

## 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 Welfare Agency Services.

Assistance may 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 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 Information is available from Resilience NSW on 13 77 88 or [nsw.gov.au/resilience-nsw](http://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](http://livetraffic.com) for local road information.

### Shoalhaven City Council

**1300 293 111**  
<https://www.shoalhaven.nsw.gov.au/Emergencies/Road-Closures> for local road closure information.

### Bureau of Meteorology

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

### Local Land Services

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

### Disaster Welfare Services 13 77 88

[nsw.gov.au/resilience-nsw](http://nsw.gov.au/resilience-nsw) for flood recovery services.

### 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.

### Nowra SES

Search NSW SES Nowra Unit on Facebook or call 132 500 to contact the unit.

*Accurate at March 2022*



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)



## Are you at risk from floods?

The Shoalhaven River is 300 kilometres long and has a catchment area of approximately 7,250 square kilometres. It has a long history of flooding. Since 1860, there have been more than 46 floods recorded in Nowra, many of them serious.

Flooding can cause damage to roads, infrastructure, businesses, rural and residential properties. Families in some locations may become isolated.

The maximum height of a flood in the Shoalhaven River can be affected by high ocean levels, high tides, wind and if the heads are open. Areas downstream of the Nowra Bridge, including Shoalhaven Heads and Greenwell Point, will be affected during floods above 'minor' rating.

Preparing your home early is very important. You can begin by storing empty sandbags on your property, ready to be filled when a Flood Warning is issued by the Bureau of Meteorology [www.bom.gov.au](http://www.bom.gov.au) Keeping a home emergency kit ready and have a Home Emergency Plan is vital in making sure that you are ready to deal with any flood event.

Your decision to evacuate should be made early. Deciding to remain in your home, even if it is built up, may be dangerous. If you become isolated, your home can become a refuge for vermin, snakes and spiders. There may be no clean water, sewerage, power, telephone or other essential services for several days. You may also be unable to call for help.

You can also be indirectly affected by flooding even if your property is not actually inundated. If access roads are cut or you have no power or water, you need to know what to do for yourself and where to turn for help.

Never drive, ride or walk through floodwater.

## Stay informed

Shoalhaven City Council provides information on the height at which your property may be affected by floodwater when you request a flood certificate. 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



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

For further information on your local or regional flood risk please visit [ses.nsw.gov.au](http://ses.nsw.gov.au) and search for "Local Flood Plan".

## Flood Warnings & Height Terminology

The Bureau of Meteorology (BoM) and NSW SES will issue flood warnings that include a predicted river height at a certain gauge within an estimated timeframe. The warning will describe the river height in terms of exceed, reach and peak.

**Exceed** This is the term most likely to be used by the BoM in the developing stages of a flood. It is a forecast of a river height that is predicted to be exceeded, given the current rainfall that has been received in the catchment. The use of this term does not consider any additional rainfall received after the issue of the warning. Logically any additional rainfall will result in an increase in the ultimate or peak flood height.

**Reach** This term is used when the BoM has considered the impact of up to 12 hours of future rainfall. This additional rainfall is assumed from rainfall prediction modelling. This provides the community with additional warning, although the actual rainfall intensity, spread and timing may differ from that predicted by the model. If the rainfall is less than predicted, then the flood height may be lower or later. Conversely if the rainfall is greater than predicted the flood height may be higher.

**Peak** This term is not used until the BoM are confident that the rainfall event is abating and the maximum flood height can be determined with certainty. This is generally late in the flood event after the rainfall event is either finished or is very close to being finished.

## 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. Contact the Agricultural and Animal Services Hotline on 1800 814 647, Local Land Service 1300 795 299 & NSW Rural Assistance Authority 1800 678 593

## 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.

