

## 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 and inform residents and occupants of current information, updates and advice.
- Follow all instructions given by the emergency services
- Check on park residents and visitors. Ensure that no people remain
- Evacuate early
- Never drive, ride or walk through floodwater

Ensure that van owners are aware that if they are likely to be absent from their vans for extended periods they should provide the manager with a key, a contact address and phone number and to leave their van in a condition allowing it to be relocated (tyres inflated, jacks wound up and services readily detachable).

If you are trapped by rising floodwater, seek refuge in the highest part of a sturdy building. Stay there and call '000' (triple zero) if you need to be rescued.

## 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 the park quickly and:

- Advise park occupants of where to move vans, where to evacuate to and which routes to take
- Tie down non-movable vans to prevent floating and place contents high up in vans with electrical items on top
- Inform occupants to locate important papers valuables and mementos and put them in their emergency kit which they need to take with them
- Turn off and disconnect all services from the van and turn off and secure any gas bottles
- Arrange transport for people who are unable to evacuate by themselves

## 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:

- Stay with friends or relatives away from the flood risk area
- Act early, well before roads to high ground are closed by floodwater
- Take your pets with you

Check that everyone in your park has evacuated.

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 the health and safety of you, your family and residents and visitors in your park

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 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.

## Assistance for animals

Local Land Services has information on animal care.  
[www.trade.nsw.gov.au](http://www.trade.nsw.gov.au)



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](http://www.floodsafe.com.au)



#NSWSES



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FloodSafe



NSW Caravan Parks  
Owners and Managers





## Are you at risk from floods?

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

This brochure contains information that can help you protect your park, its residents and visitors.

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.

The risks you face could be increased if people and caravans cannot easily be evacuated or if you are unaware of flood impacts that affect your caravan park.

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. 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



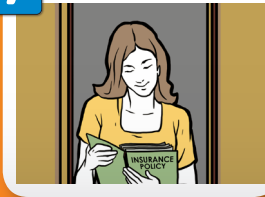
### 5 GET YOUR KIT TOGETHER



### 6 PREPARE NOW TO ACT EARLY



### 7 CHECK YOUR INSURANCE



### 8 LISTEN TO LOCAL RADIO



For more information visit [www.floodsafe.com.au](http://www.floodsafe.com.au)

## What you can do now

1. **Know your risk** including the heights at which your park may be affected by floodwater and when evacuation routes may close. Your local council may be able to provide you with information specific to your park. Know your warnings and the natural signs of flooding.
2. **Know where to go** to evacuate safely and where you will relocate caravans to.



3. **Know who to call** in an emergency and who to call to make sure flood information gets to all people staying or living in your park.
4. **Know your plan.** Incorporate your risk, where to go and who to call in an emergency plan or procedure for your caravan park. Include triggers for actions and who is responsible for doing these and time frames needed to complete them safely and before floods impact. Share the plan with residents and visitors and practice it regularly. The Business FloodSafe Toolkit has steps to help you develop your emergency plan. Visit the NSW SES FloodSafe website at [www.floodsafe.com.au](http://www.floodsafe.com.au)
5. **Put together an emergency kit** relevant to your caravan park and for individual vans. For more information on putting together an emergency kit, visit: [www.floodsafe.com.au](http://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 flood situation.
8. **Listen to local radio** for information, updates and advice on Flood Watches, Flood Warnings and other triggers which will prompt you into action.

Consider developing a system to help plan, prepare and respond to floods in your park. This may involve a system of notifying other residents when warnings are issued.

Display or make your plan and procedures available to residents and visitors.

## 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](http://www.bom.gov.au)

Emergency service personnel may door knock your area to advise of possible flooding or evacuation. You may also receive an emergency alert to your mobile phone or land line. Act on the first warning you receive.

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



## 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 follow your trigger actions.

- Ensure park occupants are aware of the situation including any Flood Watches or other relevant weather warnings
- Listen to local radio stations for information, updates and advice
- Closely monitor flood levels
- Prepare park amenities, secure objects and move any contaminants to high ground
- Be prepared to move vans and equipment to high ground by ensuring they are in a relocatable condition and equipment is available
- Early evacuation is the safest option if floodwater is predicted to inundate your park

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.