



• Shoalhaven Heads in the 1998 flood

Prepare yourself

Some basic measures you can take right now include keeping a list of emergency numbers near the telephone and assembling an emergency kit.

Your emergency kit should contain at all times:

- A portable radio with spare batteries
- A torch with spare batteries
- A first aid kit
- Rubber gloves
- Candles and waterproof matches
- Important papers including emergency contact numbers
- A copy of your emergency plan
- A waterproof bag for valuables

When flooding is likely, place in your emergency kit:

- A good supply of required medications
 - Any special requirements for babies and the disabled, infirm or elderly
 - Strong shoes
 - Fresh food and drinks
- *Every family should make an emergency kit.*



How the SES can help you

The State Emergency Service is responsible for dealing with floods in NSW. This includes planning for floods and educating people about how to protect themselves and their property.

During floods, the SES is responsible for flood information, safety advice, evacuation, rescue and providing essentials to people cut off by flood waters.

Shoalhaven City Council can also provide information on how to protect yourself and your property from floods.

FOR EMERGENCY HELP IN FLOODS
AND STORMS CALL THE SES ON

132 500

Shoalhaven City SES	02 4423 0081
Shoalhaven City Council (business hours)	02 4429 3111
Shoalhaven City Council (after hours)	02 4421 3100

www.floodsafe.nsw.gov.au



*Protecting yourself
from a flood*

Photo: Shoalhaven Heads in the 1990 flood



Are you at risk from floods?

Shoalhaven Heads has a long history of flooding. Since 1860 there have been 41 floods recorded, many of them serious. Flooding may close roads and inundate homes and businesses. Wharf Rd, Hay Ave, Jerry Bailey Rd and Berrys Bay are the first areas to be flooded. Properties in Renown Ave, River Rd, Scot St, Bolong Rd, and at the western end of Shoalhaven Heads Rd may also be flooded.

The maximum height of the flood waters may be affected by elevated ocean levels and high tides as well as whether the heads are open. This makes the peak flood height difficult to predict, so the decision to evacuate has to be made early.

Deciding to remain in your home, even if it is elevated, may be dangerous in rapidly rising, fast flowing flood waters. Your home may become a refuge for vermin, snakes and spiders. There may be no water, sewerage, power, telephone or other services for several days. You may be unable to call for help.

You can also be indirectly affected by flooding even if your property is not actually inundated. If access roads are cut or you have no power or water, you need to know what to do for yourself – and where to turn for help.



• Shoalhaven Heads in the 1998 flood

Stay informed

Shoalhaven City Council has information on how flooding can affect you. To access Council's Flood Level Enquiry System for information on Council-held data on flood levels for specific properties, please lodge your request in person at Council, or on the Council Internet site:

<http://www.shoalhaven.nsw.gov.au/>

- Click on "Enquiry Counter"
- Go to "Flood Information Request" and fill in the form

The Shoalhaven City SES Unit can give you information on what you can do to reduce the effects of flooding on your family and your property.

How you will be advised

- Bureau of Meteorology flood warnings, road closures, and advice on evacuations and property protection will be broadcast over local radio stations 2ST AM 999, Power FM 94.9, 2UUU FM 104.5 and ABC Illawarra FM 97.3
- Some areas have FloodSafe Wardens who will advise and assist the local community in a flood.

When flooding is likely

- Stack your possessions on benches and tables, electrical goods on top
- Secure objects that are likely to float and cause damage
- Relocate waste containers, chemicals and poisons well above floor level
- Raise commercial stock, records and equipment or relocate them to high ground
- Move livestock, especially horses, to high ground

During a flood

- Avoid driving or walking through flood water: it may be deeper or faster flowing than you realise
 - Keep listening to a local radio station for further information and advice
 - Keep in contact with your neighbours
 - Be prepared to evacuate if advised
- *Be prepared to evacuate if advised.*



If you need to evacuate

- Collect your personal papers, valuables, mementoes and medications and take them with you
- Turn off electricity, gas and water as you leave
- You will be told which evacuation centre to go to
- Don't leave your pets behind – they may die. Put them on leads or in containers

When you evacuate

Help will be available at an evacuation centre established by the Department of Community Services (DoCS). These will also be staffed by representatives from community agencies such as Red Cross, Salvation Army, Adracare, St Vincent de Paul and Anglicare. Information on the location of the evacuation centre will be provided at the time of the event. Help available from the evacuation centre includes:

- Temporary accommodation
- Financial assistance
- Personal support
- Refreshments and meals
- Clothing and personal needs
- Contacting family and friends

Recovering from a severe flood

A local recovery centre will be established by DoCS. This centre will be staffed by representatives from a range of government departments and community agencies to help you return to normal living. At the centre you will be able to get advice on everything from insurance to counselling.

In the event of a flood information will also be available from the DoCS State Disaster Recovery Centre on 1800 018 444.