

# River Murray Flood

## Fact Sheet

Office of the  
**Valuer-General**

### **What is the Valuer-General's role in valuing a property affected by a natural disaster event?**

The Valuer-General has legislative powers to amend the value of a property that has been materially diminished by a natural disaster, such as the River Murray flood.

Staff from the Office of the Valuer-General (OVG) communicate with various stakeholders, including the State Recovery Office, with whom engagement has commenced. These engagements enable the Offices to liaise and transfer information in a timely manner to identify and administer operational processes.

### **What communication will the Valuer-General release to keep the public informed?**

The Valuer-General's website ([valuergeneral.sa.gov.au](http://valuergeneral.sa.gov.au)) will contain current information and be updated as applicable.

To centralise information, [sa.gov.au/flood](http://sa.gov.au/flood) will also contain up to date information from the Valuer-General and all other departments with information relating to the River Murray flood.

As service provider for the Valuer-General, Land Services SA's call centre (1300 653 346) will provide assistance, or direction, to callers' enquiries.

Communication channels between OVG and affected local councils have been opened, with dedicated staff from OVG being available for timely advice and response.

Other social media platforms will be utilised as more information becomes available.

### **What involvement will the Valuer-General have with affected councils?**

The OVG will maintain communication with council (in addition to the State Recovery Office), during the early stages through to the recovery phase of the River Murray flood to ensure affected properties are recorded.

### **What has the Valuer-General determined the date of event as?**

Currently the date of event is being described as the peak of the flooding, but as the situation evolves more certainty will be known.

### **What does it mean for my current 2022-2023 property value if my property is materially diminished?**

Once the affected properties are identified the Valuer-General will make any amendments to the values. Each property will be assessed on an individual basis. Any amendment will take effect from the date of event.

Any value amendment(s) will be communicated to the rating and taxing authorities.

### **What does this mean for my 2023-2024 valuation?**

The 2023-2024 date of valuation is 1 January 2023 with values coming into effect from 1 July 2023. As the date of valuation may overlap with the date of event, there may be implications to property values for 2023-2024.

### **Where can I obtain further general information?**

The government has provided reliable and up to date webpage information from various departments. Visit [sa.gov.au/flood](http://sa.gov.au/flood) for greater detail.

**For more information, please contact the Office of the Valuer-General**

[www.valuergeneral.sa.gov.au](http://www.valuergeneral.sa.gov.au)  
[OVGenquiries@sa.gov.au](mailto:OVGenquiries@sa.gov.au)

General Enquiries: 8423 5000  
Valuation Enquiries: 1300 653 346



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