

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

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:
Wooli Bowling Club
Riverside Drive, Wooli

- SES HEADQUARTERS
- POLICE STATIONS
- RFS STATIONS
- ASSEMBLY AREA
- ⊗ ROAD CLOSURE
- EVACUATION ROUTES



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



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Community Floodsafe



Wooli and Pillar Valley



Front cover: Wooli February 2013.



Are you at risk from floods?

The Clarence Valley has a long history of flooding.

Between Grafton and the coastal township of Woolli is a series of rivers and swamp areas influenced by the Coldstream River, Bookram Creek, Minnie Water and Lake Hiawatha, Barcoongere River and Woolli Woolli River.

Woolli is located at the mouth of the Woolli Woolli River, which is a tidal river prone to flooding during heavy rain. This results in low-lying areas of the township becoming inundated. Since a major flood in 1974 there have been minor floods in 2001 and below minor floods in 2008, 2010, 2011 and 2013.

Woolli is also affected by coastal erosion when there is a combination of severe weather events such as large waves, storm surge, spring tides and gale force winds.

Minnie Waters village and Diggers Camp are located north of Woolli. These are not flood prone areas but may become isolated when local roads close.

Pillar Valley is a low-lying area between Woolli and Ulmarra and may become isolated when local roads close due to heavy rainfall.

During periods of prolonged rainfall, low-level crossings may close causing isolation of townships and villages. These crossings include Firthheinz Road at the junction of Woolli Road, Sandy Crossing on Eight Mile Lane and White Bridge on the Woolli-Tucabia Road.



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.

What happens in Woolli and Pillar Valley floods?

- 4.50 **Highest possible flood.** A flood of this height may reach above floor level across large areas of Woolli.
- 2.68 1% AEP (Annual Exceedance Probability) flood level, meaning a 1 in 100 chance of this level occurring each year. A flood of this height may inundate low-lying streets of Woolli.
- 2.55 14 March 1974: Estimated peak height. Floodwater at the junction of Lake Hiawatha and Minnie Water may isolate Minnie Waters village.
- 2.50 **Major Flood Level** causes extensive flooding and/or isolation of properties.
- 2.28 For floods predicted to reach this height, residents and businesses in **low-lying areas of Woolli** need to prepare for possible evacuation. Exact flood heights are highly dependent on tides and coastal conditions.
- 2.20 **Moderate Flood Level** causes flooding of low-lying areas and main roads. May require the evacuation of some areas.
- 1.90 **Minor Flood Level** causes inconvenience, closes minor roads and low-level bridges.
- 1.84 11 March 2011 peak height. Floodwater may start to inundate properties and caravans in low-lying areas.
- 1.80 Woolli Road may close at White Bridge due to flooding, preventing access to Tucabia and isolating Woolli, Minnie Waters and Diggers Camp.
- 1.50 Floodwater may begin to enter Solitary Island Marine Park Resort grounds.
Local heavy rainfall in the Pillar Valley area may cause Eight Mile Lane to close at Sandy Crossing. Where possible, signs at Solitary Islands Marine Park Resort and Minnie Waters turnoff will provide river updates from NSW SES and road updates from council.

Key heights in metres at the Woolli Solitary Islands Marine Park Resort 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

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 PROPRERTY 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

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.