

Your Emergency Kit contents:

- ☐ A portable radio with spare batteries
- ☐ A torch with spare batteries
- ☐ A first aid kit with supplies necessary for your household
- ☐ Candles and waterproof matches
- ☐ A waterproof bag for valuables
- ☐ A copy of your Home FloodSafe Plan



Your Home FloodSafe Plan contents:

- This brochure
- A list of your support persons and their contact details
- Contact numbers for your care provider and doctor
- Instructions on how to turn off your electricity and gas
- A list of what is in your Emergency Kit and where it is located
- A list of flood free locations of friends, relatives and neighbours that you can go to
- Your evacuation plans and information on evacuation routes
- A list of items that need to be raised above floodwater
- A list of dangerous or hazardous items around your house
- Instructions on how care will be provided to your pets
- Information on where to find the latest weather forecast, Flood Watches, Flood Warnings and SES Flood Bulletins
- A description of any medical issues or disability
- A list of any essential medications or equipment and instructions for their use
- The location of disability related supplies and any special equipment you require

Contact Numbers for your support persons:

Name	Phone Number
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.....	.....
.....	.....
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FOR EMERGENCY HELP IN FLOODS AND STORMS CALL THE SES ON

**132 500**

For life-threatening emergencies call 000

Murwillumbah SES	02 6676 7355
Tweed Heads SES	07 5569 4277
Tweed Shire Council	02 6670 2400
SES Website	<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>
Weather Bureau	<a href="http://www.bom.gov.au">www.bom.gov.au</a>
RTA Website	<a href="http://www.rta.nsw.gov.au">www.rta.nsw.gov.au</a>



Prepared with the assistance of Tweed Shire Council, Tweed Community Care Forum and the Tweed Disability Interagency Committee.



Better FloodSafe than Sorry



Protecting yourself from a flood

Information for the aged and people with a disability living at home in the Tweed Shire

## ***Are you at risk?***

The Tweed Shire has a history of flooding. If you live close to a river, stream, estuary, beach or in a low-lying area, you may be at risk from flooding even if you have not experienced it personally.

This brochure contains information that can help you protect your property and members of your household.

## ***How the SES can help you***

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

During floods the SES may:

- Provide flood information and safety advice
- Distribute flood bulletins via media outlets
- Arrange for the delivery of essential supplies to people isolated by floodwater
- Issue an evacuation order when necessary
- Identify an evacuation centre
- Conduct flood rescues
- Issue an All Clear when it is safe to return to evacuated properties

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

Further information on preparing for floods can be found on the SES website at [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au)

## ***How do I get flood information?***

Tweed Shire Council may be able to provide information on the height at which your property is flooded.

Flood information including flood forecasts, road closures, safety advice and evacuation orders will be broadcast over local radio stations:

**ABC North Coast**                      **FM 94.5**

**ABC Gold Coast**                      **FM 91.7**

**Gold Coast FM**                      **FM 92.5**

**SEA FM**                      **FM 90.9**

Bureau of Meteorology flood predictions and river height information are available on their website [www.bom.gov.au](http://www.bom.gov.au)

## ***When flooding is likely (Flood Watch)***

A Flood Watch is issued by the Bureau of Meteorology (BOM) when flooding is likely. Be prepared to act should flooding occur.

- Listen to your local radio station for information, updates and advice
- Locate and check your Emergency Kit
- Locate important papers, valuables and mementoes and put them in your Emergency Kit
- Place any essential medications and/or prescriptions in your Emergency Kit
- Stay in contact with your support person and activate your Home FloodSafe Plan

## ***During a flood (Flood Warning)***

A Flood Warning is issued by the Bureau of Meteorology when flooding is about to happen.

- Never enter floodwater
- Keep listening to your local radio station for information, updates and advice
- Keep in contact with your support person and follow your Home FloodSafe Plan
- Be prepared to evacuate if advised
- If able, stack your possessions on benches and tables, placing electrical items at the top
- Locate and prepare pets for possible evacuation

## ***Evacuation***

An Evacuation Order is issued when there is significant risk of inundation or isolation due to floodwater.

It is important to follow all instructions given by emergency services and your support people.

When you prepare to evacuate:

- Contact your support person to help you
- Follow your Home Floodsafe Plan
- Have your Emergency Kit ready to take with you
- If able, turn off the electricity and gas at the mains before you leave. Turn off and secure any gas bottles
- Prepare to take your pets with you

You can choose to stay with friends or relatives. Alternatively, you will be notified of the location of Evacuation Centres where you can obtain temporary accommodation and other help.

Leave well before roads are closed.

## ***Assistance for animals***

Industry and Investment NSW may provide assistance for pets and companion animals.

If you need to evacuate, take your pets with you. Ensure they are caged or leashed.

More information is available from [www.dpi.nsw.gov.au](http://www.dpi.nsw.gov.au) or by contacting the Tweed Shire Council Rangers.

## ***Prepare yourself***

- ☐ Identify your own capabilities and any support or assistance you may need
- ☐ Identify and speak with relatives, neighbours or friends that can help provide support during a flood
- ☐ Identify a support person
- ☐ Prepare a Home FloodSafe Plan with your support person. A Home FloodSafe Toolkit is available from the SES to help you do this
- ☐ Give your support person a copy of your Home Floodsafe Plan
- ☐ Speak with your care or service provider
- ☐ Prepare an Emergency Kit