

## 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

During a flood the NSW SES and other emergency services may ask you to evacuate.

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.

## When you evacuate

You must leave well before roads to high ground are closed by flood water.

Proceed to the evacuation centre you are asked to go to. Help will be available at an evacuation centre established by the Department of Family and Community Services.

Assistance will include:

- ✔ Temporary accommodation
- ✔ Financial help
- ✔ Personal support
- ✔ Refreshments and meals
- ✔ Clothing and personal needs

## After a flood

Keep away from flood affected areas until emergency services advise that it 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 **13 77 88** or [nsw.gov.au/resilience-nsw](http://nsw.gov.au/resilience-nsw)

## 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).

### LiveTraffic

[livetraffic.com](http://livetraffic.com) for local road information.

### Richmond Valley Council (02) 6660 0300

[richmondvalley.nsw.gov.au](http://richmondvalley.nsw.gov.au) for local road closure information.

### Richmond Valley Disaster Dashboard

Can be viewed at [richmondvalleycouncil.disasterdashboards.com/dashboard/overview](http://richmondvalleycouncil.disasterdashboards.com/dashboard/overview)

**Bureau of Meteorology**  
[bom.gov.au/nsw](http://bom.gov.au/nsw) for the latest flood and weather warnings.

*Accurate as at Sept 2021*

### Local Land Services

**1300 795 299**

[lls.nsw.gov.au](http://lls.nsw.gov.au) for support services where agriculture and animals are affected.

### Disaster Welfare Services 1800 018 444

[emergency.nsw.gov.au](http://emergency.nsw.gov.au) for flood recovery services.

### NSW Dept. of Primary Industries

[dpi.nsw.gov.au](http://dpi.nsw.gov.au)  
For support services where agriculture and animals are affected.

**Essential Energy 132 080**  
[essentialenergy.com.au](http://essentialenergy.com.au) for supply and outages.

**Telstra - 132 203** [telstra.com.au](http://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](http://ses.nsw.gov.au)



Community FloodSafe



## Woodburn and Broadwater



## Are you at risk from floods?

**Woodburn** is a small township on the banks of the Richmond River, a population of about 700 people.

Woodburn is at the junction of the Richmond River and Rocky Mouth Creek.

In a major flood, water will normally enter the majority of the shops and business premises and will enter the low-levels of the raised houses within the town.

**Broadwater** is another small town on the banks of the Richmond River known for its historic sugar mill, with a population of 436 .

Flooding can be the result of the Richmond River, local catchment and when the Wilsons River breaks its banks upstream of Coraki and fills the Tuckean Swamp.

This floods all of the area across the river from Broadwater around Dungarruba and Bagotville.

This flood water also travels to the Tuckean Broadwater downstream of Broadwater.

Warning time for a Richmond River flood is typically 3-4 days, whereas local catchment flooding can occur within several hours of significant rainfall.

Generally, flooding does not create an immediate problem for the residents of Broadwater until flooding exceeds Major flood level.

Soon after, arterial roads will start to close causing isolation of the Broadwater township and outlying rural areas including Rileys Hill.

It is important that residents and businesses in Woodburn, Broadwater and surrounding areas are aware of their flood risk, have a plan and know when to act.

These areas have flooded in the past, and they will flood again.



## What happens in a Woodburn flood?

Heights at gauge	Expected consequence
5.22m	<b>Peak Height - Flood of record 1954</b>
5.12m	About 90% of Woodburn is now isolated.
5.07m	<b>Peak Height - February 1956</b>
4.91m	<b>Peak Height - March 1974</b>
4.70m	<b>Peak Height - April 1989</b>
4.40m	About 20 shops experience flooding.
4.20m	<b>Major Flood Height.</b> Approximate height at which water flows over the highway at the IGA Supermarket in River Street. The majority of the elevated residences in Woodburn will have water in the lower levels.
4.14m	Rocky Mount Creek breaks its banks flooding the lower areas in southern Woodburn.
4.12m	Flood water start to flow underneath the houses in the northern section of Woodburn.
4.04m	<b>Peak Height - April 1989</b>
3.70m	<b>Moderate Flood Height.</b> Evacuation warnings will begin to be issued by the NSW SES.
3.40m	Woodburn to Coraki Road could close from around this height.
3.20m	<b>Minor Flood Height.</b> Water starts to build over the road between Woodburn and Coraki.

Key heights in metres at the Woodburn flood gauge

## Stay informed

Flood information, road closures and advice on evacuations will be broadcast over local radio stations:



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 property in terms of isolation, inundation and evacuation.

## What happens in a Broadwater flood?

Heights at gauge	Expected consequence
4.58m	<b>Peak Height Flood of record 1954.</b>
4.33m	The majority of Broadwater is impacted by flooding.
3.63m	At this height a number of properties will be impacted by above flood inundation. Mainly along the Pacific Hwy and Fischer, Fletcher, Byrnes and George Streets
3.30m	Evans Head Broadwater Road may close east of the Sunrise caravan park resulting in the closure of the last road out of Broadwater. Riley's Hill becomes isolated.
3.00m	<b>Major Flood Height. Peak Height - April 1988.</b> The river first breaks the bank in Broadwater along Wharf Street between Mathers Lane and Rattle Creek. Water will encroach and possibly cover the old Pacific Hwy in this area.
2.94m	<b>Peak Height - March 2017</b>
2.74m	Water breaks over the Bagatville Barrage This is an indicator for the rural residents in the Dungarubba, Kilgin and Green Forrest area that one of their main access/egress routes is close to being lost.
2.50m	<b>Moderate Flood Height.</b>
2.00m	<b>Minor Flood Height.</b>

Key heights in metres at the Broadwater flood gauge



## 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](http://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](http://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.

## 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.

Local Land Services can also be contacted for support services where agriculture and animals are affected.