

During a flood

A Flood Warning is issued by the Bureau of Meteorology when flooding is about to happen. Flood Warnings provide a predicted flood level and time at which a river will reach that level. Flood Warnings are issued in relation to gauges along rivers.

- Never drive, ride or walk through floodwater – this is the main cause of death during floods. Floodwater may be deeper and faster flowing than you think and may contain hidden snags and debris. This includes causeways and low-lying roads
- 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
- Keep listening to your local radio station for further information, updates and advice
- Keep in contact with your neighbours
- Be prepared to evacuate if advised
- Act early, as roads may become congested or close

If you are isolated

The NSW SES will coordinate the supply of essential items to communities and properties which are isolated by floodwater. Being trapped by floodwater can be very dangerous. It is safer to evacuate well before flooding begins than to be isolated by floodwater and have to rely on the NSW SES for supplies. You can also lose essential amenities such as power, water and sewerage.

Assistance for animals

NSW Department of Trade and Investment, Regional Infrastructure and Services provides assistance for livestock, companion animals and wildlife during floods. This may include emergency supply or delivery of fodder to stranded livestock, evacuation of livestock and animal rescue.

Preparing to evacuate

During a flood the NSW SES and other emergency services may ask you to prepare for evacuation.

The NSW SES aims to keep people safe and minimise the risks to life and property when floods occur. It is important that you follow evacuation advice. Being prepared will allow you to respond quickly should you need to evacuate.

- Locate important papers, valuables and mementoes. 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 any gas bottles
- Prepare to take your pets with you

When you evacuate

If evacuation becomes necessary, the NSW SES and other emergency services may doorknock to advise residents and businesses of what to do and where to go.

There may be other ways that you will be notified if an evacuation is necessary. Keep listening to the radio and follow any instructions given to you by the emergency services.

You may choose to evacuate to a friends or relatives. If you do, ensure the property is well above the predicted flood level. Otherwise, proceed to the Evacuation Centre the emergency services direct you to. You must leave well before roads to high ground are closed by floodwater.

The Department of Community Services (DoCS) may establish evacuation centres 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

A local recovery centre may be established by Department of Family and Community Services.

This centre will be staffed by representatives from a range of government departments and community agencies to help you return to normal living. At the centre you will be able to get advice on everything from insurance to counselling.

In the event of a flood, information will be available from the Department of Family and Community Services State Disaster Recovery Centre on 1800 018 444.



Principal Partner



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.ses.nsw.gov.au

Community FloodSafe



#NSWSES



/NSWSES



/NSWSES



Are you at risk from floods?

If you live close to a creek, river, major stormwater drain or in a low-lying area, you may be at risk from flooding even if you have not experienced it personally. This brochure contains information that can help you protect your property and members of your household.



How the NSW SES can help?

The NSW SES is responsible for responding to floods in NSW. This includes planning for floods and educating people about how to protect themselves and their property.

During floods the NSW SES will provide flood information, safety advice and can arrange for the delivery of essential supplies to people isolated by floodwater. Where possible, the NSW SES will conduct evacuations and undertake flood rescue.

What you can do now

8 TIPS YOU CAN DO NOW TO PREPARE FOR FLOODS

- 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

Prepare yourself



Your emergency kit contents

- ✓ A portable radio with spare batteries
- ✓ A torch with spare batteries
- ✓ A first aid kit
- ✓ Candles and waterproof matches
- ✓ Important documents including emergency contact numbers
- ✓ Copies of any emergency plans
- ✓ A waterproof bag for valuables

If you have to evacuate, add to your emergency kit

- ✓ Medications
- ✓ Supplies for your baby or any other people in your care
- ✓ Appropriate clothing and footwear
- ✓ Food and drinking water

Keep your emergency kit in a waterproof storage box. Check your emergency kit regularly and restock any out-of-date items such as batteries.

When flooding is likely (Flood Watch)



A Flood Watch is issued by the Bureau of Meteorology when flooding is likely. You should be prepared to act should flooding occur.

RESIDENTS

- Listen to your local radio station for information, updates and advice
- Locate and check your emergency kit
- Check on your neighbours and make sure they are aware of the Flood Watch
- Move pets, including agisted animals, to high ground

BUSINESS OWNERS AND MANAGERS

- Locate and activate your Business FloodSafe Plan (developed by working through the Business FloodSafe Toolkit on the NSW SES website – www.ses.nsw.gov.au)
- Check neighbouring businesses are aware of the Flood Watch
- Where possible, back up records and store off-site
- Make preparations to raise or relocate stock, records and equipment
- Find out about evacuation routes for your business and make sure your employees know when they are likely to close. This will ensure they can leave safely when a Flood Watch is issued

RURAL PROPERTY OWNERS

- Relocate livestock and farm equipment, including pumps, to high ground
- Check sheds and outbuildings. Equipment, feed and chemicals should be raised or moved to high ground

ALL PROPERTIES

- Activate your Home Emergency Plan
- If isolation is likely, have sufficient non-perishable food, essential medications, fuel and other necessities to last at least a week. Remember to include pet food and/or stockfeed if required