

## 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

Lismore City 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:

94.5 FM	ABC North Coast	104.3 FM	2LM
92.9 FM	River FM	88.9 FM	Richmond Valley FM
		100.9 FM	Triple ZZZ

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.

**Lismore City Council**  
[www.lismore.nsw.gov.au](http://www.lismore.nsw.gov.au)  
Ph: 02 6625 0500

**Lismore Disaster Dashboard**  
<https://disaster.lismore.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.

**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.

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



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



South Lismore



2017 Flood South Lismore - Photo Credit: Rotorwing





## Are you at risk from floods?

Lismore is one of the most flood prone urban centres in Australia. Since 1850 there have been 150 flood events, ranging from low level nuisance rises to high level, very disruptive and destructive events. Of these events there have been 33 major, 51 moderate and 56 minor floods. The most recent 2017 flood peaked at 11.59m is believed to be the 6th highest in Lismore.

The catchment above Lismore is a very complex one. There are several major creeks that feed into Wilsons River and Leycester Creek which join at Lismore. The highest floods occur when both the Wilsons and Leycester are in major flood. However in most floods, Leycester is the more dominant stream.

It is important that people who may be affected by flooding be "weather aware" and "flood aware". It is essential that residents and businesses have an emergency plan that is designed to allow stock and belongings to be raised or relocated and to evacuate in time if required. Remaining in your home/business when it is flood affected can be dangerous. Your property may be flooded, you could become isolated (surrounded by floodwater), access to other areas might be cut and you could lose your power, water supply and other low-lying infrastructure such as sewerage. The NSW SES can assist with development of a Home or Business Emergency Plan.

### Important Note: Flood Slope

Flood slope means that water levels upstream from the Rowing Club Gauge will be higher than the Rowing Club Gauge measurement.

Residents and property owners in locations upstream from the Rowing Club Gauge must allow for higher than expected levels.



2017 Flood South Lismore - Photo Credit: Rotorwing Helicopter Service

## What happens in South Lismore Floods?

### Wilsons River - Rowing Club Gauge

Heights at gauge	Expected consequence
12.17m	Peak Height February 1954 & March 1974
11.59m	Peak Height March 2017 Flood
11.28m	Peak Height April 1989 Flood
10.80m	Gauge Height Crest height of the South Lismore Levee. The levee first overtops near the South Lismore Bowling Club. Once the South Lismore Levee is breached water quickly spreads through most of South Lismore and all evacuation routes are lost. <b>In a Leycester Creek dominant flood the levee will overtop at a lower height as seen in the 2017 flood.</b>
10.20m	Gauge Height When the Hollingworth Bridge is closed Wilson Street Bridge provides higher access to Casino Street
9.70m	Major Flood Height
9.50m	Gauge Height Leycester Creek flows over the southern end of Frank street. Union Street is cut at the railway viaduct.
9.37m	In the 2017 flood the South Lismore Levee was overtopped at this height
9.10m	Gauge Height Airport Carpark begins to cover with floodwater
8.84m	Gauge Height Hollingworth Creek Bridge deck height. The bridge should stay clear of floodwater, unless the pump at Riverview Park cannot cope with the volume of water.
7.40m	Gauge Height Kyogle Road is cut west of the South Lismore Levee
7.20m	Moderate Flood Height
7.00m	Canaiba Road may be closed at the Loftville Culvert
4.20m	Minor Flood Height Local water may accumulate in Hollingworth Creek. The pump at Riverview Park should prevent flooding of properties west of the Bridge.

The information in this guide is accurate at March 2021.

## What you can do now



### 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.



2017 Flood Lismore Airport - Photo Credit Rotorwing Helicopter Services