

During a flood

Flood Warnings are issued by the Bureau of Meteorology (BoM) when flooding is about to happen or is already happening. A Flood Warning provides a predicted flood level on a river gauge and a time at which the river will reach, exceed or peak at that level.

During a flood, there are some simple things you can do to stay safe:

- ⚠ Never drive, ride or walk through floodwater.
- ✔ Keep listening to your local radio station for information, updates and advice.
- ✔ Keep in contact with your neighbours.
- ✔ Be prepared to evacuate if necessary.

Evacuate

Evacuation Warning is early advice by NSW SES that evacuation may be necessary.

Evacuation Order is a direction by NSW SES when evacuation is necessary.

The NSW SES aims to keep people safe and minimise the risk to life and property when floods occur. Follow evacuation advice. Being prepared will allow you to respond quickly should you need to evacuate.

- ✔ Locate important papers, valuables and mementos. Put them in your emergency kit.
- ✔ Take your emergency kit with you
- ✔ Turn off the electricity and gas at the mains before you leave and turn off and secure gas bottles
- ✔ Stack possessions, records, stock or equipment on benches and tables, placing electrical items on top
- ✔ Secure objects that are likely to float and cause damage
- ✔ Relocate waste containers, chemicals and poisons well above floor level
- ✔ Prepare to take your pets with you
- ✔ Act early before roads to high ground are closed by floodwater.

After a flood

Keep away from flood affected areas until emergency services advise that is safe to return. These areas can be dangerous for the health and safety of you and your family. Discard all food that has come into contact with floodwater and clean and sanitise your belongings.

A local recovery centre may be established by a range of government departments and community agencies. You may be able to get advice on everything from insurance to counselling. In the event of a flood, information is available from Disaster Welfare Services on **1800 018 444** or emergency.nsw.gov.au

Stay informed

Lismore City Council provides information on the height at which your property may be affected by floodwater. Flood information, road closures and advice on evacuations will be broadcast over local radio stations:

94.5 FM	ABC North Coast	104.3 FM	2LM
92.9 FM	River FM	88.9 FM	Richmond Valley FM
		100.9 FM	Triple ZZZ

Flood predictions and river height information are available from the Bureau of Meteorology. NSW SES issue flood bulletins on what may happen and safe actions. It is important to know the height that affects your business or home in terms of isolation, inundation and evacuation.

How the NSW SES helps the community

The NSW SES is responsible for the emergency management of floods in NSW. This includes planning for floods and working with communities about how to protect themselves and their property.

During floods the NSW SES will provide flood information and safety advice, can arrange for the delivery of essential supplies, conduct evacuations and undertake flood rescues.

Emergency contacts & support

Police, Fire and Ambulance - 000 (triple zero)
Life-threatening emergencies.

NSW SES Emergency Assistance - 132 500
The deaf, hard of hearing or speech impaired can call Triple Zero (000) or SES on (132 500) using the National Relay Service (NRS).

My RoadInfo
myroadinfo.com.au for local road information.

Lismore City Council
www.lismore.nsw.gov.au
Ph: 02 6625 0500

Lismore Disaster Dashboard
<https://disaster.lismore.nsw.gov.au>

Local Land Services
1300 795 299
lls.nsw.gov.au for support services where agriculture and animals are affected.

Bureau of Meteorology
bom.gov.au/nsw for the latest flood and weather warnings

Disaster Welfare Services 1800 018 444
emergency.nsw.gov.au for flood recovery services.

Department of Primary Industries
dpi.nsw.gov.au for support services where agriculture and animals are affected.

Essential Energy
132 080
essentialenergy.com.au for supply and outages.

Telstra - 132 203
telstra.com.au for service disruptions in a disaster.



FOR EMERGENCY HELP IN FLOOD,
STORM AND TSUNAMI CALL

132 500

In life-threatening emergencies call 000 (triple zero)

For further information about flooding visit
ses.nsw.gov.au



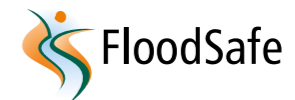
Community FloodSafe



Lismore CBD



2017 Flood Lismore CBD- Photo Credit Rotorwing Helicopter Services



Are you at risk from floods?

Lismore is one of the most flood prone urban centres in Australia. Since 1850 there have been 150 flood events, ranging from low level nuisance rises to high level, very disruptive and destructive events. Of these events there have been 33 major, 51 moderate and 56 minor floods. The 2017 flood peaked at 11.59m and is believed to be the 6th highest in Lismore.

The catchment above Lismore is a very complex one. There are several major creeks that feed into Wilsons River and Leicester Creek which join at Lismore. The highest floods occur when both the Wilsons and Leicester are in major flood. However in most floods, Leicester is the more dominant stream.

It is important that people who may be affected by flooding be "weather aware" and "flood aware". It is essential that residents and businesses have an emergency plan that is designed to allow stock and belongings to be raised or relocated and to evacuate in time if required. Remaining in your home/business when it is flood affected can be dangerous. Your property may be flooded, you could become isolated (surrounded by floodwater), access to other areas might be cut and you could lose your power, water supply and other low-lying infrastructure such as sewerage. The NSW SES can assist with development of a Home or Business Emergency Plan.

Important Information for Lismore CBD and Surrounds

Lismore CBD and the surrounding areas are subject to riverine flooding when the Lismore CBD levee overtops. However heavy rain can cause moderate flooding **before** the levee overtops impacting roads houses and businesses. Some locals refer to this area as the Basin.

The Dawson Street Gauge provides the best information regarding water levels for businesses and residents before the CBD levee overtops.



2017 Flood

What happens in Lismore CBD/Basin Floods?

Wilsons River - Rowing Club Gauge

Heights at gauge	Expected consequence
12.17m	Peak Height February 1954 and March 1974
11.59m	Peak Height March 2017 Flood
11.28m	Peak Height April 1989 Flood
11.00m	Gauge Height Molesworth/Woodlark intersection is covered with floodwater. This is the highest part of the CBD. Most businesses in CBD have a floor height of less than 11m AHD
10.85m	Gauge Height The CBD levee overtopped in 2017 at the Browns Creek Pump Station when Leicester Creek was very high in comparison to the Wilsons River. In 2017 the levee overtopped at 10.85m. In the past 170yrs 15 floods have reached 10.85m or higher. In the case of a Wilson River dominant flood, the levee may overtop at a lower level. All CBD evacuation routes are lost after the levee overtops.
9.70m	Major Flood Height
7.20m	Moderate Flood Height
4.20m	Minor Flood Height
3.50m	Gauge Height Lower level of Westlawn carpark flooded
3.20m	Gauge Height Rowing Club and Hensley carparks are affected by rising waters

CBD Flooding by Browns Creek - Dawson St Gauge

Heights at gauge	Expected consequence
8.05m	Peak Height 2017, at Dawson St before the CBD levee overtop. The level of water in the Basin before levee overtopping is entirely dependent on local rainfall and may vary from flood to flood
7.53m	Peak Height 2020, heavy consistent rainfall caused localised Basin flooding
6.00m	Gauge Height Dawson St cut near Caravan Park

The information in this guide is accurate at March 2021.

What you can do now



- 1 KNOW YOUR FLOOD 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**

BUREAU FLOOD HEIGHT TERMINOLOGY

EXCEED	The river level will definitely pass this height based on current rainfall.
REACH	Highest level expected based on current or forecast rainfall. Further rainfall or tributary inflows mean the flood level could go higher.
PEAK	Rainfall has eased or stopped, this is the highest expected river height.

When planning for floods, consider further rises when rivers are predicted to reach or exceed certain heights.

Assistance for animals

NSW Department of Primary Industries coordinate animal welfare and relief services for livestock, wildlife and companion animals. This may include assistance for animal care services and emergency fodder supply in areas affected by a flood emergency.

When flooding is likely

A Flood Watch is issued by the Bureau of Meteorology when flooding is likely. Act early should flooding occur.

RESIDENTS:

- ✓ Listen to your local radio station for information, updates and advice.
- ✓ Locate and check your emergency kit and follow your Emergency Plan. Go to ses.nsw.gov.au
- ✓ Check on your neighbours and make sure they are aware of possible flooding.
- ✓ Prepare to move pets, including agisted animals to high ground.

BUSINESS OWNERS AND MANAGERS:

- ✓ Follow your Business FloodSafe Plan, developed by working through the Emergency Business Continuity Kit on the NSW SES website ses.nsw.gov.au
- ✓ Check neighbouring businesses are aware of possible flooding.
- ✓ Back up records and store off-site.
- ✓ Make preparations to raise or relocate stock, records and equipment.
- ✓ Check the evacuation routes for your business and make sure your employees know when they are likely to close. This will ensure they can leave before flooding occurs.



Flooding in Lismore CBD/Basin

