

## 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

**Evacuation Warning** is early advice by NSW SES that evacuation may be necessary.

**Evacuation Order** is a direction by NSW SES when evacuation is necessary.

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.

## After a flood

Keep away from flood affected areas until emergency services advise that 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 **1800 018 444** or [emergency.nsw.gov.au](http://emergency.nsw.gov.au)

## 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:

91.7 FM	ABC Gold Coast	90.9 FM	HIIT
94.5 FM	ABC North Coast	92.5 FM	Triple M Gold Coast

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 business or home in terms of isolation, inundation and evacuation.

## 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) using the National Relay Service (NRS).

**My RoadInfo**  
[myroadinfo.com.au](http://myroadinfo.com.au) for local road information.

**Tweed Shire Council**  
1300 292 872 or  
AH: 1800 818 326

<https://www.tweed.nsw.gov.au>

**Tweed Shire Council  
Emergency Dashboard**  
<https://emergency.tweed.nsw.gov.au>

**Local Land Services**  
1300 795 299  
[lls.nsw.gov.au](http://lls.nsw.gov.au) for support services where agriculture and animals are affected.

**Telstra - 132 203**  
[telstra.com.au](http://telstra.com.au) for service disruptions in a disaster.

**Bureau of Meteorology**  
[bom.gov.au/nsw](http://bom.gov.au/nsw) for the latest flood and weather warnings

**Disaster Welfare Services**  
1800 018 444  
[emergency.nsw.gov.au](http://emergency.nsw.gov.au) for flood recovery services.

**Department of Primary Industries**  
[dpi.nsw.gov.au](http://dpi.nsw.gov.au) for support services where agriculture and animals are affected.

**Essential Energy - 132 080**  
[essentialenergy.com.au](http://essentialenergy.com.au) for supply and outages.



PROUDLY SUPPORTED BY  
**TWEED**  
SHIRE COUNCIL

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](http://ses.nsw.gov.au)



Community FloodSafe



## Murwillumbah



Murwillumbah Gauge 2017 Flood



## Are you at risk from floods?

Murwillumbah is a regional town located in the Tweed Valley in Northern NSW. It is situated close to the QLD border. The area is subject to severe weather such as low-pressure systems and cyclones which result in heavy rains and flooding.

Murwillumbah has a long history of regular flooding. In March 2017, Murwillumbah and surrounds experienced a "flood of record" with extensive and destructive flooding from ex Tropical Cyclone Debbie. Significant flooding occurred in 1954 (pre levee), 1974, 1989, 2001 and 2008.

The location and geography of the Tweed Valley contributes to flooding in Murwillumbah area. The Caldera means that any rainfall in the upper catchment gets funnelled into the three main river systems that affect the Tweed Valley. These include the Oxley River, Rous River and the Tweed River. Murwillumbah is affected by flooding when the Oxley River merges with Tweed River at Byangum.

The Murwillumbah CBD is affected by flooding from:

1. Ponding of the CBD Basin through back up of the storm water in Knox Park.
2. Overtopping the CBD levee.

Residents and businesses in the Murwillumbah CBD and residential areas, including East Murwillumbah need to know their risk. Floods well in excess of the levels reached in 2017 **are possible**.

Murwillumbah will flood again. That's a fact!



Murwillumbah 2017 Floods

## What happens in Murwillumbah Floods?

Heights at gauge	Expected consequence
6.60m	Inundation in Murwillumbah extends west to about Nullum Street and north to Wharf Street. Floodwater depths up to 1.5m are predicted in some areas of Knox Park, the sports field to the south of the CBD and depths up to 2.5m are predicted at the eastern end of Wharf Street.
6.35m	Peak Height March 2017
6.30m	East Murwillumbah Levee and the Commercial Road (CBD) Levee will overtop between Condong St and Murwillumbah Bridge. Inundation of Murwillumbah CBD will occur
6.10m	Murwillumbah Levee at the end of Bray Park will begin to overtop inundating the Murwillumbah basin area
5.60m	Tumbulgum Road near the intersection of Reynolds street in East Murwillumbah becomes inundated
4.91m	Road access between Murwillumbah and South Murwillumbah is cut
4.90m	Murwillumbah Levee at Dorothy St (Brothers Levee) may overtop causing inundation of low-lying properties
4.85m	South Murwillumbah Levee overtops. Properties on River Street south of Colin Street would be isolated. Properties in Bray Park will become unundated
4.80m	Major Flood Height Murwillumbah Gauge
4.63m	Floodwater flows from Budd Park across Alma Street inundating the South Murwillumbah Basin. The Shell Service Station and the commercial businesses bound by Alma Street, Prospero Street and Tweed Valley Way will start to experience inundation.
4.50m	Floodwaters starts to inundate properties in Mooball Street and George Street in Murwillumbah
4.30m	Local stormwater runoff begins inundating the lower lying areas behind the South Murwillumbah Levee
4.00m	Flood water starts to inundate properties in low lying parts of East Murwillumbah
4.00m	Moderate Flood Height Murwillumbah Gauge
3.90m	The Murwillumbah CBD Basin can experience flooding through back up of storm water in Knox Park, Nullum Street, King Street, Condong Street, Prince Street and Hartigan Street
3.00m	Minor Flood Height Murwillumbah Gauge

Key heights in metres at the Murwillumbah Gauge

The information in this guide is accurate at March 2021.

## What you can do now



**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**

### BUREAU FLOOD HEIGHT TERMINOLOGY

<b>EXCEED</b>	The river level will definitely pass this height based on current rainfall.
<b>REACH</b>	Highest level expected based on current or forecast rainfall. Further rainfall or tributary inflows mean the flood level could go higher.
<b>PEAK</b>	Rainfall has eased or stopped, this is the highest expected river height.

When planning for floods, consider further rises when rivers are predicted to reach or exceed certain heights.

## Assistance for animals

NSW Department of Primary Industries 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.

## 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](http://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](http://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.



Murwillumbah 2017 Flood