

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

Tweed Shire 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:

91.7 FM	ABC Gold Coast	90.9 FM	HIIT
94.5 FM	ABC North Coast	92.5 FM	Triple M Gold Coast

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.

Tweed Shire Council
1300 292 872 or
AH: 1800 818 326

<https://www.tweed.nsw.gov.au>

**Tweed Shire Council
Emergency Dashboard**
<https://emergency.tweed.nsw.gov.au>

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

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

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.



FOR EMERGENCY HELP IN FLOOD,
STORM AND TSUNAMI CALL

132 500

In life-threatening emergencies call 000 (triple zero)

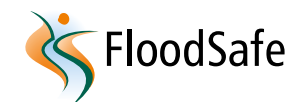
For further information about flooding visit
ses.nsw.gov.au



Community FloodSafe



South Murwillumbah



Are you at risk from floods?

South Murwillumbah, the entry to Murwillumbah township and the CBD, is located in the Tweed Valley in Northern NSW, 30km from the QLD border. The area is subject to severe weather such as low-pressure systems and cyclones which result in heavy rains and flooding.

South Murwillumbah has a long history of regular flooding with several major floods affecting the area in 1954 (pre-levee), 1974, 1989, 2001 and 2008. The 2017 flood was a "flood of record" with many South Murwillumbah properties and businesses experiencing over floor flooding.

A levee was built in South Murwillumbah to protect properties and businesses during most floods; however, this levee can still be overtopped when major flooding occurs.

When the levee overtops, water flows through South Murwillumbah from Greenhills through the industrial estates to Condong. This can cause significant flooding and damage to the industrial areas.

Residents and businesses in South Murwillumbah should be aware that floods well in excess of the levels reached in 2017 **are possible** and have potential to cause devastating impacts.

South Murwillumbah will flood again. That's a fact!



South Murwillumbah 2017 Flood

What happens in Sth Murwillumbah Floods?

Heights at gauge	Expected consequence
6.35m	Peak Height March 2017
4.91m	Peak Height February 1972 Gauge Height Road access between Murwillumbah and South Murwillumbah is cut
4.85m	Peak Height January 2008 Gauge Height South Murwillumbah levee overtops. Properties on River Street south of Colin Street would be isolated
4.80m	Major Flood Height Murwillumbah Gauge
4.63m	Gauge Height Shell Service Station and the commercial businesses bounded by Alma Street, Prospero Street and Tweed Valley Way may have some inundation
4.30m	Gauge Height Local stormwater runoff begins inundating the lower lying areas behind the South Murwillumbah Levee around Hayes Lane
4.00m	Gauge Height Flood water starts to inundate Greenhills Caravan Park
4.00m	Moderate Flood Height Murwillumbah Gauge
4.20m	Gauge Height Ponding from storm water back up will occur in South Murwillumbah Basin between these heights
3.20m	
3.00m	Minor Flood Height Murwillumbah Gauge

Key Heights at Murwillumbah Gauge

The information in this guide is accurate at March 2021.



South Murwillumbah 2017 Flood

What you can do now



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.



South Murwillumbah Industrial Area Post 2017 Flood