

## 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.



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)



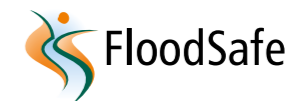
Community FloodSafe



## Tumbulgum



Tumbulgum Flood



## Are you at risk from floods?

Tumbulgam has a long history of regular flooding with several major floods affecting the area over the years. In March 2017, Tumbulgam experienced extensive flooding from ex Tropical Cyclone Debbie. This was a "flood of record" in Tumbulgam.

The geographic location of the village is a key factor that causes flooding from two directions. The Tumbulgam village is located at the junction of the Tweed and Rous Rivers and on the eastern side is surrounded by low lying cane fields.

Initial inundation through heavy rainfall during severe weather events may cause the cane drains behind the village to overflow into Irving Street and progressively into Bawden Street. This often occurs **PRIOR** to the river breaking its banks onto Riverside Drive.

In addition major flooding can cause the river to break its banks and flow across Riverside Drive into properties.

When all these waters meet, Tumbulgam Village is totally isolated. 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.

It is important to note that for Tumbulgam, each flood event is different; streets affected and depth of inundation will vary. Floods in excess of the levels reached in 2017 are possible.

Tumbulgam will flood again.. That's a fact!



Photo Credit: Jason Yates

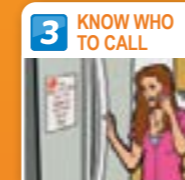
## What happens in Tumbulgam Floods?

Heights at gauge	Expected consequence
3.96m	Peak Height March 2017 Flood of Record
3.92m	Peak Height February 1954
3.56m	Peak Height March 1974
3.20m	Gauge Height Water may enter the Tumbulgam Tavern and Post Office
3.18m	Peak Height January 2013
3.15m	Peak Height June 1945
2.90m	Gauge Height Most properties within Tumbulgam will start to have water inundate underneath their first-floor levels
2.87m	Peak Height April 1989
2.72m	Peak Height January 2012
2.53m	Peak Height January 2008
2.50m	Gauge Height Water flows into the river end of Fawcett St
2.50m	Major Flood Height
2.45m	Peak Height March 2004 Gauge Height Tweed Valley Way closed to north and south bound traffic between Tumbulgam and Tweed Heads and Tumbulgam and Murwillumbah Riverside Drive and other local streets impacted
2.30m	Gauge Height Water begins to flow from the area near the boat ramp and crosses Riverside Drive into the village
2.00m	Gauge Height Tweed Valley Way to the north at "Mohomad's" corner in the vicinity of Stotts Island and to the south at Dinseys Creek is cut Terranora Road in North Tumbulgam is cut All access routes out of Tumbulgam are cut
1.80m	Gauge Height Water crosses Riverside Drive immediately east of the bridge and backs up into the lower areas on the eastern side of the village
1.80m	Moderate Flood Height
1.40m	Gauge Height Dulguigan Road is cut opposite the Tumbulgam village, cutting off access to Seventh Day Adventist Carpark Localised flooding will occur in Bawden and Irving Streets
1.40m	Minor Flood Height

Key Heights at Tumbulgam Gauge

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](https://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](https://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.



Photo Credit: Jason Yates