

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 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

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 for local road information.

Tweed Shire Council (02) 6626 7000
tweed.nsw.gov.au
for local road closure information.

Tweed Shire Council Emergency Dashboard
www.emergency.tweed.nsw.gov.au

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

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

and animals are affected.

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

NSW Dept. 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.

Accurate as at September 2021



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



Tweed Heads West, Cobaki
and Seagulls Estate



Are you at risk from floods?

Tweed Heads West, Cobaki and Seagulls Estate are suburbs located in the Tweed Shire in the northeast corner of NSW.

All three suburbs have low-lying areas that experience either nuisance minor flooding or moderate to major flooding.

Over the years, the Tweed Heads area has had a long history of flooding with significant floods occurring in 1954, 1974, 2004, 2008 and 2017.

Flood modelling has shown that floods well in excess of these major levels are possible.

Tweed Heads West and Cobaki

Flooding occurs on Bilambil and Terranora Creeks which feed into the Tweed River and affects many areas in Tweed Heads West.

Cobaki Creek can also flood, causing this area to be isolated. Flooding can occur from riverine flooding (made worse by high tides and storm surge) or intensive localized flash flooding from heavy rainfall which may cause local streets and roads to close.

In a major flood, low-lying areas of Tweed Heads West will become flood islands and isolated for significant periods.

Some residents and businesses, including retirement homes and aged care facilities will require evacuation. Most properties along Kennedy Drive, Gray Street, Rose Street, Blue Waters Crescent and Wyuna Road will be affected by floodwater.

Seagulls Estate

Approximately 2/3 of Seagulls Estate and all the streets are inundated in a major flood, with depths up to 1.5 metres along Sunset Boulevard.

In the event of intensive localized flash flooding influenced by Cobaki, Piggabeen and Bilambil Creeks, the evacuation time is 3 to 4 hours.

What happens in local floods?

Heights at gauge	Expected consequence
7.70m	Estimated height of a Possible Maximum Flood (PMF). This is the biggest flood event that Tweed Heads West and Seagulls Estate could experience.
3.10m	Peak Height - February 1954. Highest recorded height.
3.00m	In Tweed Heads West, widespread inundation will occur including most properties along Kennedy Drive, Gray Street, Rose Street, Blue Waters Crescent and Wyuna Road. Approximately 2/3 of Seagulls Estate homes and all the streets are inundated with depths up to 1.5m on Sunset Boulevard. Depths of over 2 metres are predicted in some low-lying areas of Cobaki and Cobaki Lakes.
2.50m	Peak Height - February 1956.
2.40m	Peak Height - January 1974.
2.20m	Peak Height - March 2017. Low lying areas of Tweed Heads West are expected to be flooded. Isolation and flooding of low-lying parts of Seagulls Estate is expected.
2.00m	Major Flood Height.
1.75m	Many low-lying areas continue to be affected.
1.70m	Moderate Flood Height.
1.60m	Peak Height - March 2004. Piggabeen Road may close at Cobaki Creek crossing, isolating properties in Cobaki and Piggabeen. Flood water may go over Kirkwood Road (west) and Kennedy Drive may close at intersection of Rose Street near the Pyramid Caravan Park.
1.56m	Peak Height - January 2008.
1.30m	Minor Flood Height.

Key heights in metres at the Barney's Point flood gauge

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:

91.7FM
ABC GC

94.5FM
ABC

92.5FM
Triple M

90.9FM
HIIT FM

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 you can do now



For further information on your local or regional flood risk please visit ses.nsw.gov.au and search for "Local Flood Plan".

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.

