

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.

Tweed Shire Council
(02) 6626 7000
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

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



Tweed Heads South and Banora Point



Are you at risk from floods?

Low lying areas of Tweed Heads South and Banora Point are definitely at risk from floods.

Every year the Tweed area is affected by severe weather events which usually cause flooding in the local area.

Over the years, significant floods have occurred in 1954, 1974 and 2017. Modelling has shown that floods well in excess of these levels are possible.

Flooding in the Banora Point and Tweed Heads South area can occur due to either runoff from the local catchments or by backwater flows from Terranora Broadwater or the Tweed River.

High river levels, storm surge and tidal influences can prevent storm water from draining and may result in roads being flooded.

Steep urban development towards Terranora makes these areas susceptible to local flash flooding.

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

Tweed Heads recorded 386mm rain in a 24-hour period. Flash flooding caused water to enter homes, road closures, landslides, power and communications outages.

Coolangatta Airport had to close due to flooding on parts of the tarmac.

While this event caused some river rises, the real damage in the Tweed Heads South and Banora Point area was caused by flash flooding.

It is important that residents and businesses in the low-lying areas of Tweed Heads South and Banora Point are aware of their flood risk, have a plan and know when to act.

Tweed Heads South and Banora Point will flood again. That's a fact!

What happens in local floods?

Heights at gauge	Expected consequence
7.70m	Estimated height of a Possible Maximum Flood (PMF). This is the biggest flood event that Tweed Heads South and Banora Point could expect to experience.
3.10m	Peak Height - February 1954. Extensive inundation and over floor flooding is expected for low lying properties in Tweed Heads.
3.00m	This height is a 1 in 100 year ARI event. In Tweed Heads South, the northern residential areas will have up to 1 metre of inundation. Many residents and businesses will be isolated due to local flooding. Most of the southern commercial area is flood free except for some of the northern streets including Minjungbal Drive north of Machinery Drive. Banora Point is expected to be mostly flood free at this height, except for the Kirkwood Road area which will be inundated from Terranora Creek.
2.40m	Peak Height - January 1974
2.20m	Peak Height - March 2017 Some sections of the Tweed Heads South levee may overtop at this height including some sections along Dry Dock Road and Minjungbal Drive. The levee may overtop by up to 0.3 metres near the South Tweed Bowls Club. The Kirkwood Road area in Banora Point will be inundated with floodwater.
2.00m	Major Flood Height.
1.70m	Moderate Flood Height.
1.60m	Inundation starts in Tweed Caravan Park and at the entrance of Tweed Heritage Caravan Park. Flood water may go over Kirkwood Road (west)
1.30m	Minor Flood Height.

Key heights in metres at the Barney's Point 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:

91.7FM
ABC GC

94.5FM
ABC

92.5FM
Triple M

90.9FM
HIIT FM

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.

