

When flooding is likely

A Flood Watch is issued by the Bureau of Meteorology when flooding is likely. Severe Weather Warnings or Severe Thunderstorm Warnings are issued when there is a possibility for flash flooding.

Activate your emergency plan and act on your triggers.

- Listen to local radio stations for information, updates and advice
- Closely monitor the flood situation and stay in touch with park managers and other residents
- Prepare removable vans for relocation to higher ground by ensuring they are in a transportable condition and items are stored appropriately
- Early evacuation is the safest option if floodwater is predicted to inundate your park.
- Follow all instructions given by the park management and emergency services
- Place important papers and valuables in your emergency kit and be ready to act early

When flash flooding is likely, leaving low-lying areas well before flooding begins (evacuation) is the best action to take, but only if it is safe to do so.

During a flood

A Flood Warning is issued by the Bureau of Meteorology when flooding is about to happen and may be updated during floods. A Flood Warning provides a predicted flood level on a river gauge and a time at which the river may reach or exceed that level.

During a flood:

- Keep following your emergency plan
- Keep listening to local radio for information, updates and advice
- Follow all instructions given by the emergency services and park management. Stay in touch with park management
- Look out for other park residents and visitors and help them
- Evacuate early.
- Never drive, ride or walk through floodwater

Assistance for animals

Local Land Services has information on animal care.
www.trade.nsw.gov.au

Preparing to evacuate

During a flood, NSW SES may ask you to prepare to evacuate.

The NSW SES aims to keep people safe and our priority is to minimise the risk to life. It is important that you follow all evacuation advice. Being prepared now will allow you to evacuate quickly:

- Follow the advice of park management
- Follow evacuation procedures and help others who may need assistance
- If your van is non-movable, secure it and the contents before leaving
- Turn off and disconnect all services from the van and turn off and secure any gas bottles
- You need to leave well before access roads and evacuation routes could close



When you evacuate

If evacuation becomes necessary, the NSW SES and other emergency services may visit your park to advise of what to do and where to go. You must leave well before roads are closed.

There may be other ways that you will be notified if an evacuation is necessary such as text and voice messages to telephones or through media. Keep listening to the radio and follow any instructions given to you by the emergency services. Act on the first warning you receive:

- Move to a designated safe area or evacuation centre
- Take your emergency kit and pets with you
- Check to make sure your neighbours are aware of the evacuation

Evacuation centres may be established in your area where help may be available including:

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

After a flood

Do not return to a flood affected area until emergency services advise it is safe to do so. These areas can be dangerous for your health and safety. Do not re-enter the caravan park without the permission of the park owner.

Follow safety advice when cleaning up after floods. Discard all food items that have come into contact with floodwater. Clean, sanitise and properly dry belongings.

Update your emergency plan with what you have learnt from the flood event.

A local recovery centre, staffed by representatives from a range of agencies and services may be established after a flood. This centre may provide financial, insurance, housing, counselling and welfare assistance and advice.



Principal Partner



FOR EMERGENCY HELP IN FLOOD,
STORM AND TSUNAMI CALL

132 500

In life-threatening emergencies call 000 (triple zero)

For more information call the NSW SES
on **1800 201 000**

or visit: www.floodsafe.com.au



#NSWSES



/NSW SES



/NSWSES

Floodsafe



NSW Caravan Parks
Residents and Visitors



Are you at risk from floods?

If you are staying in a caravan park which is located close to a creek, river, coastal area, major stormwater drain or in a low-lying area, you may be at risk from floods even if you have not experienced them before.

This brochure contains information that can help protect your life, caravan, property and possessions in a flood.

Many caravan parks and their access roads may be flooded, even in small to moderate floods. Some parks are subject to floodwater that may be deep, fast flowing and dangerous or caravan parks may be located in flash flood areas.

Being prepared means that you need to be able to act quickly if there is the risk of floods by making sure people, property, possessions and caravans can be easily relocated and non-movable vans are secured safely.

Property damage in caravan parks can be extensive. Previous floods have destroyed caravans, which can float in relatively shallow water. Damage to van contents can also be severe.

Staying inside a caravan during flooding is very dangerous. Floods can and have caused loss of life in caravan parks.



How NSW SES can help

NSW SES is responsible for the emergency management of floods in NSW. This includes planning for floods and engaging communities to prepare themselves.

During floods, NSW SES will provide flood information and safety advice and may arrange for the delivery of essential supplies to communities isolated by floodwater. The NSW SES also warns communities of the need to evacuate and provides emergency help where required.

8 TIPS

YOU CAN DO NOW TO PREPARE FOR FLOODS

1 KNOW YOUR RISK



2 KNOW WHERE TO GO



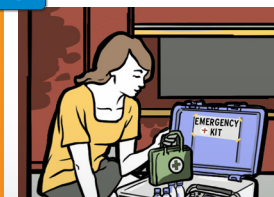
3 KNOW WHO TO CALL



4 KNOW YOUR PLAN



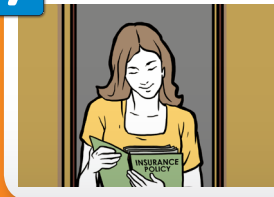
5 GET YOUR KIT TOGETHER



6 PREPARE NOW TO ACT EARLY



7 CHECK YOUR INSURANCE



8 LISTEN TO LOCAL RADIO



For more information visit www.floodsafe.com.au

What you can do now

1. **Know your risk** including the heights at which floodwater might affect the park and when evacuation routes may close. Park management may be able to provide you with information and procedures when floods occur. Know the Flood Warnings and the natural signs of flooding.
2. **Know where to go** to evacuate safely by asking the park management.
3. **Know who to call.** In flood emergencies, call the NSW SES on 132 500. In life-threatening emergencies, call 000.
4. **Know your plan.** Have an emergency plan if you are visiting a caravan park or are a resident of one. This would include park procedures, your triggers and actions and where you would go to. Share the plan with family and neighbours. The Home FloodSafe Toolkit has steps to help you develop your emergency plan. Visit the NSW SES FloodSafe website at www.floodsafe.com.au
5. **Put together an emergency kit** relevant to your requirements. For more information on putting together an emergency kit, visit: www.floodsafe.com.au
6. **Prepare now to act early.** Doing simple things now can save a lot of time when floods occur. Knowing what you will do in a flood can save lives, property and possessions.
7. **Check your insurance** is current and adequate for your situation. Remember travel and contents insurance.
8. **Listen to local radio** for information, updates and advice on Flood Watches, Flood Warnings and other triggers which will prompt you into action.



Some things to think about now also include:

- How to secure dangerous or hazardous items such as LPG tanks and turning off electricity
- Procedures for packing and storing contents for the relocation of vans in a flood

How you may be advised of floods

Flood information including flood forecasts, road closures and advice on evacuations and property protection will be broadcast on ABC and local radio stations.

Bureau of Meteorology flood predictions and river height information are available at www.bom.gov.au

Emergency service personnel may door knock your area to advise of possible flooding or evacuation. You may also receive a text or voice message to your mobile phone or land line. Your park may have other emergency warning systems in place. Act on the first warning you receive.

In areas affected by flash flooding there may be little or no warning of flooding.

Know the natural indicators for flash flooding such as very heavy rainfall or rushing and pooling water.



Preparing vans for floods

Relocatable Vans:

All relocatable vans should be kept in a towable condition including inflated tyres, jacks wound up and services readily detachable.

Check with the park management for procedures on relocating vans and follow these in times of flood.

Non-movable Vans:

If vans are non-movable, ensure they are adequately tied down or lowered to the ground unless they are on sturdy supports.

Lift items up high placing electrical items on top.

Other considerations:

- If you are likely to be absent from your van for extended periods, provide the manager with a key, a contact address and phone number and leave your van in a condition allowing it to be relocated
- Set dates for when you will update your plan and when you will practice it