

**Goulburn Mulwaree LGA**

# Local Flood Plan



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# **GOULBURN MULWAREE**

# **FLOOD EMERGENCY SUB**

# **PLAN**

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**A Sub Plan of the Local Emergency Management Plan (EMPLAN)**

**Volume 1 of the Goulburn Mulwaree Local Flood Plan**

**Endorsed by the Goulburn Mulwaree Emergency Management Committee**

**September 2021**

## AUTHORISATION

The Goulburn Mulwaree LGA Flood Emergency Sub Plan is a sub plan of the Goulburn Mulwaree LGA Local Emergency Management Plan (EMPLAN). It has been prepared in accordance with the provisions of the **State Emergency Service Act 1989 (NSW)** and is authorised by the Local Emergency Management Committee in accordance with the provisions of the **State Emergency and Rescue Management Act 1989 (NSW)**.

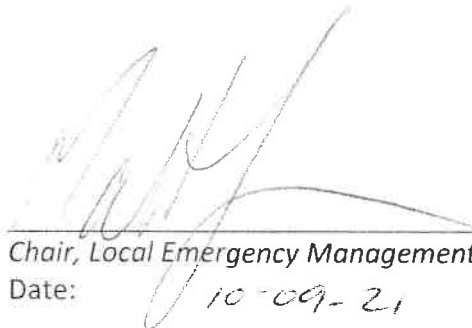
**Recommended**



NSW SES Local Commander

Date: 10 109/2021

**Approved**



Chair, Local Emergency Management Committee

Date: 10-09-21

## VERSION HISTORY

Version Number	Description	Date
	Goulburn Mulwaree Local Flood Plan	October 2012

## AMENDMENT LIST

Suggestions for amendments to this plan should be forwarded to:

Community Planning & Readiness  
NSW State Emergency Service  
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Amendments in the list below have been entered in this plan.

Amendment Number	Description	Updated by	Date

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or [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au)

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# 1 OUTLINE AND SCOPE

## 1.1 PURPOSE

- 1.1.1 The purpose of this plan is to set out the multi-agency arrangements for the emergency management of flooding in the Goulburn Mulwaree Council Local Government Area (LGA).

## 1.2 AUTHORITY

- 1.2.1 This Plan is written and issued under the authority of the *State Emergency and Rescue Management Act 1989* (NSW) ('SERM Act'), the *State Emergency Service Act 1989* (NSW) ('SES Act') and the NSW State Emergency Management Plan (EMPLAN).
- 1.2.2 This plan is a sub plan to the Goulburn Mulwaree Local Emergency Management Plan (EMPLAN) and is endorsed by the Goulburn Mulwaree Emergency Management Committee (LEMC).

## 1.3 ACTIVATION

- 1.3.1 This plan does not require activation. The arrangements set out in this plan are always active.
- 1.3.2 The Goulburn Mulwaree Emergency Management Plan (EMPLAN) is active at all times in anticipation of the need to coordinate support and resources requested by combat agencies, including the NSW State Emergency Service (NSW SES).

## 1.4 SCOPE

- 1.4.1 The area covered by this plan is the Goulburn Mulwaree Council LGA which includes Goulburn City, Marulan and rural localities of Bungonia, Tallong, Tarago and Windellama, and other localities within the Goulburn LGA. The Goulburn Mulwaree Council LGA and its principal towns, villages, rivers and creeks are shown in Appendix A.
- 1.4.2 The council area is in the NSW SES South Eastern Zone and for emergency management purposes is part of the South Eastern Emergency Management Region.
- 1.4.3 This plan sets out the Goulburn Mulwaree LGA emergency management arrangements for prevention, preparation, response and initial recovery for flooding in the Goulburn Mulwaree Council LGA. Hazard and Risk information can be found in Volume 2 of this document, and NSW SES Response Arrangements can be found in Volume 3 (where these volumes exist).
- 1.4.4 In this plan a flood is defined as a relatively high water level which overtops the natural or artificial banks in any part of a stream, river, estuary, lake or dam, and/or local overland flooding associated with drainage before entering a watercourse.

- 1.4.5 This plan outlines the local level arrangements for the management of downstream consequences of dam failure, however it does not cover the management of flooding of an underground mine by inrush or other cause, which should be covered by the Mine Sub Plan for the respective mine.

## **1.5 GOALS**

- 1.5.1 The primary goals for flood emergency management in NSW are:
- a. Protection and preservation of life;
  - b. Establishment and operation of flood warning systems;
  - c. Issuing of community information and community warnings;
  - d. Coordination of evacuation and welfare of affected communities;
  - e. Protection of critical infrastructure and community assets essential to community survival during and emergency incident;
  - f. Protection of residential property;
  - g. Protection of assets and infrastructure that support individual and community financial sustainability and aid assisting a community to recover from an incident; and
  - h. Protection of the environment and conservation values considering the cultural, biodiversity and social values of the environment.

## **1.6 KEY PRINCIPLES**

- 1.6.1 The protection and preservation of human life (including the lives of responders and the community) is the highest priority.
- 1.6.2 Evacuation is the primary response strategy for people impacted by flooding.

## **1.7 ROLES AND RESPONSIBILITIES**

- 1.7.1 General responsibilities of emergency service organisations and functional areas are set out in the State EMPLAN.
- 1.7.2 Specific roles and responsibilities for agencies, functional areas and organisations in relation to flooding within the Goulburn Mulwaree LGA are detailed within this Plan, Appendix B and Appendix C.
- 1.7.3 Any agency with agreed responsibilities in this Plan that are temporarily, or no longer able to fulfil their responsibilities must as soon as possible notify the:
- a. NSW SES Incident Controller (for local level responsibilities during response operations);
  - b. NSW SES Zone Commander (for regional level responsibilities outside of response operations); and
  - c. NSW SES Local Commander (for local level responsibilities outside of response operations).

## **1.8 PLAN MAINTENANCE AND REVIEW**



- 1.8.1 The NSW SES will maintain the currency of this plan by:
- a. Ensuring that all supporting emergency services and functional areas, organisations and officers mentioned in it are aware of their roles and responsibilities;
  - b. Conducting exercises to test arrangements;
  - c. Reviewing the contents of the plan:
    - When there are changes which alter agreed plan arrangements;
    - When changes to land use strategic plans and policies increase the population at risk;
    - After a flood including from after action reviews, reports or inquiries; and
    - As determined by the NSW SES Commissioner.
  - d. The plan is to be reviewed no less frequently than every five years.

## 1.9 SUPPLEMENTARY DOCUMENTS

- 1.9.1 Supplementary material published in previous versions of the Local Flood Plan is now maintained on the NSW SES website [Flood, Storm and Tsunami Plans](#) including:
- a. Flood Plan Glossary;
  - b. Dam Failure Notification Flowchart;
  - c. NSW SES Resupply Flowchart.

## 2 OVERVIEW OF NSW FLOOD HAZARD AND RISK

### 2.1 THE FLOOD THREAT

- 2.1.1 The NSW SES maintains information on the nature of flooding and effects of flooding on the community in the Goulburn Mulwaree LGA.
- 2.1.2 Declared dams in or upstream of the Goulburn Mulwaree LGA.

Dam Name	Owner
<b>Pejar</b>	Goulburn Mulwaree Council
<b>Sooley</b>	Goulburn Mulwaree Council
<b>Narranbulla</b>	Divall's Earthmoving & Bulk Haulage
<b>Tallong Railway</b>	John Holland Rail
<b>Woodlawn Mine Evaporation No 1</b>	Tarago Operations Pty Ltd
<b>Woodlawn Mine Evaporation No 2</b>	Tarago Operations Pty Ltd
<b>Woodlawn North Tailings</b>	Tarago Operations Pty Ltd
<b>Woodlawn South Tailings</b>	Tarago Operations Pty Ltd
<b>Woodlawn Tailings Storage Facility 4</b>	Heron Resources Limited
<b>Woodlawn West Tailings</b>	Tarago Operations Pty Ltd

## 3 PREVENTION/ MITIGATION

### 3.1 INTRODUCTION

3.1.1 The Floodplain Development Manual outlines the NSW Government's Flood Prone Land Policy which details the framework for managing flood prone land in New South Wales. Incorporation of floodplain risk management into land use planning is one of the key means to limit the exposure to flood risks to our communities and help build long term resilience to future flood events.

### 3.2 LAND USE PLANNING

3.2.1 **Strategy:** Work with landuse planning and consent authorities to advocate that the risks arising from floods are considered so as to prevent the creation of intolerable impacts of these hazards on the community.

#### 3.2.2 **Actions:**

- a. NSW SES will provide strategic input on land use planning matters that have or will create significant flood risk;
- b. NSW SES will provide responses on land use planning proposal referrals that have or will create significant flood risk;

### 3.3 FLOODPLAIN RISK MANAGEMENT

3.3.1 **Strategy:** NSW SES advocates for the recognition of emergency management considerations through participation in the floodplain risk management program.

#### 3.3.2 **Actions:**

- a. NSW SES will provide coordinated and consistent emergency management advice to councils and other agencies in relation to the management of land that is subject to flooding or coastal inundation; and
- b. NSW SES will provide advice, support and technical resources for NSW SES representatives to contribute effectively on local Floodplain Management Committees.

## 4 PREPARATION

### 4.1 INTRODUCTION

4.1.1 Preparation includes arrangements or plans to deal with an emergency or the effects of an emergency.

### 4.2 FLOOD EMERGENCY PLANNING

4.2.1 **Strategy:** NSW SES develop, review and maintain flood sub-plans

#### 4.2.2 **Actions:**

- a. Develop and review this NSW SES Local Flood Plan as required. Local Flood Plans outline the specific arrangements for management of flood events within

- a Local Government Area (LGA), and may include cross boundary arrangements; and
  - b. Review plans as per Section 1.8 of the [NSW State Flood Sub Plan](#).
- 4.2.3 Local EMPLAN Consequence Management Guides for flood are NOT required for communities covered by NSW SES Local Flood Plans.

### **4.3 FLOOD INTELLIGENCE SYSTEMS**

4.3.1 **Strategy:** NSW SES develop and maintain a flood intelligence system to identify flood behaviour, its impact on the community and required response actions.

4.3.2 **Actions:**

- a. Gather and assess flood information for the full range of flood types and severities;
- b. Collect, collate and assess information on the characteristics of communities at risk and the potential effects of flooding on communities at risk; and
- c. Share flood intelligence information with supporting agencies.

### **4.4 DEVELOPMENT OF WARNING SYSTEMS**

4.4.1 **Strategy:** Develop, maintain and prepare systems for the provision of flood warnings and associated warning services.

4.4.2 **Actions:**

- a. All levels of government work in partnership to develop and maintain flood warning infrastructure;
- b. NSW SES maintains a list of the requirements for flood warnings for flood gauges in NSW (including flood classifications, warning times required and key statistics) and can be found in the supplementary document to the NSW State Flood Plan (see Section 1.9). Gauges of relevance to the Goulburn Mulwaree LGA are also listed in Volume 3 of the Local Flood Emergency Sub Plan (where this volume exists);
- c. The NSW SES will recommend new warning services and changes to warning alert levels for gauges to the NSW Flood Warning Consultative Committee.
- d. The State Government, in partnership with Local Government, is responsible for developing and maintaining flash flood warning systems for local catchments where required;
- e. Dam Owners will provide Dam Failure Warning Systems (where required) and consult NSW SES on alert levels and messaging. Alert level definitions are listed in Dam Emergency Plans (DEPs);
- f. NSW SES will maintain a dedicated dam failure hotline and procedures to ensure priority dissemination of dam failure warnings.
- g. NSW SES will develop and maintain warning and flood information products by:
  - Utilising flood intelligence data;
  - Developing pre-written warning and flood information products;

- Continuously reviewing warning and flood information products; and
- Consulting with affected communities, key stakeholders, the Dam Safety Committee and the NSW Flood Warning Consultative Committee; and Operational Readiness

4.4.3 **Strategy:** Ensure NSW SES, supporting agencies, functional areas and the community are prepared and familiar with the strategies and arrangements within the Flood Sub-Plan and supporting documents.

4.4.4 **Actions:**

- NSW SES will consult stakeholders through the development of plans;
- NSW SES will inform stakeholders of content changes after revisions;
- NSW SES will ensure NSW SES facilities and resources are maintained and operationally ready;
- NSW SES will train personnel for their expected flood operation roles; and
- NSW SES will regularly brief and exercise the arrangements contained in the Flood Sub-Plan with stakeholders.

## 4.5 COMMUNITY RESILIENCE TO FLOODING

4.5.1 **Strategy:** NSW SES provides and maintains a flexible volunteer workforce to support community resilience.

4.5.2 **Actions:**

- Ensure ongoing recruitment and training of a diverse range of volunteers.
- Ensure pre-planning to facilitate the management of spontaneous volunteers and community members during a flood.

4.5.3 **Strategy:** NSW SES works with individuals, communities, businesses and government agencies to build flood resilience.

4.5.4 **Actions:**

- Work with communities to understand and manage the risks associated with floods, including providing business continuity guidance (NSW SES Business Floodsafe), family preparedness (NSW SES Home Floodsafe) and other engagement strategies.
- NSW SES will collate, assess and disseminate flood information to the community.
- Collaborate with individuals, businesses, government agencies and communities when developing flood intelligence, preparedness and response information.
- Plan for floods collaboratively with communities through community and stakeholder participation and engagement.

## 5 RESPONSE

### 5.1 INTRODUCTION

5.1.1 Flood response operations will begin:

- a. On receipt of a Bureau of Meteorology (BoM) Severe Weather Warning or Thunderstorm Warning that includes heavy rain or storm surge; or
- b. On the receipt of a BoM Flood Watch or Flood Warning; or
- c. On receipt of warnings for flash flood; or
- d. On receipt of a dam failure alert; or
- e. When other evidence leads to an expectation of flooding.

### 5.2 INCIDENT MANAGEMENT ARRANGEMENTS

5.2.1 **Strategy:** Maintain effective control of flood operations across New South Wales.

5.2.2 **Actions:**

- a. The NSW SES uses the Australasian Inter-service Incident Management System (AIIMS) to manage the flood response;
- b. Control of flood response will be at the lowest effective level and may be scaled to suit the incident;
- c. The NSW SES State Controller will appoint Incident Controllers and establish Incident Control Centres (see NSW SES facilities on Map 1);
- d. The Incident Controller, in consultation with participating supporting emergency services and Functional Areas will determine appropriate breakdown of an incident area into Divisions and/or Sectors in accordance with the principles of AIIMS as well as the predefined Divisions and Sectors outlined within Volume 3 of this Plan (where this volume exists).

5.2.3 **Strategy:** Maintain Incident Control Centre(s).

5.2.4 **Actions:**

- a. NSW SES will operate Incident Control Centre(s) as required;
- b. The NSW SES Incident Control Centre(s) will:
  - Control resources from NSW SES and coordinate resources of supporting emergency services and functional areas;
  - Manage Requests for Assistance (RFA) tasking and ensure they are actioned in a timely manner;
  - Undertake response planning and determine future resourcing requirements; and
  - Coordinate information flow, including warnings, public information and social media.

5.2.5 **Strategy:** Provide effective liaison between the NSW SES and supporting agencies or functional areas in accordance with Local EMPLAN.

5.2.6 **Actions:**

- a. Supporting emergency services and Functional Areas should provide Liaison Officers to NSW SES Incident Control Centres and/or Emergency Operation Centres (EOC) as required; and
- b. NSW SES will provide Liaison Officer(s) to EOCs as required.

5.2.7 **Strategy:** Coordinate resources and logistics support to ensure operational effectiveness.

5.2.8 **Actions:**

- a. The NSW SES Incident Controller will notify agencies of potential access issues between locations, for the consideration of pre-deployment of resources;
- b. The NSW SES may request resources and logistics support directly from a supporting emergency service or Functional Area.
- c. Wherever possible, supporting organisations are to provide their own logistic support in consultation with NSW SES where appropriate.
- d. The NSW SES Incident Controller will control air support operations and may utilise supporting agencies in the management of aircraft.

### 5.3 USE OF INFORMATION AND COLLECTION OF INTELLIGENCE

5.3.1 **Strategy:** Ensure flood information is effectively communicated and collected during a flood.

5.3.2 **Actions:**

- a. Information relating to the consequences of flooding, response strategies, situational awareness and operational updates will be distributed by NSW SES to supporting emergency services and Functional Areas listed under this Plan;
- b. All supporting emergency services and Functional Areas will accurately record and report information relevant to their activities and any real time flood information (including road closure information) to the NSW SES Incident Controller. This may be in the form of a combined EOC report, or direct from agencies where an EOC has not been established;
- c. The NSW SES may establish and operate a Joint Intelligence Unit to coordinate the collection, collation, interpretation, mapping, actioning and dissemination of information; and
- d. Reconnaissance, mapping, damage assessments, intelligence validation and post flood evaluation will be coordinated by NSW SES. This may occur post impact and continue into the recovery phase.

5.3.3 **Strategy:** Ensure flood intelligence is incorporated into operational decision-making.

5.3.4 **Action:** The NSW SES will use flood intelligence and official forecasts and warnings, to undertake an assessment of the predicted impact of a flood and to inform operational decision-making.

## **5.4 PROVISION OF INFORMATION AND WARNINGS TO THE COMMUNITY**

5.4.1 **Strategy:** Timely and effective warnings are distributed to the community.

5.4.2 **Actions:**

- a. The BoM issues public weather and flood warning products before and during a flood. These may including:
  - Severe Thunderstorm Warnings with reference to heavy rainfall
  - Regional Severe Thunderstorm Warnings with reference to heavy rainfall
  - Detailed Severe Thunderstorm Warnings (for Sydney / Newcastle / Wollongong) with reference to heavy rainfall,
  - Severe Weather Warnings with reference to heavy rainfall and/or storm surge,
  - Flood Watches, and
  - Flood Warnings.
- b. Dam Owners will utilise Dam Failure Warning Systems to provide warnings and information to NSW SES and communities (where appropriate).
- c. NSW SES Incident Controllers will issue the following NSW SES flood information products incorporating warnings from the above, expected consequences and safety messages:
  - Livestock and Equipment Warnings
  - Local Flood Advices
  - Flood Bulletins
  - NSW SES Evacuation Warning
  - NSW SES Evacuation Order
  - NSW SES All Clear
- d. NSW SES will contact the BoM to discuss the development of flood warnings as required.
- e. NSW SES will provide alerts and deliver flood information to affected communities using a combination of some of the following methods:
  - Mobile and fixed public address systems;
  - Two-way radio;
  - Emergency Alert (SMS and voice message alerting system);
  - Telephony (including Auto dial systems);
  - Facsimile
  - Standard Emergency Warning Signal;
  - Doorknocking;
  - Mobile and fixed sirens;

- Variable message signs;
  - Community notices in identified hubs;
  - Distribution through established community liaison networks, partnerships and relationships; and
  - NSW SES social media and website.
- f. NSW SES may request supporting agencies redistribute NSW SES alerts and information, including through the provision of doorknocking teams;
- g. Road closure information will be provided to the community through the following agencies/methods:
- Local Government Council websites; and
  - Roads and Maritime Services (RMS) 'Live Traffic' website: [www.livetraffic.com](http://www.livetraffic.com) or 'Transport Info Line': 131 500.
- h. The Public Information and Inquiry Centre will be established by the NSW Police Force where required to provide information regarding evacuees and emergency information.
- i. The Disaster Welfare Assistance Line will be established by Disaster Welfare Services where required to provide information on welfare services and assistance.

## 5.5 PROTECTION OF PROPERTY

5.5.1 **Strategy:** Coordinate the protection of property from destruction or damage arising from floods.

5.5.2 **Action:** NSW SES, supporting agencies, and community volunteers will assist the community (where resources are available and where feasible) in:

- a. The protection of properties through flood protection systems (e.g. sandbagging) to minimise entry of water into buildings; and
- b. The lifting or moving of household furniture and commercial stock/equipment.

## 5.6 ROAD AND TRAFFIC CONTROL

5.6.1 **Strategy:** Coordinate the closing and re-opening of flood affected roads.

5.6.2 **Actions:**

- a. Goulburn Mulwaree Council will coordinate the closure and reopening of council managed roads;
- b. The Transport Management Centre (TMC) in coordination with RMS will coordinate the closure and reopening of the state road network;
- c. The NSW Police Force may close and re-open roads (but will normally only do so if the Goulburn Mulwaree Council or the RMS have not already acted) and if public safety requires such action;



- d. NSW SES will assist with erecting road closure signs and barriers when time and resources permit.

5.6.3 **Strategy:** Coordinate traffic control measures in flood affected areas.

- a. The NSW SES Incident Controller may direct the imposition of traffic control measures into flood affected areas in accordance with the provisions of the *State Emergency Service Act, 1989* and the *State Emergency Rescue Management Act, 1989*.
- b. The NSW SES Incident Controller may request the Local Emergency Operations Controller provide personnel to assist with traffic coordination.

## 5.7 PROTECTION OF ESSENTIAL SERVICES

5.7.1 Arrangements for the protection of local assets are outlined in Volume 3 of this NSW SES Local Flood Plan. In addition, Local and Region EMPLAN's contain infrastructure inventories.

5.7.2 **Strategy:** Minimise disruption to the community by ensuring protection of infrastructure and supply of essential energy and utility services.

5.7.3 **Actions:**

- a. Transport Services Functional Area will keep the NSW SES informed of the status of transport infrastructure;
- b. The Energy and Utility Services Functional Area is to coordinate the assessment and restoration of essential energy and utility services (not including telecommunications);
- c. The Telecommunications Services Functional Area is to coordinate the assessment and restoration of telecommunications and the Government Radio Network;
- d. The Engineering Services Functional Area is to coordinate the assessment and restoration of critical public buildings for example hospitals; and
- e. Functional Areas will keep the NSW SES informed of the status of utilities and infrastructure.

## 5.8 EVACUATION

5.8.1 Evacuation is the NSW SES's primary response strategy for managing the population at risk of flooding.

5.8.2 Community specific evacuation arrangements are located in Volume 3 of this Plan (where this volume exits).

5.8.3 **Strategy:** Conduct planning to ensure all evacuation constraints are considered.

5.8.4 **Actions:**

- a. Evacuations will take place when there is a risk to public safety. Circumstances may include:
  - Evacuation of people when their homes or businesses are likely to flood;

- Evacuation of people who are unsuited to living in isolated circumstances, due to flood water closing access; and
  - Evacuation of people where essential energy and/or utility services are likely to fail or where buildings have been or may be made uninhabitable.
- b. The NSW SES will consider the following in evacuation decisions:
- Duration of evacuation;
  - Characteristics of the community;
  - Numbers requiring evacuation;
  - Availability of evacuation routes and transport;
  - Time available for evacuation;
  - Evacuee management requirements; and
  - Resources and delivery of evacuation information.
- c. NSW SES Incident Controller and flood planners will carefully consider the risks involved in conducting evacuations;
- d. All evacuation decisions will be made as per the 'NSW SES Communication and Dissemination of Evacuation Decisions Standard Operating Procedure' and evacuation operations are to be consistent with the 'NSW Evacuation Management Guidelines';
- e. Potential evacuation centres are listed in Volume 3 of the Local Flood Emergency Sub Plan (where this volume exists), Local EMPLAN; and
- f. The NSW Police Force will coordinate the provision of overall security for evacuated areas.

5.8.5 **Strategy:** Evacuate people pre-emptively from dangerous or potentially dangerous places created by the flood hazard to safe locations away from the hazard.

- a. NSW SES will control and coordinate the evacuation of affected communities;
- b. The NSW SES Incident Controller will warn communities to prepare for a possible evacuation, where circumstances allow such lead time;
- c. The NSW SES Incident Controller will order any necessary evacuations and provide information to the community about when and how to evacuate;
- d. Support to evacuation operations may be requested from other emergency services and supporting agencies using arrangements in local EMPLAN and supporting plans;
- e. Health Services Functional Area will coordinate the evacuation of hospitals, health centres and aged care facilities (including nursing homes) in consultation with the NSW SES and Welfare Services.
- f. School administration offices (Department of Education, Catholic Education Office and Private Schools) will coordinate the evacuation of schools in consultation with the NSW SES and Welfare Services, if not already closed.

- g. Caravan Park proprietors will inform the NSW SES Incident Controller when caravan park evacuations have been completed.
- h. People who are reluctant or refuse to comply with any Evacuation Order will be referred to the NSW Police Force.

## 5.9 EVACUEE MANAGEMENT AND WELFARE

5.9.1 Research and experience in flood operations shows that most evacuees go to family, friends and commercial accommodation outside the impact area.

5.9.2 **Strategy:** Maintain the welfare of communities and individuals affected by the impact of a flood.

5.9.3 **Actions:**

- a. NSW SES will provide initial welfare for evacuees where required but will hand the responsibility over to the Welfare Services Functional Area as soon as possible. In these cases the NSW SES will brief the Welfare Services Functional Area at the earliest opportunity regarding the assistance required;
- b. Welfare Services Functional Area will manage evacuation centres for affected residents and travellers in accordance with the Welfare Services Functional Area Supporting Plan;
- c. The Department of Education will manage the safety of students directly affected by flooding, will work with the NSW SES in the temporary closure of schools and will work with NSW SES and Welfare Services in the management of school evacuees.
- d. Disaster Victim Registration will be controlled and coordinated by the NSWPF, with the assistance of NSW SES and Welfare Services Functional Area;
- e. NSW SES will provide details of all residents assisted in evacuations to the Welfare Services Functional Area as early as possible;
- f. Where the expected remaining number of evacuees and the duration of evacuation is assessed to be beyond the capability and capacity of the established evacuation centre arrangements the SEOCAN may establish Major Evacuation Centres or Mass Care Facilities; and
- g. The decision to establish Major Evacuation Centres or Mass Care Facilities will be made by the NSW SES and SEOCAN in consultation with members of the State Emergency Management Committee.

5.9.4 **Strategy:** Coordinate available and accessible health services for flood affected communities.

5.9.5 **Action:** The provision of environmental health advice, assessment of public health risks and coordination of immediate mental health support will be provided by Health Services Functional Area.

5.9.6 **Strategy:** Coordinate maintenance of food supplies for flood affected communities.

5.9.7 **Actions:** All matters relating to the primary production, manufacturing, processing and handling of all food from primary industries to retail, inclusive of all restaurants, food services and catering businesses should be referred to the

NSW Food Authority through the Agriculture and Animal Services Functional Area.

5.9.8 **Strategy:** Maintain the welfare of animals impacted by a flood.

5.9.9 **Actions:**

- a. Agriculture and Animal Services Functional Area will coordinate the welfare of livestock, pets, companion animals and wildlife including support to primary producers, animal holding establishments and community members; and
- b. Agriculture and Animal Services Functional Area role will assist with evacuation, emergency care of animals and assessment, humane destruction and disposal of affected animals, and supply of emergency fodder, water and aerial support where necessary.

## 5.10 FLOOD RESCUE

5.10.1 **Strategy:** Control and coordinate flood rescue of people and domestic animals.

5.10.2 **Actions:**

- a. NSW SES will perform flood rescue, where training and equipment is suitable and where a risk assessment has indicated that the risk to rescuers is acceptable;
- b. Flood rescue operations will be conducted in accordance with the State Rescue Board Land Rescue Policy and the NSW State Rescue Board Flood Rescue Policy which sets out the framework, governance, responsibilities and requirements for the management and conduct of flood rescue in NSW;
- c. NSW SES may request other supporting emergency services to undertake flood rescues on behalf of the NSW SES. Agencies must be authorised/accredited to undertake flood rescue operations in accordance with State Rescue Board requirements, as prescribed by NSW SES. Supporting emergency services must supply information regarding rescues performed to the NSW SES. Notification arrangements with NSW Police Force are outlined in the NSW State Rescue Board Flood Rescue Policy; and
- d. Rescue agencies will conduct rescue of domestic small and large animals as per the State Rescue Board Land Rescue Policy (and may include Large Animal Rescue of family horses and cows at a residence or property). The rescue of livestock (which includes commercial animals found on farming and breeding enterprises) will be coordinated through Animal and Agriculture Services Functional Area.

## 5.11 RESUPPLY

5.11.1 **Strategy:** Coordinate resupply to towns and villages isolated by flooding to minimise disruption to the community.

5.11.2 **Actions:**

- a. NSW SES will advise communities and businesses if flood predictions indicate that areas are likely to become isolated, and indicative timeframes where possible.

- b. Retailers should be advised to ensure sufficient stock is available for the duration of the flood.
- c. When isolation occurs, NSW SES will establish loading points where retailers can instruct suppliers to deliver goods.
- d. NSW SES will endeavour to deliver mail to isolated communities, but may not be able to do so according to normal Australia Post timetables.
- e. NSW SES will assist hospitals with resupply of linen and other consumables where able.
- f. NSW SES may request resupply assistance from supporting agencies.

5.11.3 **Strategy:** Coordinate resupply to rural properties isolated by flooding.

5.11.4 **Actions:**

- a. When requested, NSW SES will establish a resupply schedule and coordinate the resupply for isolated rural properties;
- b. NSW SES will provide local suppliers with designated loading points. Resupply items are to be packaged by the supplier; and
- c. Isolated households unable to afford resupply items will be referred to Welfare Services Functional Area for assistance.

## 5.12 ALL CLEAR AND RETURN

5.12.1 **Strategy:** Coordinate the safe return of communities to flood affected areas when the immediate danger to life and property has passed.

5.12.2 **Actions:**

- a. NSW SES Incident Controller will determine when it is safe to progressively return in consultation with the relevant Emergency Operations Controller and supporting agencies, considering the impact on the following:
  - Access and egress;
  - Communications;
  - Power supply;
  - Gas supply;
  - Infrastructure damage;
  - Hazardous materials; and
  - Public health risks.
- b. NSW SES Incident Controller will specify the level of access to affected communities as the following:
  - Not suitable for access;
  - Limited access by emergency services and response agencies;
  - Limited access by residents and/or business operators; or
  - Full access.

- c. NSW SES Incident Controller will issue an 'All Clear' message when the immediate danger to life and property has passed for areas assessed as safe; and
- d. The NSW SES will facilitate the return of evacuees to their homes.

## **5.13 END OF RESPONSE OPERATIONS**

5.13.1 **Strategy:** Conclude response operations.

5.13.2 **Actions:**

- a. Response operations will conclude when:
  - The physical impact of the flood has ceased;
  - All requests for assistance related to the flood have been completed;
  - The need for warning and evacuation no longer exist;
  - There is no further prospect of rescuing people;
  - Resupply is no longer required (resupply operations may occur concurrently with the recovery phase);
  - Response to fire and hazardous material incidents have concluded (not including subsequent clean-up of contaminated sites); and
  - All affected areas have had an 'All Clear' issued.

## **5.14 POST IMPACT ACTIONS**

5.14.1 **Strategy:** Learnings from the event are used to inform recovery and future events.

5.14.2 **Actions:**

- a. NSW SES will continue to engage with communities after significant floods through convening one or more community forums, workshops or other opportunities to provide communities a chance to provide feedback, address any concerns and provide input into the recovery process. These will typically include other agencies such as the Bureau of Meteorology, Welfare Services and Goulburn Mulwaree Council representatives;
- b. NSW SES will ensure that damage assessment information is provided to the relevant Emergency Operations Controller to inform the recovery impact assessment;
- c. NSW SES will conduct After Action Reviews, wherever possible, within three weeks of the end of response operations, which will involve all stakeholders. Findings will be shared and incorporated into improved disaster resilience planning;
- d. NSW SES will undertake/coordinate a comprehensive review of intelligence and plans following significant flood events.

5.14.3 **Strategy:** Participate in post flood data collection analysis.

- 5.14.4 **Actions:** NSW SES will work with the NSW Department of Planning, Industry and Environment and Goulburn Mulwaree Council on post flood data collection analysis including review of flood intelligence where necessary.

## 6 RECOVERY OPERATIONS

### 6.1 INTRODUCTION

6.1.1 Recovery is the process of returning an affected community to its proper level of functioning after an emergency. It will generally commence simultaneously with the Response phase.

6.1.2 Recovery operations will be initiated and conducted as outlined in the State EMPLAN and as further detailed in the NSW Recovery Supporting Plan.

### 6.2 NSW SES RECOVERY ROLE

6.2.1 **Strategy:** NSW SES will support recovery operations and established Recovery Committees.

6.2.2 **Actions:**

- a. NSW SES will provide representation to Recovery Committees as required and may have an ongoing role in the Recovery phase through its community engagement personnel;
- b. NSW SES roles on Recovery committees may include providing information about any continuing response, guidance on mitigation strategies and general advice and assistance to the committee as a subject matter specialist;
- c. NSW SES will provide information to the Office of Emergency Management to support applications to Treasury for Natural Disaster Relief and Recovery Arrangements;
- d. The NSW SES, in conjunction with a Recovery Committee will provide a service to support the information needs of a community immediately following a flood; and
- e. NSW SES will assist with clean-up operations after floods where possible.

## 7 ABBREVIATIONS

<b>AIIMS</b>	Australasian Inter-service Incident Management System
<b>Bureau (BoM)</b>	Australian Government Bureau of Meteorology
<b>DPIE</b>	NSW Department of Planning, Industry and Environment
<b>DEP</b>	Dam Emergency Plan
<b>EMPLAN</b>	Emergency Management Plan
<b>EOC</b>	Emergency Operations Centre
<b>EOCON</b>	Emergency Operations Controller
<b>FRNSW</b>	Fire and Rescue NSW
<b>LEMC</b>	Local Emergency Management Committee
<b>LEOCON</b>	Local Emergency Operations Controller
<b>MHL</b>	Manly Hydraulics Laboratory
<b>NSW RFS</b>	New South Wales Rural Fire Service
<b>NSW SES</b>	New South Wales State Emergency Service
<b>OEM</b>	Office of Emergency Management
<b>PMF</b>	Probable Maximum Flood
<b>RMS</b>	Roads and Maritime Services
<b>SDOC</b>	State Duty Operations Controller
<b>SEOCON</b>	State Emergency Operations Controller
<b>SERCON</b>	State Emergency Recovery Controller
<b>SOC</b>	State Operations Centre
<b>TMC</b>	Transport Management Centre



## 8 GLOSSARY

For a full list of definitions refer to the Supporting Document - [State Flood Plan Glossary](#)

**Community Resilience.** Communities and individuals harnessing local resources and expertise to help themselves in an emergency, in a way that complements the response of the emergency services. Resilient communities are better able to withstand a crisis event and have an enhanced ability to recover from residual impacts.

**Dam Failure.** The uncontrolled release of a water storage. The failure may consist of the collapse of the dam or some part of it, or excessive seepage or discharges. The most likely causes of dam failure are:

- **Flood Induced Dam Failure.** Dam failure caused by flood, either due to overtopping erosion or by subsequent structural failure.
- **Sunny Day Dam Failure.** Dam Failure as a result of factors other than flood i.e. other than flood flow into the reservoir. Causes of "Sunny Day" dam failure can include internal erosion, landslide, piping, earthquake, structural weaknesses or sabotage.

**Damage Assessment.** Collection and collation of specific impact information to inform the impact assessment. The information assists with the transition to recovery.

**Declared Dam.** A declared dam is a dam or proposed dam that is declared by order under section 4 of the 2019 regulation:

- a dam having a dam wall that is more than 15 metres high
- an existing or proposed dam that Dams Safety NSW is reasonably satisfied would result in a major or catastrophic level of severity of damage or loss were there to be a failure of the dam
- dams that were 'prescribed' under the old Dams Safety Act (1978) became declared dams upon commencement of the new Act.

Once a dam is declared, the dam owner must comply with all the relevant requirements of the legislation.

**Evacuation.** A risk management strategy that may be used to mitigate the effects of an emergency on a community. It involves the movement of people to a safer location and their return. For an evacuation to be effective, it must be appropriately planned and implemented.

**Evacuation Order.** Notification to the community, authorised by the NSW SES, when the intent of an Incident Controller is to instruct a community to immediately evacuate in response to an imminent threat.

**Evacuation Warning.** Notification to the community, authorised by the NSW SES, when the intent of an Incident Controller is to warn a community of the need to prepare for a possible evacuation.

**Flash Flooding.** Flooding which is sudden and often unexpected because it is caused by sudden local or nearby heavy rainfall and typically occurs in small catchments. Technically, flash flooding means any flooding of short duration with a relatively high peak discharge in which the time interval between the observable causative event and the Flood is less than six hours.

**Flood.** Relatively high water level which overtops the natural or artificial banks in any part of a stream, river, estuary, lake or dam, and/or local overland flooding associated with drainage before entering a watercourse, and/or coastal inundation resulting from super-elevated sea levels and/or waves (including tsunami) overtopping coastline defences.

**Flood Intelligence.** The product of a process of collecting, evaluating and analysing flood information relating to an event and presenting and communicating it in such a way as to inform decision making and to devise treatment options across prevention, preparedness, response and recovery. NSW SES maintain a Flood Intelligence system to store Flood Intelligence.

**Incident Controller.** The individual responsible for the overall management of an emergency or critical incident.

**NSW SES State Controller.** The NSW SES Commissioner, in connection with the exercise of his or her functions under the SES Act, may use the title NSW SES State Controller and the NSW SES Deputy Commissioner may use the title NSW SES Deputy State Controller.






**NSW SES State Duty Operations Controller (SDOC).** The delegated authority appointed by the NSW SES State Controller, responsible for providing advice and support to an Incident Controller and/or Operations Controller when required. State Duty Operations Controller is in command of emergency response operations.

**Riverine Flooding.** Any flooding where the rain-to-flood delay time is relatively high and typically more than six hours, but excludes Flooding caused by: elevated sea levels, storm surge, flash floods, failure of any man-made infrastructure, for example failure of dams or levees, or urban overland flow.

**Spontaneous Volunteers.** Emergent volunteers during times of crisis who volunteer their time to help their local communities but do not wish to have an ongoing commitment to an organisation.



Legend

-  NSW SES Headquarters
-  Gauges BOM Forecast Locations
-  Major Rivers
-  Levees
-  Local Government Areas

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## 10 Appendix B – Roles and Responsibilities

AGENCY	RESPONSIBILITIES
<b>Agriculture and Animal Services Functional Area</b>	<p>The roles and responsibilities for Agriculture and Animal Services are outlined in the <a href="#">Agriculture and Animal Services Supporting Plan</a>.</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p> <ul style="list-style-type: none"> <li>• Disseminate briefing information to participating agriculture and animal services and related stakeholders;</li> <li>• When activated the Agriculture and Animal Services will coordinate the provision of required services which may include: <ul style="list-style-type: none"> <li>– Coordinate response for animal welfare including pets, livestock and wildlife;</li> <li>– Supply and delivery of emergency fodder;</li> <li>– Emergency water replacement in certain circumstances; and</li> <li>– Financial, welfare and damage assessment assistance to flood affected primary producers.</li> </ul> </li> <li>• Support recovery arrangements including: <ul style="list-style-type: none"> <li>– Administer transport subsidies to primary producers.</li> </ul> </li> </ul>
<b>Australian Government Bureau of Meteorology</b>	<p>The roles and responsibilities of the Australian Government Bureau of Meteorology are outlined in the NSW State Flood Plan.</p>
<b>Council – Goulburn Mulwaree</b>	<p><b>Preparedness</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain floodplain risk management committees and ensure that key agencies are represented;</li> <li>• Develop and implement floodplain risk management plans in accordance with the NSW Government’s Flood Prone Land Policy and the Floodplain Development Manual;</li> <li>• Provide levee studies, flood studies and floodplain management studies to the NSW SES;</li> <li>• Maintain Dam Safety Emergency Plans for the Goulburn Mulwaree Council owned dams and provide copies to the NSW SES.</li> <li>• Provide information on the consequences of dam failure to the NSW SES for incorporation into planning and flood intelligence.</li> <li>• Maintain council-owned flood warning networks and flood mitigation works;</li> <li>• Participate in NSW SES-led flood emergency planning meetings, to assist in the preparation of Flood Sub-Plans;</li> <li>• Maintain a plant and equipment resource list for the council area.</li> </ul>

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> <li>• Contribute to community engagement activities.</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Subject to the availability of council resources, assist the NSW SES with flood operations including: <ul style="list-style-type: none"> <li>– Traffic management on council managed roads;</li> <li>– Provision of assistance to the NSW SES (plant, equipment and personnel where able and requested);</li> <li>– Property protection tasks including sandbagging;</li> <li>– Assist with the removal of caravans from caravan parks</li> <li>– Warning and/or evacuation of residents and other people in flood liable areas;</li> <li>– Provision of back-up radio communications</li> <li>– Resupply of isolated properties; and</li> <li>– Technical advice on the impacts of flooding.</li> <li>– Close and reopen council roads (and other roads nominated by agreement with RMS) and advise the NSW SES, the NSW Police Force and people who contact the council for road information;</li> <li>– Assist the NSW SES to provide filled sandbags and filling facilities to residents and business in areas which flooding is expected.</li> </ul> </li> <li>• Assist with making facilities available for the domestic pets and companion animals of evacuees during evacuations.</li> <li>• Operate the flash flood warning systems;</li> <li>• Operate flood mitigation works including critical structures such as detention basins and levees and advise the NSW SES regarding their operation;</li> <li>• Manage and protect council-owned infrastructure facilities during floods;</li> <li>• Provide advice to the NSW SES and the Health Services Functional Area during floods about key council managed infrastructure such as sewerage treatment and water supply;</li> <li>• Advise the Environmental Protection Agency of any sewerage overflow caused by flooding;</li> <li>• Work with the NSW SES and NSW Department of Planning, Industry and Environment (DPIE) to collect flood related data during and after flood events.</li> </ul> <p><b>Recovery</b></p> <ul style="list-style-type: none"> <li>• Provide for the management of health hazards associated with flooding including removing debris and waste;</li> </ul>

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> <li>• Ensure premises are fit and safe for reoccupation and assess any need for demolition;</li> <li>• Provide services, assistance and advice to State Government in accordance with the State Recovery Plan.</li> </ul>
<b>Childcare Centres and Preschools</b>	<ul style="list-style-type: none"> <li>• When notified of possible flooding or isolation, child care centres and preschools should; <ul style="list-style-type: none"> <li>– Liaise with the NSW SES and arrange for the early release of children whose travel arrangements are likely to be disrupted by flooding and/or road closures; and</li> <li>– Assist with coordinating the evacuation of preschools and child care centres.</li> </ul> </li> </ul>
<b>Dams Safety NSW</b>	The roles and responsibilities of the Dams Safety NSW (formerly NSW Dam Safety Committee) are outlined in the NSW State Flood Plan.
<b>Department of Defence</b>	Arrangements for Defence Assistance to the Civil Community are detailed within the State EMPLAN (section 448).
<b>Department of Industry</b>	The roles and responsibilities for the Department of Industry (Crown Lands and Water Division) are outlined in the NSW State Flood Plan.
<b>Energy and Utilities Services Functional Area</b>	<p>The roles and responsibilities for Energy and Utilities Services are outlined in the <a href="#">Energy and Utility Services Supporting Plan (EUSPLAN)</a>.</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p> <ul style="list-style-type: none"> <li>• Assist NSW SES with identification of infrastructure at risk of flood damage where resources are available.</li> <li>• Facilitate local utility service distribution providers (electricity, gas, water, waste water) to: <ul style="list-style-type: none"> <li>– Provide advice to the NSW SES of any need to disconnect power/gas/water/waste water supplies or of any timetable for reconnection.</li> <li>– Advise the NSW SES of any hazards from utility services during flooding and coastal erosion/inundation.</li> <li>– Advise the public with regard to electrical hazards during flooding, and to the availability or otherwise of the electricity supply.</li> <li>– Clear or make safe any hazard caused by power lines or electricity distribution equipment.</li> <li>– Reconnect customers’ electrical/ gas/ water/waste water installations, when certified safe to do so and as conditions allow.</li> <li>– Assist the NSW SES to identify infrastructure at risk of flooding for incorporation into planning and intelligence.</li> </ul> </li> </ul>

AGENCY	RESPONSIBILITIES
Engineering Services Functional Area	The roles and responsibilities for Engineering Services are outlined in the <a href="#">Engineering Services Supporting Plan</a> .
Environmental Services Functional Area	The roles and responsibilities for Environmental Services are outlined in the <a href="#">Environmental Services Functional Area Supporting Plan</a> .
Floodplain Management Australia	The roles and responsibilities of Floodplain Management Australia are outlined in the NSW State Flood Plan.
Fire and Rescue NSW (as per NSW State Flood Plan)	<p><b>Preparedness</b></p> <ul style="list-style-type: none"> <li>• Identify and notify the NSW SES of any locations at risk of fire (within Fire Districts (13) or hazardous materials that pose a significant threat to surrounding populations due to the impact of a flood for incorporation into NSW SES flood intelligence and planning; and</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Meet the agreed arrangements described in the NSW SES and Fire and Rescue NSW Mutual Aid Agreement;</li> <li>• Provide Incident Management personnel and Liaison Officers to the NSW SES where required;</li> <li>• When requested by NSW SES, provide support to the NSW SES in response to flood emergencies across the State;</li> <li>• Assist the NSW SES with the warning and/or evacuation of at risk communities;</li> <li>• Assist the NSW SES with the monitoring/reconnaissance of flood prone areas;</li> <li>• Provision of Land Based and In Water Flood Rescue Operators as required;</li> <li>• Provision of appropriately trained personnel to perform Down the Wire (DTW) functions as required;</li> <li>• Conduct Hazmat operations including asbestos risks, arising from flood emergencies in coordination with the SES Incident Controller.</li> <li>• Decontamination of Flood Rescue Operators as required;</li> <li>• Assist the NSW SES with the resupply of isolated communities and/or properties;</li> <li>• Assist the NSW SES with property protection tasks including sandbagging;</li> <li>• Provide resources for pumping flood water out of buildings and from low-lying areas;</li> <li>• Assist with clean-up operations, including the hosing out of flood affected properties;</li> </ul>

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> <li>• Provide trained staff to support a joint intelligence unit, if established by NSW SES, including Remotely Piloted Aircraft System (RPAS) pilots to assist with field observations;</li> <li>• Assist the NSW SES to undertake damage assessment including structural collapse risks;</li> <li>• Coordinate the pre-deployment of fire resources to communities within NSW Fire Districts if access is expected to be lost, in consultation with the NSW SES; and</li> <li>• Coordinate the deployment of the FRNSW Hightrans Pump to locations in consultation with NSW SES.</li> </ul> <p><b>Recovery</b></p> <ul style="list-style-type: none"> <li>• Participate in After Action Reviews as required.</li> </ul>
<b>Forestry Corporation of NSW</b>	<p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Close and reopen Forestry Corporation of NSW roads when affected by flood waters and advise the NSW SES of its status;</li> <li>• Manage traffic on Forestry Corporation of NSW roads;</li> <li>• Facilitate the safe reliable access of emergency resources on Forestry Corporation managed roads;</li> <li>• Assist the NSW SES with identification of road infrastructure at risk of flooding;</li> <li>• Assist the NSW SES with the communication of warnings and information provision to the public through variable message signs and other appropriate means; and</li> <li>• Close and relocate people from camping grounds at risk of flooding in State Forest managed areas.</li> </ul>
<b>Health Services Functional Area</b>	<p>The roles and responsibilities for Health Services Functional Area are outlined in the <a href="#">NSW Health Services Functional Area Supporting Plan</a>.</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p> <ul style="list-style-type: none"> <li>• Ensure that appropriate business continuity plans are developed for essential health infrastructure and are activated during floods.</li> </ul>
<b>Local Emergency Operations Controller</b>	<ul style="list-style-type: none"> <li>• Monitor flood operations.</li> <li>• If requested, coordinate support for the NSW SES Incident Controller.</li> </ul>
<b>Local Emergency Management Officer</b>	<ul style="list-style-type: none"> <li>• If requested by the NSW SES Incident Controller, advise appropriate agencies and officers of the start of response operations.</li> </ul>
<b>Manly Hydraulics Laboratory (MHL)</b>	<p>The roles and responsibilities of Manly Hydraulic Laboratory are outlined in the NSW State Flood Plan.</p>



AGENCY	RESPONSIBILITIES
<b>Marine Rescue NSW (as per NSW State Flood Plan)</b>	<p><b>Response</b></p> <ul style="list-style-type: none"> <li>• When requested by NSW SES, assist in flood operations when training and equipment are available and suitable including assistance with: <ul style="list-style-type: none"> <li>– Warning and/or evacuation of at risk communities;</li> <li>– Providing communications personnel;</li> <li>– Property protection tasks including sandbagging; and</li> <li>– Flood rescue operations.</li> </ul> </li> </ul>
<b>NSW Ambulance</b>	<p>The roles and responsibilities for NSW Ambulance are outlined in the <a href="#">NSW Health Services Functional Area Supporting Plan</a>.</p>
<b>NSW Department of Education</b>	<p><b>Preparedness</b></p> <ul style="list-style-type: none"> <li>• Liaise with the NSW SES and arrange for the early release of students whose travel arrangements are likely to be disrupted by flooding and/or road closures (or where required, for students to be moved to a suitable location until normal school closing time);</li> <li>• Ensure that evacuation plans for flood liable schools have arrangements for flooding; and</li> <li>• Assist NSW SES with community engagement and capacity building programs.</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Assist with the coordination of the evacuation of schools and the immediate welfare of students until returned to the appropriate carer;</li> <li>• Pass information to school bus drivers/companies and/or school principals on expected or actual impacts of flooding; and</li> <li>• Provide space in schools for evacuation centres where necessary.</li> </ul>
<b>NSW Department of Industry, Planning and Environment (as per NSW State Flood Plan)</b>	<p><b>Prevention</b></p> <ul style="list-style-type: none"> <li>• Oversee the delivery of the NSW Flood Prone Land Policy including financial support through the Floodplain Management Program. Provide technical advice to councils and state agencies including assistance with the identification of risks, the preparation and implementation of Floodplain Risk Management Plans and associated mitigation and management actions, and understanding flood mitigation schemes including levees.</li> <li>• Work with the NSW SES on the Flood Data Access Program to improve the provision of flood information through the NSW Flood Data Portal;</li> <li>• Assist the Department of Industry-Water in the preparation of rural floodplain management plans under the <i>Water Management Act 2000</i> (NSW); and</li> </ul>

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> <li>• Provision of strategic technical advice to support floodplain risk management and environmental water management in rural areas of the Murray Darling Basin.</li> </ul> <p><b>Preparedness</b></p> <ul style="list-style-type: none"> <li>• Assist the NSW SES in the exercising of Flood Sub Plans;</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Provide related advice on flood risks to the NSW SES on request; and</li> <li>• Work with the relevant local council and NSW SES to collect flood related data during and after flood events.</li> </ul> <p><b>Recovery</b></p> <p>Support recovery committees as required.</p>
NSW Food Authority	The roles and responsibilities for NSW Food Authority are outlined in the <a href="#">Food Safety Emergency Sub Plan</a> .
NSW National Parks and Wildlife Services (as per NSW State Flood Plan)	<p><b>Preparedness</b></p> <ul style="list-style-type: none"> <li>• Assist the NSW SES with identification of road infrastructure in National Parks at risk of flooding;</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Close and reopen National Parks and Wildlife Service roads when affected by flood waters and advise the NSW SES of its status;</li> <li>• Facilitate the safe reliable access by emergency resources on National Parks and Wildlife Service managed roads;</li> <li>• Assist the NSW SES with the communication of warnings and information provision to the public through variable message signs and other appropriate means; and</li> </ul> <p>Close and direct people to leave camping grounds at risk of flooding in National Parks and Wildlife Service managed areas.</p>
NSW Police Force (as per NSW State Flood Plan)	<p><b>Preparedness</b></p> <ul style="list-style-type: none"> <li>• Participate in NSW SES briefings, training and exercises as required.</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Provide a Liaison Officer to the NSW SES Operation Centre if required;</li> <li>• When requested by NSW SES, in flood operations when training and equipment are available and suitable; <ul style="list-style-type: none"> <li>– Assist with warning and/or evacuation of at risk communities;</li> <li>– Assist with monitoring / reconnaissance of flood prone areas;</li> <li>– Assist with flood rescue operations;</li> </ul> </li> </ul>

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> <li>• Conduct road and traffic control operations in conjunction with council and/or RMS;</li> <li>• Coordinate searches for missing people within flood affected areas;</li> <li>• Coordinate security of supply lines, evacuated and damaged areas.</li> <li>• Manage Disaster Victim Registration; and</li> <li>• Operate the Public Information and Inquiry Centre, if requested or otherwise needed during flood events.</li> </ul> <p><b>Recovery</b></p> <ul style="list-style-type: none"> <li>• Participate in After Action Reviews as required.</li> </ul>
<p><b>NSW Rural Fire Service (as per NSW State Flood Plan)</b></p>	<p><b>Preparedness</b></p> <ul style="list-style-type: none"> <li>• Participate in NSW SES briefings, training and exercises as required; and</li> <li>• Meet the agreed arrangements described in the NSW SES/NSW RFS Memorandum of Understanding.</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Provide a Liaison Officer to the NSW SES Operation Centre or Emergency Operations Centre as required;</li> <li>• Provide Incident Management Personnel when requested;</li> <li>• Provide trained staff to support a joint intelligence unit, if established by NSW SES;</li> <li>• Provide aviation support, management and advice as requested through the State Air Desk;</li> <li>• Provide speciality aircraft and appropriately trained personnel to perform Down the Wire (DTW) functions as required;</li> <li>• Assist with Damage Assessments; and</li> <li>• Provide Strike Teams during flood operations when requested by NSW SES. This may include assistance with: <ul style="list-style-type: none"> <li>– Warning and/or evacuation of at risk communities;</li> <li>– Monitoring / reconnaissance of flood prone areas.</li> <li>– Property protection tasks including sandbagging;</li> <li>– Pumping flood water out of buildings and from low-lying areas;</li> <li>– Back-up radio communications;</li> <li>– Clean-up operations, including the hosing out of flood affected properties;</li> <li>– Deploying resources to communities within Rural Fire Districts where access is expected to be lost in consultation with the NSW SES;</li> </ul> </li> </ul>

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> <li>– The resupply of isolated communities and/or properties; and</li> <li>– Decontamination of NSW SES Flood Rescue Operators as required.</li> </ul> <p><b>Recovery</b></p> <ul style="list-style-type: none"> <li>• Participate in After Action Reviews as required.</li> </ul>
<p><b>NSW Volunteer Rescue Association (as per NSW State Flood Plan)</b></p>	<p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Where requested by the NSW SES, assist in flood operations when training and equipment are available and suitable, including assistance with: <ul style="list-style-type: none"> <li>– The warning and/or evacuation of at risk communities;</li> <li>– Flood rescue operations;</li> <li>– Monitoring / reconnaissance of flood prone areas;</li> <li>– Resupply of isolated communities and/or properties; and</li> <li>– Property protection tasks including sandbagging.</li> </ul> </li> </ul>
<p><b>Office of Emergency Management</b></p>	<p>The roles and responsibilities of the Office of Emergency Management are outlined in the NSW State Flood Plan.</p>
<p><b>Owners of Declared Dams within or upstream of the LGA (as per NSW State Flood Plan)</b></p>	<p><b>Preparedness</b></p> <ul style="list-style-type: none"> <li>• Assist the NSW SES with community engagement programs;</li> <li>• Provide NSW SES with information necessary for response planning and warning distribution;</li> <li>• Assist the NSW SES identify correlations between water level and/or discharges at the dam for use in flood response operations (warning and evacuation); and</li> <li>• Consult with the NSW SES State Headquarters in the development of Dam Safety Emergency Plans, including the development of dam failure alerts, in accordance with the Dam Safety Committee Guidelines.</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Where water level monitoring or other instrumentation allows, provide NSW SES with flood advices as per pre-agreed thresholds for use in downstream flood response operations (warnings);</li> <li>• Notify NSW SES of potential or actual dam failures in accordance with the Dam Safety Emergency Plan and Dam Safety Committee Guidelines;</li> <li>• Close at risk camping grounds / recreational areas within their managed areas;</li> <li>• In the case of declared dams whose risks are intolerable, assist the NSW SES in planning to warn and evacuate people at risk of dam failure and maintain and operate any special Dam Failure Warning Systems</li> </ul>

AGENCY	RESPONSIBILITIES
	<p>and/or automatic telemetered monitoring devices to assist with early detection of incidents which are installed until such time that the risks have been lowered to an acceptable level; and</p> <p>Owners of gated dams:</p> <ul style="list-style-type: none"> <li>• Provide all available information to the BoM and the NSW SES on storage levels and actual and prospective water releases and their likely impacts on downstream river levels;</li> <li>• Advise the downstream community of prospective and actual water releases, except in those circumstances where the BoM would issue flood warnings; and</li> <li>• Where possible actively work with NSW SES and the BoM to reduce the impacts of flooding on communities through management of water releases within identified safe parameters and within statutory licencing provisions under the <i>Water Management Act 2000</i> and <i>Water NSW Act 2014</i>.</li> </ul>
<p><b>Public Information Services Functional Area</b></p>	<p>The roles and responsibilities for Public Information Services are outlined in the <a href="#">Public Information Services Functional Area Supporting Plan</a>.</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p> <ul style="list-style-type: none"> <li>• On receipt of advice from NSW SES of any weather event likely to result in significant multi agency operational activity, the PIFAC determines if a daily multi-agency teleconference is required to ensure that the information needs of each agency are being met and to address any issues. These teleconferences continue through the response phase into the recovery phase.</li> </ul>
<p><b>Roads and Maritime Services (Transport for NSW)</b></p>	<ul style="list-style-type: none"> <li>• Transport Management Centre (TMC) in conjunction with Roads and Maritime Services (RMS) coordinates information on road conditions for emergency services access.</li> <li>• TMC in conjunction with RMS coordinates the management of the road network across all modes of transport.</li> <li>• Transport for NSW, TMC and RMS in conjunction will assist the NSW SES with the evacuation of at-risk communities by maintaining access and egress routes;</li> <li>• TMC will assist the NSW SES with the communication of flood warnings and information provision to the public through variable message signs (VMS) according to the VMS protocols and procedures;</li> <li>• Assist the NSW SES with identification of road infrastructure at risk of flooding.</li> </ul>
<p><b>SEOCN/SEOC</b></p>	<p>The roles and responsibilities of the SEOCN/SEOC are outlined in the NSW State Flood Plan.</p>

AGENCY	RESPONSIBILITIES
Surf Life Saving NSW (as per NSW State Flood Plan)	<p><b>Preparedness</b></p> <ul style="list-style-type: none"> <li>• Contribute to NSW SES reviews into plans, policies and procedures as required; and</li> <li>• Participate in NSW SES briefings, training and exercises as required.</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Assist the NSW SES with the warning and/or evacuation of at risk communities;</li> <li>• Provide accommodation in Surf Life Saving facilities for evacuation centres where required; and</li> <li>• Assist the NSW SES with flood rescue operations, where training and equipment are suitable.</li> </ul>
Telecommunications Services Functional Area	The roles and responsibilities for Telecommunications Services are outlined in the <a href="#">NSW Telecommunications Services Functional Area Supporting Plan</a> .
Transport Services Functional Area	<p>The roles and responsibilities for Transport Services are outlined in the <a href="#">NSW Transport Services Functional Area Supporting Plan</a>.</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p> <ul style="list-style-type: none"> <li>• Participate in risk management studies;</li> <li>• Assist the NSW SES to identify transport infrastructure at risk of flood damage for incorporation into planning and intelligence; and</li> <li>• Coordinate the provision of traffic and transport operations as consistent with the roles of Transport organisations.</li> </ul>
Water NSW	The roles and responsibilities for Water NSW are outlined in the NSW State Flood Plan.
Welfare Services Functional Area	The roles and responsibilities for Welfare Services are outlined in the Welfare Services Functional Area Supporting Plan.

## 11 Appendix C – Community Specific Roles and Responsibilities

Community Members	<p><b>Preparedness</b></p> <ul style="list-style-type: none"> <li>• Understand the potential risk and impact of flooding;</li> <li>• Prepare homes and property to reduce the impact of flooding;</li> <li>• Understand warnings and other triggers for action and the safest actions to take in a flood;</li> </ul>
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	<ul style="list-style-type: none"> <li>• Households, institutions and businesses develop plans to manage flood risks, sharing and practicing this with family, friends, employees and neighbours;</li> <li>• Have an emergency kit; and</li> <li>• Be involved in local emergency planning processes.</li> </ul>
<p><b>Private Companies or other Organisations</b></p>	<p><b>Essential Energy:</b></p> <ul style="list-style-type: none"> <li>• Provide advice to the Goulburn NSW SES Local Commander of any need to disconnect power supplies or of any timetable for reconnection.</li> <li>• Clear or make safe any hazard caused by power lines or electrical reticulation equipment.</li> <li>• Assess the necessity for and implement the disconnection of customers' electrical installations where these may present a hazard.</li> <li>• Advise the public with regard to electrical hazards during flooding and to the availability or otherwise of the electricity supply.</li> <li>• Inspect, test and reconnect customers' electrical installations as conditions allow.</li> <li>• Identify infrastructure at risk of flooding for incorporation into planning and intelligence.</li> <li>• Provide advice to the Goulburn NSW SES Local Commander of any need to isolate gas supplies and/or of any timetable for reconnection.</li> <li>• Inspect, test and reconnect customers' gas installations as conditions allow.</li> <li>• Identify any infrastructure at risk of flooding for incorporation into planning and intelligence.</li> </ul>
<p><b>Goulburn Mulwaree Council</b></p>	<p>During significant flood events within Goulburn City the Goulburn Mulwaree Council will provide a location, and staff to be available to allow community members to collect pre-filled sandbags to protect property. The Goulburn SES Unit will deliver equipment including a Sandbagging machine and arrange the sand and sandbags to be available at the Hetherington Street Council Depot.</p>