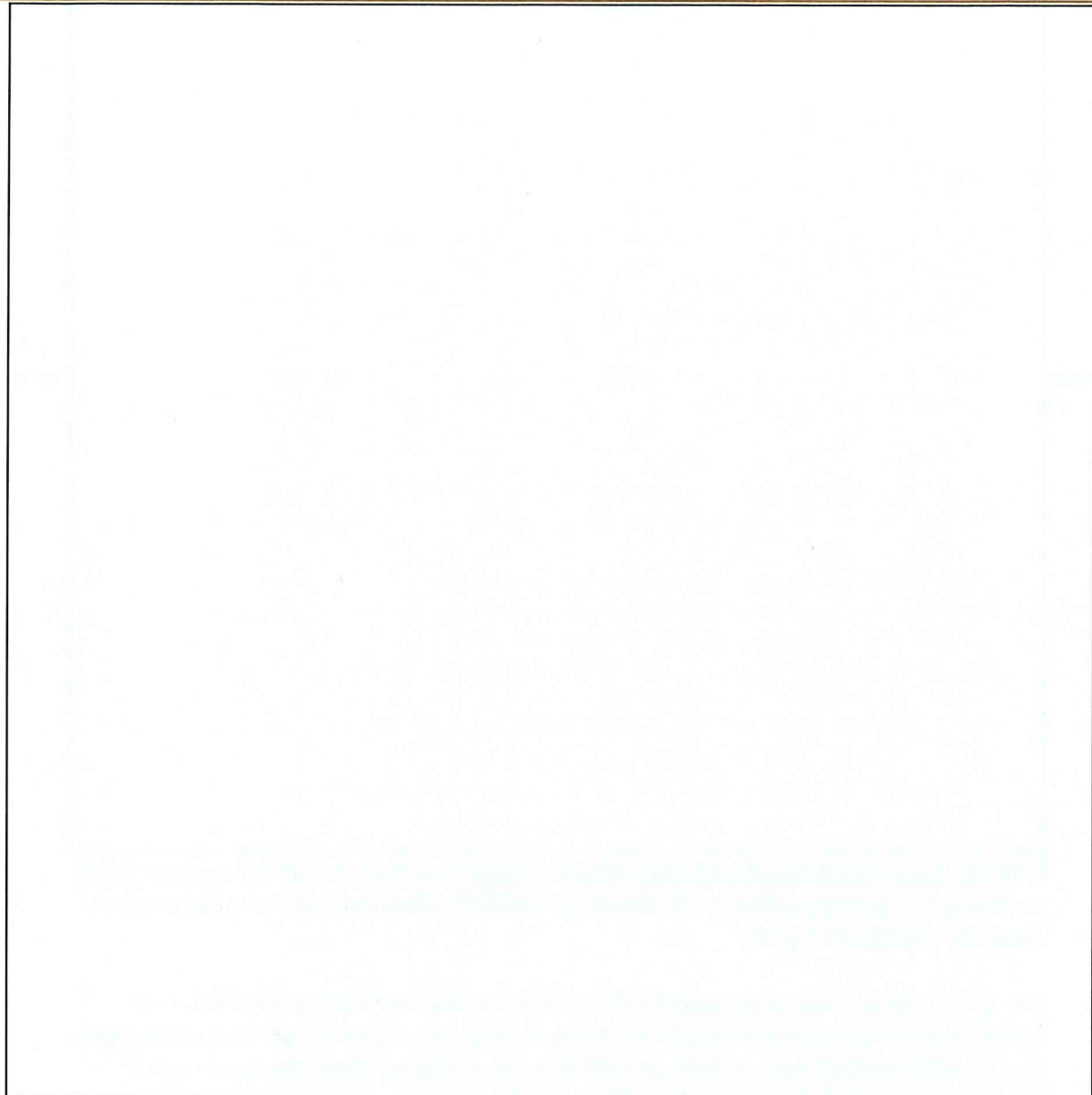
From: NAB.Media@nab.com.au <NAB.Media@nab.com.au>

Sent: Monday, 5 December 2022 2:55 PM

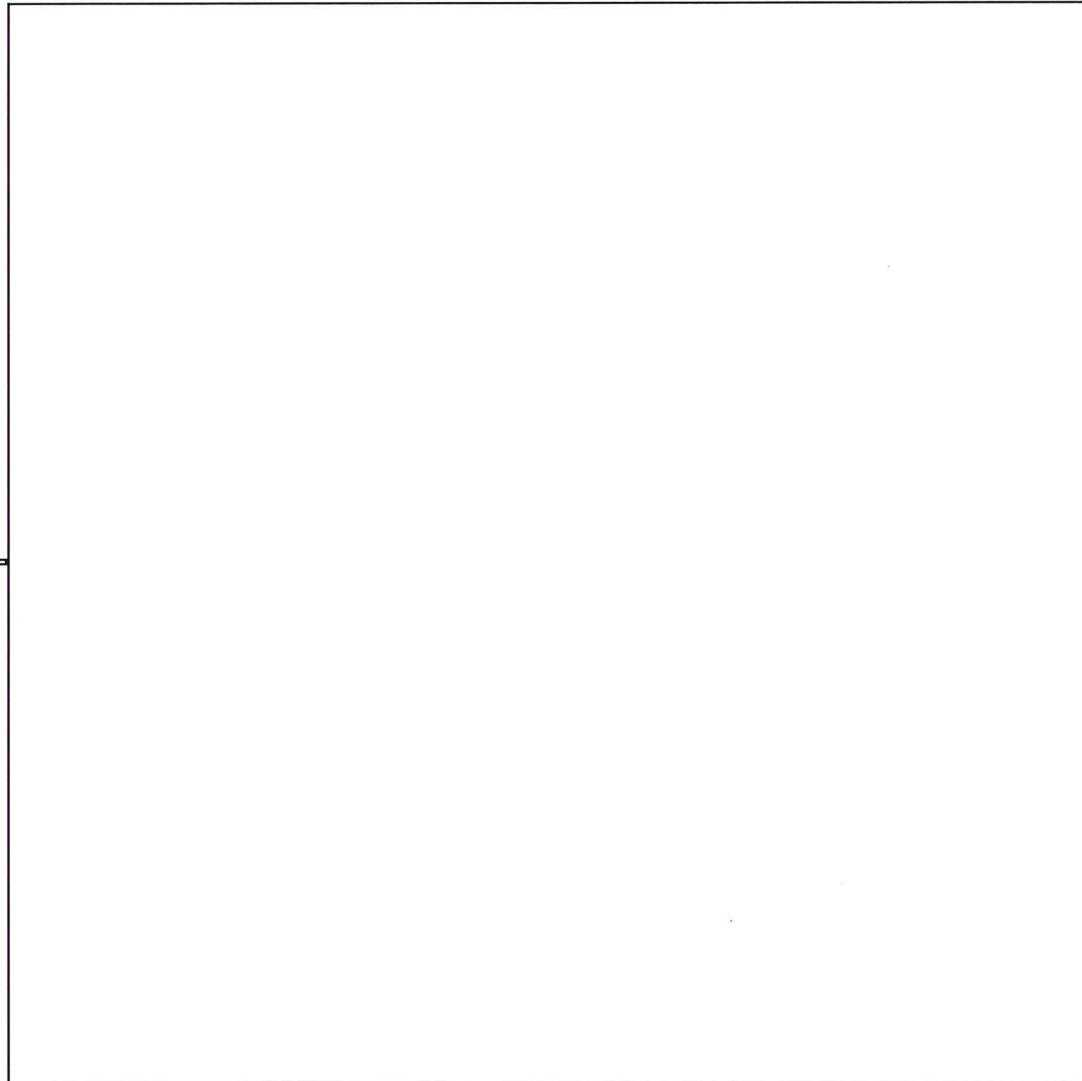
To: NABAU_Corporate Affairs <nabau_corporate.affairs@nab.com.au>

Subject: NAB to provide \$1,000 emergency grants to customers impacted by flooding in South Australia

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**NAB to provide \$1,000 emergency
—grants to customers impacted by —
flooding in South Australia**



NAB has today opened applications for \$1,000 grants in addition to current financial relief measures for customers affected by flooding in officially declared disaster areas of South Australia's Riverland region.

The grants provide access to funds for those experiencing major structural damage or severe internal damage to their primary place of residence, to meet their immediate needs. This includes business and agriculture customers who have suffered severe damage to property, equipment, fencing, or loss of stock or livestock.

Grants are not available for minor damage to homes or for damage to personal items and appliances, sheds, garages, gardens, or loss or damage to investment properties or holiday homes.

NAB Executive Retail, Krissie Jones, said some communities in the Riverland area were preparing for flood waters that were traveling down the Murray River.

"Flood levels in the region are expected to peak in the coming days, with a number of areas in the region being declared a natural disaster zone," she said.

"NAB is here to help. We already have financial relief measures available for those who expect to be impacted by the floods.

“For those who have experienced physical damage, we will provide additional support including \$1,000 emergency grants. I urge those who require assistance to contact us as soon as possible.”

The support available for NAB customers directly impacted by flooding in the Riverland region includes:

- Access to \$1,000 grants to help cover costs such as temporary accommodation, food and clothing (eligibility criteria applies).
- \$1,000 business grants to help restart or reopen and cover the cost of damaged property, equipment, fencing – and for loss of stock or livestock. NAB business and agribusiness customers wishing to access the grants should call NAB’s dedicated team on 1300 769 650.

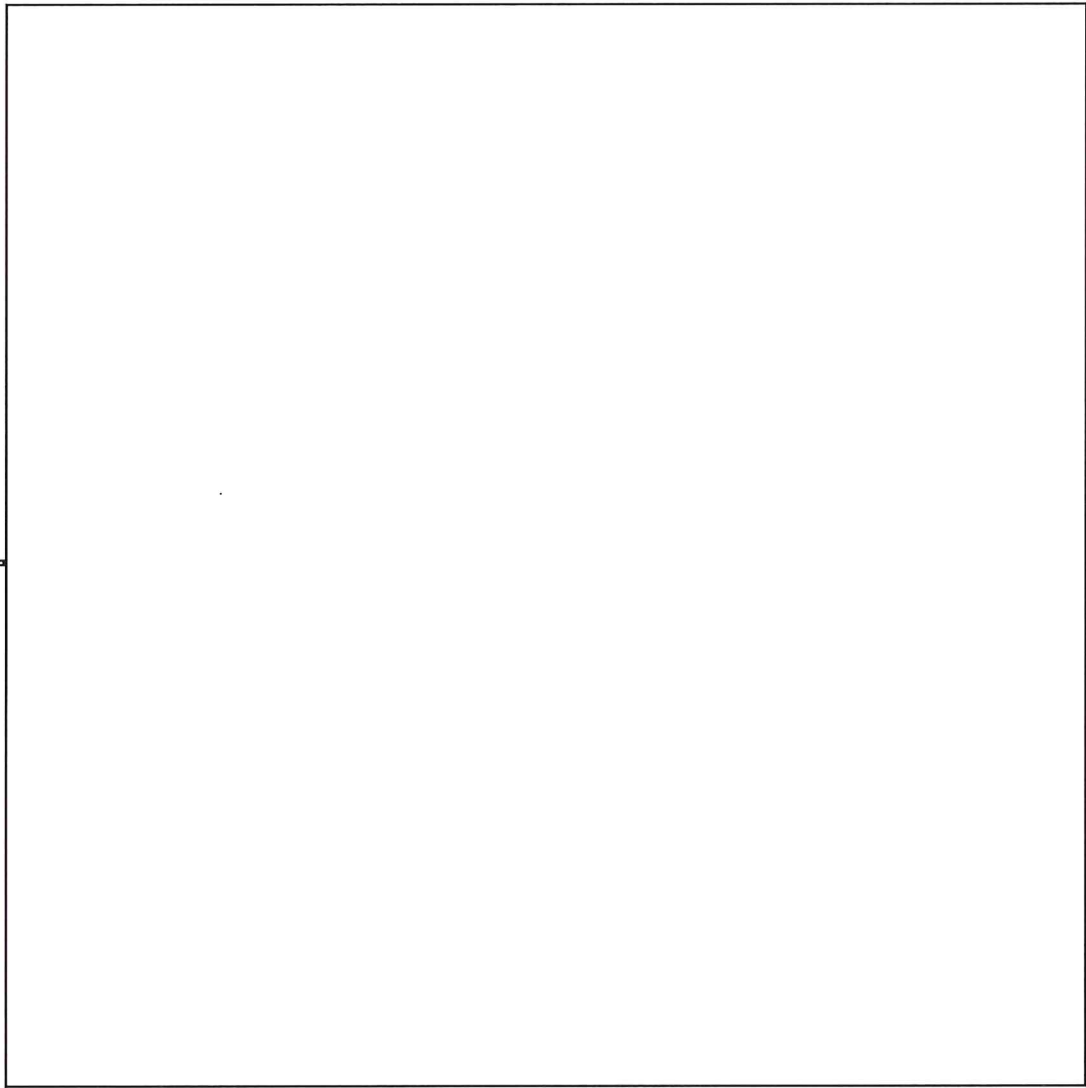
NAB customers who have suffered damage to their home and need assistance can call NAB Assist on 1300 308 132.

All enquiries will be assessed on a case-by-case basis by the NAB Assist team to determine eligibility. Emergency grants will remain open until 19 December.

NAB also has a longstanding policy to provide employees who are emergency service volunteers as much paid crisis leave as they require during emergencies, including the current floods in South Australia.

Notes to the Editor

- **Previously announced support measures for SA customers**

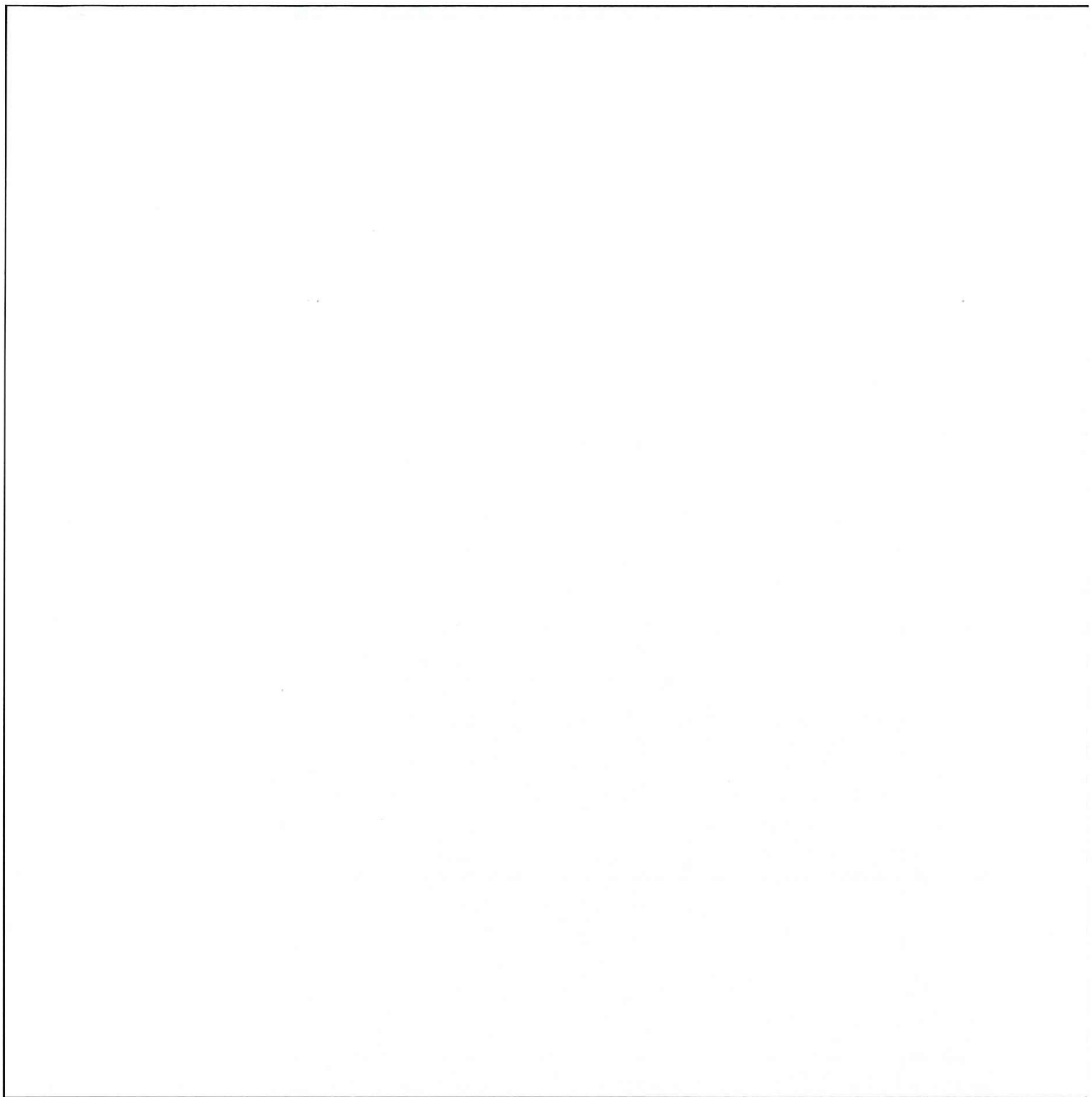


For further information:

Media

NAB Media Line

P: +61 (0) 3 7035 5015



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