

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** 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.

Kyogle Council
(02) 6632 1611
tweed.nsw.gov.au
for local road closure information.

Kyogle Council Disaster Dashboard - kyogle.disasterdashboards.com/dashboard/overview

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

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

Disaster Welfare Services
1800 018 444
emergency.nsw.gov.au
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.

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

Accurate as at Sept. 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



Kyogle



Are you at risk from floods?

Are you at risk from floods?

Richmond River has a long history of regular flooding. In February 1954, Kyogle and surrounds experienced a flood of record. Significant flooding has also occurred in 1967, 1976, 1987, 1989, 1996, 2008 and 2017.

Flooding in Kyogle begins in the upper catchment where water flows through the small village of Wiangaree approx. 14 km North of Kyogle near the Richmond River.

Flooding in these upper reaches is of short duration, but quickly rising flood waters allow little warning time and can cause road closures and transport disruptions.

Most of the urban areas of Kyogle are located on higher ground to the south-east of the junction of the watercourses.

The village of Geneva, located on the western side of the Richmond River, is also mostly on higher ground.

However, in Kyogle, a considerable number of properties in the area known as "The Flats", are located on flood prone land.

Properties along the western side of Fawcett Street in the north of Kyogle are also subject to flooding.

In Kyogle, flooding is usually of a short duration and predominately affected by the Richmond River. This causes Fawcett's Creek to back up and then flood the low-lying areas of the town. The Richmond River and Fawcett's Creek can peak almost simultaneously.

Residents and businesses need to know their risk and have a plan.



What happens in local floods?

Heights at gauge	Expected consequence
19.0m	Peak Height February 1954 Flood of Record. Considerable damage to homes, railway and roads.
18.11m	Peak Height - Jan 2008
17.61m	Peak Height - June 1967
17.38m	Peak Height - 2017
17.00m	Peak Height - April 1989
16.68m	Peak Height - 1976
16.2m	Floodwater in Allen Street could close the final evacuation route for residents of 'the Flats'. Once this occurs, Geneva is isolated from the main town area.
16.0m	Major Flood Height. Flood water inundates eastern end of Willis Street and then McDougall Street.
15.5m	The river breaks out and flood water begins to flow through low lying areas of 'the Flats'. Low-lying houses in Fawcett's Street may be threatened or affected.
14.7m	Fawcett's Creek Bridge covered by flood water and closed to traffic. Residents of the Golf Course Estate become isolated.
14.5m	Low-lying commercial area in Summerland Way south of Fawcett's Creek Bridge become inundated. Flood water cuts Summerland Way at the railway viaduct north of Fawcett's Creek Bridge closing it to all traffic. Kyogle Caravan Park becomes inundated.
14.4m	Moderate Flood Height.
14.0m	Water encroaches the Kyogle Caravan Park grounds and northern entrance is closed by flood water. The Murwillumbah road is cut at Fawcett's Plain turnoff. Rural residents north and north east of Kyogle are isolated.
13.0m	The Summerland Way is cut by flood water at the intersection of the Murwillumbah Road. The evacuation route for the Kyogle Caravan Park is lost.
12.0m	Minor Flood Height.

Key heights in metres at the Geneva Bridge flood gauge

Stay informed

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 in terms of isolation, inundation and evacuation.

What you can do now



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.

