

If evacuation is necessary

The 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. Residents 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:

- Stay with friends or relatives away from the flood
- Take your emergency kit with you
- Take your pets with you
- Act early before roads and evacuation routes close

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

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

How NSW SES can help

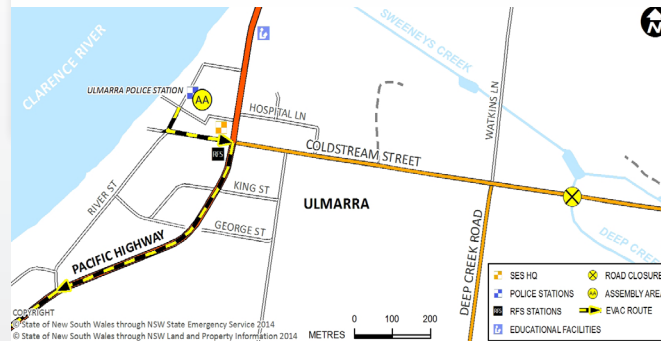
NSW SES is responsible for the emergency management of floods in NSW. This includes planning for floods and engaging with communities to prepare themselves and their property.

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

If evacuation is necessary, act early and make your way to the Assembly Area. Once you have registered with staff you can stay with friends or family, or accommodation may be arranged.





Assembly Area: Ulmarra Police Station
16 River St, Ulmarra



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 family and property:

-  Never drive, ride or walk through floodwater
-  Keep listening to your local radio station for further 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.

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

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	
2TLC	100.3 FM	

Websites

NSW SES www.ses.nsw.gov.au
Bureau of Meteorology www.bom.gov.au
Clarence Valley Council www.clarence.nsw.gov.au
Major roads - Live Traffic www.livetraffic.com
Local Roads 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
FLOODS AND STORMS CALL

132 500

For more information visit: www.floodsafe.com.au



Community Floodsafe



Ulmarra and Tucabia



Front cover: Ulmarra, February 2013



Are you at risk from floods?

The Clarence River is the largest coastal river in New South Wales in terms of catchment area and discharge. It has a long history of regular flooding.

In January 2013 the Clarence Valley experienced extensive flooding. This was a flood of record at numerous locations. Significant flooding has also occurred in Ulmarra in 1950, 1954, 1963, 1967, 1974, 1976, 2001, 2009 and 2011.

Ulmarra is located on the eastern side of the Clarence River downstream of Grafton. Ulmarra has a levee facing the Clarence River, but the eastern and southern portions of the town are not protected from smaller tributaries and localised flooding. Inundation from Swan Creek may occur in major floods and some residents may need to evacuate from their properties.

Tucabia is located on the east bank of the Coldstream River. During major floods low-lying areas may become inundated and local road closures may cause some properties to become isolated.

Properties in rural areas between Ulmarra and Tucabia may become isolated during minor floods so it is important that residents plan ahead. During major floods, most local roads including the Pacific Highway may close. Affected residents need to evacuate well before the major flood level is reached.

What happens in Tucabia floods?

8.44 **Highest possible flood.**

6.13 1% AEP (Annual Exceedance Probability) flood level, meaning there is a 1 in 100 chance of this level occurring each year.

4.10 30 January 2013: Peak height.

4.08 13 January 2011: Peak height.

3.22 April 1989: Peak height.

3.00 April 1988: Peak height. Roads may be closed at Deep Creek Road, Wingfields Swamp, Gilletts Ridge Road, Possum Hole Lane, Sherrys Lane and Coldstream Road at Cowans Swamp. Tucabia-Pillar Valley Road may close at White Bridge south of Tucabia, isolating Tucabia

Key heights in metres at the Tucabia Gauge. The Tucabia Gauge is not used for flood predictions by the Bureau of Meteorology.

What happens in Ulmarra floods?

8.49 **Highest possible flood.**

6.37 1% AEP (Annual Exceedance Probability) flood level, meaning a 1 in 100 chance of occurring each year.

6.29 **Highest flood on record** - 29 January 2013. The entire level system was overtopped flooding a large number of properties in Ulmarra.

6.15 10 March 2001: Approximate peak height. Many properties in Ulmarra were inundated.

5.99 12 January 2011: Approximate peak height.

5.90 Ulmarra levee overtopping height. Floodwater first overtops the levee at the northern end of River Street, then progressively along the length of the levee.

5.78 23 May 2009: Peak height.

5.70 7 May 1996: Peak height. Floodwater may start to flow across Pacific Highway north of Ulmarra at the ferry approach. Eastern and southern parts of town may become inundated.

5.80 Floodwater may cut Pacific Highway south of Ulmarra near Swan Creek isolating town from the south.

5.50 19 February 1956 peak height. For floods predicted to reach this height, residents and businesses in **Ulmarra township** need to prepare for possible evacuation (before the Pacific Highway to Grafton closes at 5.50m).

4.90 **Major Flood Level** causes extensive flooding and/or isolation and may require evacuation.

4.70 Most roads in the Coldstream may be closed due to local and back-flooding from the Coldstream River. Tucabia may become isolated due to road closures.

3.40 **Moderate Flood Level** causes flooding of low-lying areas and main roads.

3.20 Tucabia-Pillar Valley Road may close at White Bridge south of Tucabia.

3.20 Minor flooding may spread east and west from the Coldstream River. Possible road closures include Tucabia-Tyndale Road, Bostock Road and Somervale Road.

Key heights in metres at the Ulmarra Gauge

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**



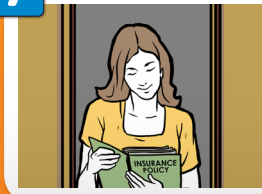
5 **GET YOUR KIT TOGETHER**



6 **PREPARE NOW TO ACT EARLY**



7 **CHECK YOUR INSURANCE**



8 **LISTEN TO LOCAL RADIO**



For more information visit www.floodsafe.com.au

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 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.



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