

## During a flood

A Flood Warning is issued by the Bureau of Meteorology when flooding is about to happen and may be updated during floods. A Flood Warning provides a predicted flood level on a river gauge and a time at which the river is expected to reach that level.

**During a flood, there are some simple things you can do to help protect your life, family, possessions and property:**

- ⚠ 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

## After a flood

Do not return to a flood affected area until emergency services advise it is safe to do so. These areas can be dangerous for the health and safety of you and your family.

Follow safety advice when cleaning up after floods. Discard all food items that have come into contact with floodwater. Clean, sanitise and properly dry belongings.

Update your Home Emergency Plan or Business FloodSafe Plan with what you have learnt from the flood.

A local recovery centre, staffed by representatives from a range of agencies and services, may be established after a flood. This centre may be able to provide financial, insurance, housing, counselling and welfare assistance and advice.

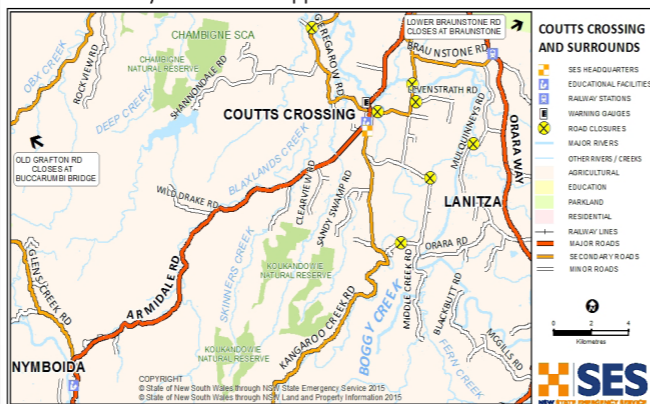
## How NSW SES can help

NSW SES is responsible for the emergency management of floods in NSW. This includes planning for floods and engaging with communities to prepare themselves and their property.

During floods, NSW SES will provide flood information and safety advice and may arrange for the delivery of essential supplies to communities isolated by floodwater. NSW SES also warns communities of the need to evacuate and provides emergency help where required.

## Your Assembly Area

Coutts Crossing, Nymboida and surrounding villages do not have a formal Assembly Area established. Residents who need to evacuate are encouraged to stay with friends or family out of the area. Residents without accommodation can contact NSW SES or Family and Community Services for support.



## If evacuation is necessary

NSW SES evacuates people whose lives are at risk from floods. It is important to follow all advice given to you by emergency services. Being prepared now will allow you to respond quickly.

### How you may be advised of an evacuation:

Evacuation Warnings and Evacuation Orders are issued to residents and businesses that are likely to become inundated if floodwater reaches levels predicted by the Bureau of Meteorology. You may receive these warnings via the media, door knocking and/or telephone.

### Preparing to evacuate:

- Locate important papers, valuables and mementos and put them in your emergency kit
- Turn off the electricity and gas at the mains and turn off and secure any 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

### When you evacuate:

- Register at the Assembly Area then stay with friends or relatives
- Take your emergency kit with you
- Take your pets with you
- Act early before roads and evacuation routes close

## Local FloodSafe contacts

### Emergency phone numbers

NSW SES 132 500  
Life-threatening emergencies 000 (triple zero)

### Phone numbers

NSW SES Information Line 1800 201 000  
Police Assistance Line 131 444  
Roads and Maritime Services (Live Traffic) 132 701  
Clarence Valley Council 02 6643 0200  
Disaster Welfare Assistance Line 1800 018 444  
Department of Primary Industries 1800 814 647  
Essential Energy 132 391  
Telstra 132 203  
Local Land Services 1300 795 299

### Local broadcast radio stations

ABC North Coast	94.5 FM	738 AM
2GF Grafton	103.9 FM	1206 AM
Clarence Coast FM	104.7 FM	
TLC	100.3 FM	

### Websites

NSW SES [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au)  
Bureau of Meteorology [www.bom.gov.au](http://www.bom.gov.au)  
Clarence Valley Council [www.clarence.nsw.gov.au](http://www.clarence.nsw.gov.au)  
Major roads - Live Traffic [www.livetraffic.com](http://www.livetraffic.com)  
Local Roads [www.myroadinfo.com.au](http://www.myroadinfo.com.au)

### Facebook pages

NSW SES and NSW SES Clarence Nambucca Region

### Free smartphone apps

NSW SES apps are available at your app store. Search for FloodSafe and StormSafe



FOR EMERGENCY HELP IN FLOOD,  
STORM AND TSUNAMI CALL

**132 500**

In life-threatening emergencies call 000 (triple zero)

For more information visit: [www.floodsafe.com.au](http://www.floodsafe.com.au)



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## Coutts Crossing and Nymboida



Community Floodsafe

## Are you at risk from floods?

The Orara River flows northward through a long, narrow valley and drains parts of the Dorrigo Plateau and the Coastal Range to join with the Clarence River. It has a long history of regular flooding. Coutts Crossing is located south of Grafton on the southern bank of the Orara River. The town is above major flood level, but surrounding areas may become isolated when local roads are progressively closed due to floodwater. These areas include Middle Creek, Lower Kangaroo Creek, Kangaroo Creek, Shannondale, Levenstrath and Braunstone.

The Nymboida River drains the New England Tablelands and the Dorrigo Plateau, flowing north to join with the Mann River and Jackadgery Creek, which then flow into the Clarence River. Nymboida is located south of Grafton on the eastern bank of the Nymboida River. This town is also above major flood level, but surrounding areas including Buccarumbi, Billy's Creek, and large areas of state forest may become isolated when local roads are closed due to floodwater.

The period of isolation for these areas can vary depending on the size and duration of the flood. Any residents wanting to leave the area would need to do so before the onset of flooding causes local roads to close.

In January 2013 the Orara and Nymboida Rivers experienced major flooding. Significant flooding has also occurred in 1950, 1955, 1959, 1962, 1963, 1967, 1974, 1980, 1996, 2001 and more recently in 2009.

## If isolation is likely

If your property is likely to be isolated by floodwater, evacuating well before access roads are closed is your safest option. Deciding to remain at home when it is surrounded by floodwater can be dangerous.

During floods, isolated properties can lose access to emergency and medical assistance, lose power, water, phone lines and sewerage services as well as become a refuge for spiders, snakes and other animals.

If evacuation is not possible, keep a stock of at least seven days' supply of non-perishable foods, medications, drinking water, fuel and feed for your animals and pets. Some properties may be isolated for longer periods and therefore require additional supplies.

Talk with your local council who can provide you with information on floods specific to your property and plan now so that you can act early before flooding occurs.

# 8 TIPS

## YOU CAN DO NOW TO PREPARE FOR FLOODS

### 1 KNOW YOUR RISK



### 2 KNOW WHERE TO GO



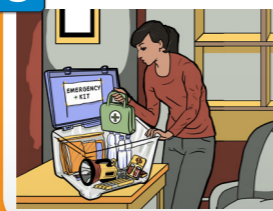
### 3 KNOW WHO TO CALL



### 4 KNOW YOUR PLAN



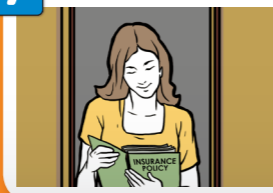
### 5 GET YOUR KIT TOGETHER



### 6 PREPARE NOW TO ACT EARLY



### 7 CHECK YOUR INSURANCE



### 8 LISTEN TO LOCAL RADIO



For more information visit [www.floodsafe.com.au](http://www.floodsafe.com.au)

## What happens in Coutts Crossing?

14.90	<b>Highest possible flood.</b>
12.44	23 February 2013: Peak height.
12.00	<b>Major Flood Level</b> indicating extensive flooding and isolation.
11.80	10 March 2001: Peak height
11.46	23 May 2009: Peak height.
10.00	Lower Braunstone Road may close.
9.00	<b>Moderate Flood Level</b> causes flooding of low-lying areas and main roads and may require the evacuation of some areas.
8.50	Levenstrath Road may close.
7.90	Geregarow Road may close isolating properties west of the Orara River including Shannondale.
7.40	Mulquinneys Road may close at Fiddlers Creek.
7.10	Lower Kangaroo Creek Road may close at flood plain isolating Lower Kangaroo Creek.
6.60	Lower Kangaroo Creek Road at 15 Mile Bridge may close, isolating Middle Creek.
6.20	Mackintosh Bridge may close.
5.00	<b>Minor Flood level</b> causes inconvenience, closes minor roads and low-level bridges.
2.90	Rushford Road may close at Poley Bridge.
2.50	McPhersons Crossing Road may close.

Key heights in metres at the Coutts Crossing Gauge.



## How you may be advised of floods

Flood information including flood forecasts, road closures and advice on evacuations and property protection will be broadcast on ABC and local radio stations.

Bureau of Meteorology weather forecasts and flood predictions including river height information are available at [www.bom.gov.au](http://www.bom.gov.au)

Emergency services personnel may door knock your area or you may receive a voice or text message to your phones.

## What happens in Nymboida?

15.27	<b>Highest flood on record - 21 February 1954.</b>
13.57	28 January 2013: Peak height.
12.38	9 March 2001: Peak height.
12.09	22 May 2009: Peak height.
10.85	26 January 2012: peak height.
7.00	Laytons Range Road may close upstream of Pollocks Bridge, isolating residents.
4.00	Boundary Creek Road may close isolating properties on the western side of the Nymboida River.
3.20	Buccarumbi Bridge may close isolating Buccarumbi and surrounding areas

Key heights in metres at the Nymboida Gauge.



## When flooding is likely

A Flood Watch is issued by the Bureau of Meteorology for possible flooding. A Flood Warning is issued when flooding is likely.

### RESIDENTS AND BUSINESSES:

- Listen to your local radio station for information, updates and advice
- Locate and check your emergency kit and follow your Home Emergency Plan or Business FloodSafe Plan
- Check on your neighbours and make sure they are aware of possible flooding
- Prepare to move pets, including agisted animals to high ground
- Make preparations to raise or relocate possessions, stores, records, furniture and equipment
- Plan to leave well before evacuation routes may become closed

### RURAL PROPERTY OWNERS:

- Relocate livestock and farm equipment, including pumps, to high ground
- Check sheds and outbuildings. Raise equipment, feed and chemicals above predicted flood levels or to higher ground