

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 it 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](tel:137788) 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) 6670 2400
tweed.nsw.gov.au
for local road closure information.

Tweed Emergency Dashboard
Can be found at emergency.tweed.nsw.gov.au/

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

Telstra - 132 203 telstra.com.au for service disruptions in a disaster.

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

Disaster Welfare Services
13 77 88 or nsw.gov.au/resilience-nsw 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.

Accurate at October 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



Chinderah and Fingal Head



Are you at risk from floods?

Chinderah and Fingal Head have a long history of flooding.

Every year, severe weather such as low-pressure systems, cyclones or ex tropical cyclones affect the area causing either minor nuisance flooding up to moderate or major flood events.

Significant flooding has occurred in 1954, 1974 and 2017.

Flood modelling shows that higher flood levels are possible than what was seen in these years.

Riverine flooding is the main cause of the flooding in Chinderah and Fingal Head.

This flooding can be held up from escaping the river mouth by high tides and storm surges.

In a major flood, low-lying areas of Chinderah and Fingal will become isolated, with some properties experiencing over floor flooding.

Some residents and businesses, including several caravan parks will require evacuation.

Flash flooding and overflow from stormwater drains also contribute to flooding in the area.

In June 2005, a low pressure system stalled over the Qld border causing torrential rain and flash flooding to the whole Tweed area causing road closures, power and communication outages and inundations.

It is important that residents and businesses in the low-lying areas of Chinderah and Fingal Head are aware of their flood risk related to both riverine and flash flooding, have a plan and know when to act.

Chinderah and Fingal Head will flood again. That's a fact!

Assistance for animals

NSW Local Land Services coordinate animal welfare and relief services for livestock, wildlife and companion animals.

This may include assistance for animal care services and emergency fodder supply in areas affected by a flood emergency.

What happens in Chinderah floods?

Heights at gauge	Expected consequence
4.40m	The main centre of Fingal Head is impacted by flooding.
3.10m	Peak Height - February 1954. Extensive inundation and over floor flooding is expected for low lying properties in Kingscliff, Tweed Heads, Chinderah and low-lying coastal caravan parks
2.55m	Flood water may close the Pacific Motorway and access is cut between Tweed Heads and Kingscliff.
2.40m	Peak Height - January 1974
2.25m	Peak Height - March 2017
2.21m	Peak Height - March 1974
2.20m	Large areas of Chinderah experience flooding with depths up to 1.5 metres in low lying areas adjacent to the Kingscliff drain and Letitia Road to the north. Fingal Road leading into Fingal Head from the south and adjacent properties are predicted to be inundated in this size flood event..
2.00m	Major Flood Height. Most of Chinderah is inundated. Some houses in Chinderah will have water over their floors.
1.75m	Flood water starts to inundate low lying properties in the Chinderah area including Caravan Parks.
1.70m	Moderate Flood Height
1.60m	Water over Fingal Head Road. Possible inundation of low-lying properties in Fingal Head. North lane of Chinderah Bay Road may close at Wommin Bay Road. Wommin Lake can contribute to flooding on Fingal Road. Inundation starts in Tweed Caravan Park and Tweed Heritage Caravan Park.
1.56m	Peak Height - January 2008
1.30m	Minor Flood Height Flood water may close Fingal Road near the corner of Wommin Lake Crescent, isolating Fingal Head.

Key heights in metres at the Barney's Point (Chinderah) 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:



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.

What you can do now



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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

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.



Image courtesy of Tweed Valley Weekly