SUTHERLAND SHIRE

FLOOD EMERGENCY

SUB PLAN

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

Volume 1 of the Sutherland Shire Local Flood Plan

Endorsed by the Sutherland Shire Emergency Management Committee

March 2023

AUTHORISATION

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

Authorised

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NSW SES Local Commander

Date: 21 | 03 | 2023

Endorsed

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Chair, Local Emergency Management Committee

Date: 22/03/23

VERSION HISTORY

Version Number	Description	Date
1.0	Sutherland Shire Local Flood Plan	September 2013
2	Sutherland Shire Local Flood Plan	November 2021
2.1	Sutherland Shire Local Flood Plan	March 2023

AMENDMENT LIST

Suggestions for amendments to this plan should be forwarded to:
Community Planning and Engagement
NSW State Emergency Service
PO Box 6126, Wollongong NSW 2500
nswses.communityplanning@ses.nsw.gov.au

Amendments in the list below have been entered in this plan.

Amendment Number	Description	Updated by	Date
01	Update of wording to section 5.4.1, 5.12 and 5.13 relating to flood warnings, to reflect the change to the Australian Warning System	Donna McKeon	3.11.2022
02	Update of wording from 'BoM' to 'Bureau'	Donna McKeon	3.11.2022
03	Update to section 1.8.1 to include commitment of exercising plan every five years and within two years of the plan being reviewed	Donna Mckeon	3.11.2022
04	Update of wording from 'DPIE' to 'DPE'	Donna McKeon	3.11.2022
05	Update to section 5.10.1.b, c and d from State Rescue Board Land Rescue Policy to State Rescue Board NSW State Rescue Policy	Donna McKeon	21.11.2022
06	Update 5.6 (d) to remove reference to Hawkesbury Ferries – keep specific to Sutherland LGA	Shelly Stingmore	10.11.2023
07	Under Section 6 – Recovery Operations – Updated 6.2.2 (c) reference from Resilience NSW to NSW Reconstruction Authority	Shelly Stingmore	21.03.2023

DISTRIBUTION LIST

Contents

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 Sutherland Shire 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 Sutherland Shire Local Emergency Management Plan (EMPLAN) and is endorsed by the Sutherland Shire 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 Sutherland Shire 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 Sutherland Shire LGA. The Sutherland Shire 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 Metro Zone and for emergency management purposes is part of the Sydney Metro Emergency Management Region.

1.4.3 The plan sets out the Sutherland Shire level emergency management arrangements for prevention, preparation, response and initial recovery for flooding in the Sutherland Shire LGA. Hazard and Risk information can be found in Volume 2, and NSW SES Response Arrangements can be found in Volume 3.

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, and/or coastal inundation resulting from super-elevated sea levels and/or waves (including tsunami) overtopping coastline defences.

1.4.5 The arrangements for dealing with episodes of coastal erosion by severe weather, are described in the NSW State Storm Plan.

1.4.6 The arrangements for the emergency management of tsunami are dealt with in the NSW State Tsunami Emergency Sub Plan.

1.4.7   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 NSW State EMPLAN and NSW State Flood Plan.

1.7.2   Specific roles and responsibilities for agencies, functional areas and organisations in relation to flooding within Sutherland Shire 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 or zone level responsibilities during response operations).

b.   NSW SES Zone Duty Commander (for regional 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.   Conduct a minimum of one exercise every five years and within two years of the plan being reviewed.

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 or after a significant flood event.

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 at: https://www.ses.nsw.gov.au/about-us/flood-storm-and-tsunami-plans/ including:

a.   Flood Plan Glossary.

b.   NSW SES 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 Sutherland Shire LGA. This is outlined in Volume 2 – Hazard and Risk in Sutherland Shire.

2.1.2   Declared dams in or upstream of the Sutherland Local Government Area.

Dam Name	Owner	High Risk Dam
Woronora Dam	Sydney Catchment Authority	Yes
Barden Ridge Lower Dam	Sutherland Shire Council	

2.1.3   Each dam has a Dam Emergency Plan with direct input from the NSW SES to ensure adequate alert levels are adopted to provide enough time to disseminate Emergency Warnings to the at-risk downstream communities.

3 PREVENTION/ MITIGATION

3.1 INTRODUCTION

3.1.1 The Floodplain Development Manual outlines the NSW Government's Flood Prone Lands 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 land use 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.

Actions:

a. NSW SES will provide strategic input about land use planning matters which have or will create significant flood risk.

b. NSW SES will provide responses to 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.

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 to 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

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 an LGA, and may include cross boundary arrangements; and

b. Review plans as per Section 1.8.

4.2.2 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.

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.

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 within the Sutherland Shire LGA are also listed in Volume 3 of this plan.

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. Sutherland Shire has developed and maintains a flash flood warning system for Woronora River near Prince Edward Park Road Bridge. Station number: 213482.

f. 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.

g. NSW SES maintains a dedicated dam failure hotline and procedures to ensure priority dissemination of dam failure warnings.

h. NSW SES develops and maintains 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, Dam Safety NSW and the NSW Flood Warning Consultative Committee; and maintain Operational Readiness.

4.5 BRIEFING, TRAINING AND EXERCISING

4.5.1 **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.

Actions:

a. NSW SES will consult stakeholders throughout the development of plans.

b. NSW SES will inform stakeholders of content changes after revisions.

c. NSW SES will ensure their facilities and resources are maintained and operationally ready.

d. NSW SES will train personnel for their expected flood operation roles; and

e. NSW SES will regularly brief stakeholders on the exercise arrangements contained in the NSW Flood Sub Plan.

4.6 COMMUNITY RESILIENCE TO FLOODING

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

Actions:

a. Ensure ongoing recruitment and training of a diverse range of volunteers.

b. Ensure pre-planning to facilitate the management of spontaneous volunteers and community members during a flood.

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

Actions:

a. 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.

b. NSW SES will collate, assess and disseminate flood information to the community.

c. Collaborate with individuals, businesses, government agencies and communities when developing flood intelligence, preparedness and response information.

d.   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 (Bureau) Severe Weather Warning or Thunderstorm Warning that includes heavy rain or storm surge; or

b.   On the receipt of a Bureau Flood Watch or Flood Warning; or

c.   On receipt 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.

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 Duty Commander will appoint Incident Controllers and establish Incident Control Centres (see NSW SES facilities on map in Appendix A).

d.   The Incident Controller, in consultation with participating supporting emergency services and Functional Areas will determine the 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 the NSW SES Intelligence System.

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

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 Request 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.

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

Actions:

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

b. NSW SES will provide Liaison Officer(s) to Emergency Operations Centres as required.

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

Actions:

a. The NSW SES Incident Controller will notify agencies of potential access issues between locations, for the consideration of pre-deploying 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.

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 Emergency Operations Centre (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.

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

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.

Actions:

a.   The Bureau issues public weather and flood warning products before and during a flood. These may include:

- 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 Warnings aligning to the Australian Warning System:

- Advice

- Watch and Act

- Emergency Warning

d.   NSW SES liaises with the Bureau of Meteorology to discuss the development of flood warnings as required.

e.   NSW SES provides alerts and deliver flood information to affected communities using a combination of the following methods:

- Mobile and fixed public address systems.

- Two-way radio.

- Emergency Alert (SMS and voice message alerting system).

- Telecommunications (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

- My Road Info

- Transport for NSW 'Live Traffic' website: www.livetraffic.com or 'Transport InfoLine': 131 500. VMS messaging on roadways may also be used to advise motorists.

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. Contact details will be broadcast once the centre is established.

i. The Disaster Welfare Assistance Line will be established by Disaster Welfare Services where required to provide information on welfare services and assistance. Assistance line contact details will be broadcast once Disaster Welfare Services commence.

5.5 PROTECTION OF PROPERTY

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

Action: NSW SES, supporting agencies, and community volunteers will assist the community (where resources are available, feasible and safe to do so) in:

a. The protection of properties through flood protection systems (e.g. sandbagging) to minimise entry of water into buildings; and

b. The raising 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.

Actions:

a. Sutherland Shire will coordinate the closure and reopening of council managed roads once inspections have been carried out by the relevant authority.

b. The Transport Management Centre (TMC) in coordination with Transport for NSW 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 Sutherland Shire or Transport for NSW have not already acted and if public safety requires such action.

d. The Transport Management Centre (TMC) in coordination with Transport for NSW will coordinate the closure and reopening of ferry services for:

- Cronulla – Bundeena operator

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

5.6.2 **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 suitable 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.

Actions:

a. Transport Services Functional Area will keep the NSW SES informed of the status of transport network 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.

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

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; and

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 Controllers, and flood planners will carefully consider the risks involved in conducting evacuations.

d. All evacuation decisions will be made as per the current NSW SES policies and procedures, and consistent with the NSW Evacuation Management Guidelines.

e. Potential Evacuation Centres are located in the Local EMPLAN; and

f. The NSW Police Force will coordinate the provision of overall security for evacuated areas.

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

Actions:

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 the 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 (Government and Private) 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 Emergency Warning 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.

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 level of 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. Schools Administration (Government and Private) will manage the safety of students directly affected by flooding and will work with the NSW SES in the temporary closure of schools and will coordinate with NSW SES Transport and Welfare Services in the management of school evacuees.

d. Disaster Victim Registration will be controlled and coordinated by the NSW Police Force 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 SEOCON 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 SEOCON in consultation with members of the State Emergency Management Committee.

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

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.

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

Action: 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.

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

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.

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 NSW State 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 NSW State 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.

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.

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

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 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.

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 (including sewerage)

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 Advice Warning advising 'Reduced Threat: Return with Caution' 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.

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 exists.

- There is no further likelihood 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 a 'Reduced Threat: Return with Caution' issued.

5.14   POST IMPACT ACTIONS

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

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 Sutherland Shire 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.

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

Action: NSW SES will work with the NSW Department of Planning, Industry and Environment (DPIE) and Sutherland Shire Council(s) 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 NSW 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.

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 and or expert.

c. NSW SES will provide information to NSW Reconstruction Authority 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 and where required supporting agencies will assist with clean-up operations after floods, where possible when resources and personnel permit.

7 ABBREVIATIONS

For a full list of abbreviations refer to the NSW State Flood Plan – Abbreviations.

8 GLOSSARY

Common emergency service terminology can be found within the Australian Disaster Resilience Glossary.

Readers should refer to EMPLAN Annex 9 – Definitions.

Refer to the NSW State Flood Plan for a complete glossary of terminology and definitions used throughout this plan and within NSW SES Flood Plans. State Flood Plan Glossary - https://www.ses.nsw.gov.au/media/2650/glossary.pdf

9 Appendix A – Map of Sutherland Shire LGA
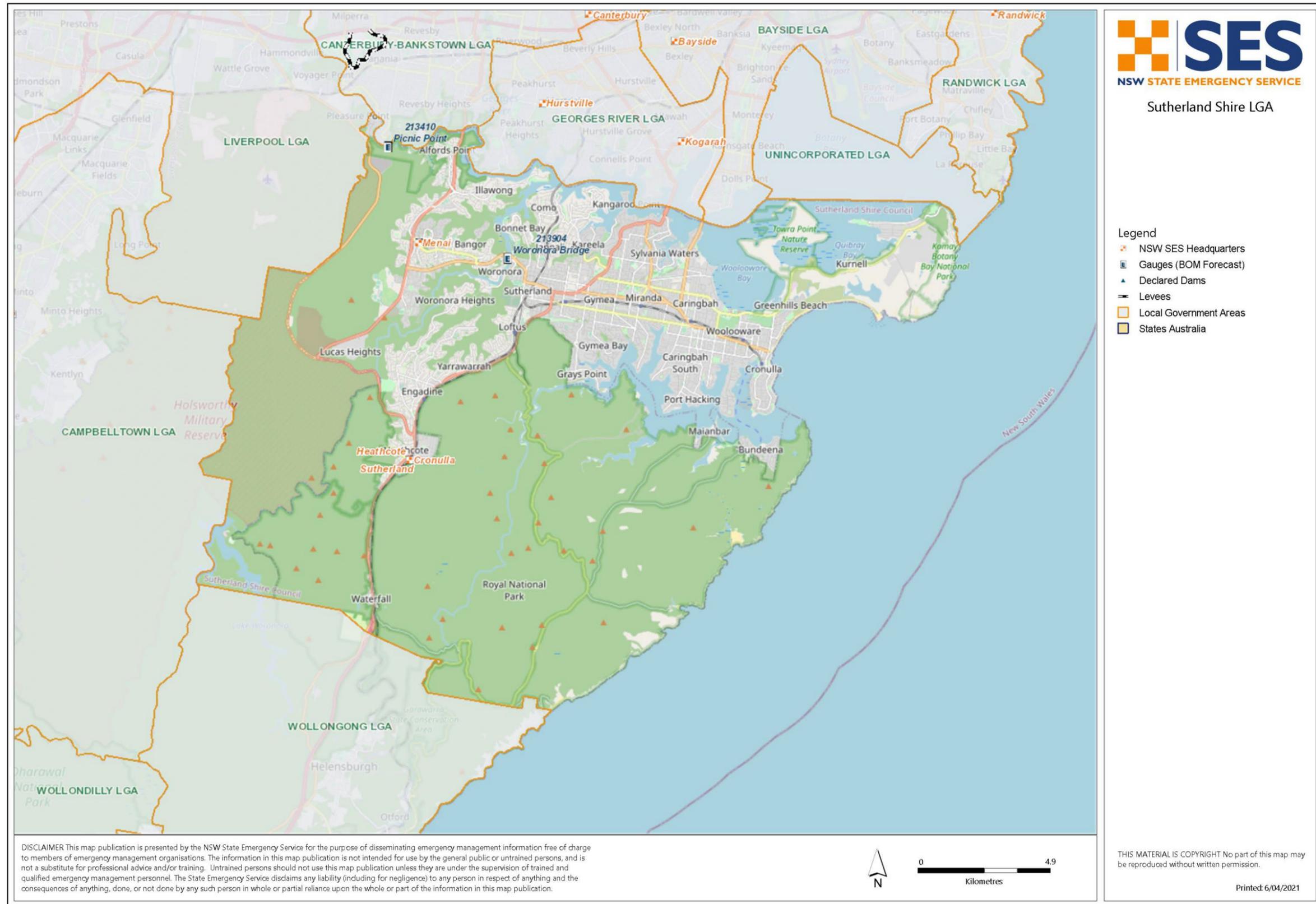
10   Appendix B – Roles and Responsibilities

AGENCY	RESPONSIBILITIES
NSW State Emergency Service	The NSW SES is the designated Combat Agency for floods, storms and tsunami and controls response operations. NSW SES roles and responsibilities in relation to floods are detailed within the New South Wales State Flood Plan.

AGENCY	RESPONSIBILITIES

Agriculture and Animal Services Functional Area	The roles and responsibilities for Agriculture and Animal Services are outlined in the Agriculture and Animal Services Supporting Plan
	
	Roles and responsibilities in addition to the Supporting Plan are:
	
	• Disseminate briefing information to participating agriculture and animal services and related stakeholders.
	
	• When activated the Agriculture and Animal Services will coordinate the provision of required services which may include:
	  – Coordinate response for animal welfare including pets, livestock and wildlife.
	  – Supply and delivery of emergency fodder.
	  – Emergency water replacement in certain circumstances; and
	  – Financial, welfare and damage assessment assistance to flood affected primary producers.
	
	• Support recovery arrangements including:
	  – Administer transport subsidies to primary producers.

Australian Government Bureau of Meteorology	The roles and responsibilities of the Australian Government Bureau of Meteorology are outlined in the NSW State Flood Plan.
Sutherland Shire	**Preparedness** • Establish and maintain floodplain and coastal risk management committees and ensure that key agencies are represented. • Develop and implement floodplain risk management plans in accordance with the NSW Government's Flood Prone Land Policy and the Floodplain Development Manual. • Provide levee studies, flood studies and floodplain management studies to the NSW SES. • Maintain Dam Safety Emergency Plans for the [Sutherland Shire] dams and provide copies to the NSW SES.

AGENCY	RESPONSIBILITIES

	• Provide information on the consequences of dam failure to the NSW SES for incorporation into planning and flood intelligence.
	
	• Coordinate the development of warning services for catchments prone to flash flooding (small catchments), where appropriate.
	
	• Maintain council-owned flood warning networks and flood mitigation works.
	
	• Participate in NSW SES-led flood emergency planning meetings, to assist in the preparation of Flood Sub-Plans.
	
	• Maintain a plant and equipment resource list for the council area.
	
	• Contribute to community engagement activities.
	
	Response
	
	• Subject to the availability of council resources, assist the NSW SES with flood operations including:
	
	  – Traffic management on council managed roads.
	  – Provision of assistance to the NSW SES (plant, equipment and personnel where able and requested).
	  – Property protection tasks including sandbagging.
	  – Assist with the removal of caravans from caravan parks
	  – Warning and/or evacuation of residents and other people in flood liable areas.
	  – Provision of back-up radio communications
	  – Resupply of isolated properties; and
	  – Technical advice on the impacts of flooding.
	  – Close and reopen council roads (and other roads nominated by agreement with Transport for NSW) and advise the NSW SES, the NSW Police Force and people who contact the council for road information.
	  – Assist the NSW SES to provide filled sandbags and filling facilities to residents and business in areas which flooding is expected.
	
	• Assist with making facilities available for domestic pets and companion animals of evacuees during evacuations.
	
	• operated & maintained by MHL. http://mhl.nsw.gov.au/Site-213482 flash flood warning systems.
	
	• Operate flood mitigation works including critical structures such as detention basins and levees and advise the NSW SES regarding their operation.
	
	• Manage and protect council-owned infrastructure facilities during floods.

AGENCY	RESPONSIBILITIES
	• 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. • Advise the Environmental Protection Agency of any sewerage overflow caused by flooding. • Work with the NSW SES and DPIE to collect flood related data during and after flood events. **Recovery** • Provide for the management of health hazards associated with flooding including removing debris and waste. • Ensure premises are fit and safe for reoccupation and assess any need for demolition. • Provide services, assistance and advice to State Government in accordance with the State Recovery Plan.

Caravan Park Proprietor(s)	• Prepare a flood emergency plan for the Caravan Park.
	
	• Ensure that owners and occupiers of movable dwellings are aware that the caravan park is flood liable by providing a written notice to occupiers taking up residence and displaying this notice and emergency management arrangement within the park.
	
	• Ensure that owners and occupiers of movable dwellings are aware that if they are expecting to be absent for extended periods, they should:
	
	  – Provide the manager of the caravan park with a contact address and telephone number in case of an emergency; and
	  – Leave any movable dwelling in a condition allowing it to be relocated in an emergency (i.e. ensure that the wheels, axles and draw bar of the caravans are not removed and are maintained in proper working order).
	
	• Ensure that occupiers are informed of Flood Information. At this time, occupiers should be advised to:
	
	  – Ensure that they have spare batteries for their radios.
	  – Listen to a local radio station for updated flood information; and
	  – Prepare for evacuation and movable dwelling (cabins) relocation.
	
	• Ensure that owners and occupiers of caravans are aware of what they must do to facilitate evacuation and movable dwelling relocation when flooding occurs.
	
	• Coordinate the evacuation of people and the relocation of movable dwellings when floods are rising and their return when flood waters have subsided. Movable dwellings will be relocated back to the

AGENCY	RESPONSIBILITIES
	caravan park(s) by owners or by vehicles and drivers arranged by the park managers. • Secure any movable dwellings that are not able to be relocated to prevent floatation; and • Inform the NSW SES of the progress of evacuation and/or movable dwellings relocation operations and of any need for assistance in the conduct of these tasks.

Childcare Centres and Preschools	• When notified of possible flooding or isolation, childcare centres and preschools should.
	
	   – 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
	   – Assist with coordinating the evacuation of preschools and childcare centres.

Dams Safety NSW	The roles and responsibilities of the Dams Safety NSW (formerly NSW Dam Safety Committee) are outlined in the NSW State Flood Plan.
Department of Defence	Arrangements for Defence Assistance to the Civil Community are detailed within the State EMPLAN (section 448).
Department of Industry	The roles and responsibilities for the Department of Industry (Crown Lands and Water Division) are outlined in the NSW State Flood Plan.

Energy and Utilities Services Functional Area	The roles and responsibilities for Energy and Utilities Services are outlined in the Energy and Utility Services Supporting Plan (EUSPLAN).
	
	Roles and responsibilities in addition to the Supporting Plan are:
	
	• Assist NSW SES with identification of infrastructure at risk of flood damage where resources are available.
	
	• Facilitate local utility service distribution providers (electricity, gas, water, wastewater) to:
	
	   – Provide advice to the NSW SES of any need to disconnect power/gas/water/wastewater supplies or of any timetable for reconnection.
	   – Advise the NSW SES of any hazards from utility services during flooding and coastal erosion/inundation.
	   – Advise the public with regard to electrical hazards during flooding and coastal erosion/inundation, and to the availability or otherwise of the electricity supply.
	   – Clear or make safe any hazard caused by power lines or electricity distribution equipment.
	   – Reconnect customers' electrical/gas/water/wastewater installations, when certified safe to do so and as conditions allow.

AGENCY	RESPONSIBILITIES
	− Assist the NSW SES to identify infrastructure at risk of flooding for incorporation into planning and intelligence.
Engineering Services Functional Area	The roles and responsibilities for Engineering Services are outlined in the Engineering Services Supporting Plan.
Environmental Services Functional Area	The roles and responsibilities for Environmental Services are outlined in the Environmental Services (ENVIROPLAN) Supporting Plan.
Floodplain Management Australia	The roles and responsibilities of Floodplain Management Australia are outlined in the New South Wales State Flood Plan.
Fire and Rescue NSW (as per NSW State Flood Plan)	**Preparedness** • 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 **Response** • Meet the agreed arrangements described in the NSW SES and Fire and Rescue NSW Mutual Aid Agreement. • Provide Incident Management personnel and Liaison Officers to the NSW SES where required. • When requested by NSW SES, provide support to the NSW SES in response to flood emergencies across the State. • Assist the NSW SES with the warning and/or evacuation of at-risk communities. • Assist the NSW SES with the monitoring/reconnaissance of flood prone areas. • Provision of Land Based and In Water Flood Rescue Operators as required. • Provision of appropriately trained personnel to perform Down the Wire (DTW) functions as required. • Conduct Hazmat operations including asbestos risks, rising from flood emergencies in coordination with the SES Incident Controller. • Decontamination of Flood Rescue Operators as required. • Assist the NSW SES with the resupply of isolated communities and/or properties. • Assist the NSW SES with property protection tasks including sandbagging. • Provide resources for pumping flood water out of buildings and from low-lying areas.

AGENCY	RESPONSIBILITIES
	• Assist with clean-up operations, including the hosing out of flood affected properties. • 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. • Assist the NSW SES to undertake damage assessment including structural collapse risks. • 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 • Coordinate the deployment of the FRNSW High trans Pump to locations in consultation with NSW SES. **Recovery** • Participate in After Action Reviews as required.
Forestry Corporation of NSW	**Response** • Close and reopen Forestry Corporation of NSW roads when affected by flood waters and advise the NSW SES of its status. • Manage traffic on Forestry Corporation of NSW roads. • Facilitate the safe reliable access of emergency resources on Forestry Corporation managed roads. • Assist the NSW SES with identification of road infrastructure at risk of flooding. • Assist the NSW SES with the communication of warnings and information provision to the public through variable message signs and other appropriate means; and • Close and relocate people from camping grounds at risk of flooding in State Forest managed areas.
Health Services Functional Area	The roles and responsibilities for Health Services Functional Area are outlined in the Health Services (HEALTHPLAN) Supporting Plan. Roles and responsibilities in addition to the Supporting Plan are: • Ensure that appropriate business continuity plans are developed for essential health infrastructure and are activated during floods.
Local Emergency Operations Controller (LEOCON)	• Monitor flood operations. • If requested, coordinate support for the NSW SES Incident Controller.
Local Emergency Management Officer (LEMO)	• If requested by the NSW SES Incident Controller, advise appropriate agencies and officers of the start of response operations.

AGENCY	RESPONSIBILITIES
Manly Hydraulics Laboratory (MHL)	The roles and responsibilities of Manly Hydraulic Laboratory are outlined in the NSW State Flood Plan.

Marine Rescue NSW (as per NSW State Flood Plan)	**Response**
	
	• When requested by NSW SES, assist in flood operations when training and equipment are available and suitable including assistance with:
	
	   − Warning and/or evacuation of at-risk communities.
	   − Providing communications personnel.
	   − Property protection tasks including sandbagging; and
	   − Flood rescue operations.

NSW Ambulance	The roles and responsibilities for NSW Ambulance are outlined in the Health Services (HEALTHPLAN) Supporting Plan.
NSW Department of Education	**Preparedness** • 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). • Ensure that evacuation plans for flood liable schools have arrangements for flooding; and • Assist NSW SES with community engagement and capacity building programs. **Response** • Assist with the coordination of the evacuation of schools and the immediate welfare of students until returned to the appropriate carer. • Pass information to school bus drivers/companies and/or school principals on expected or actual impacts of flooding; and • Provide space in schools for evacuation centres where necessary.
NSW Department of Industry, Planning and Environment (as per NSW State Flood Plan)	**Prevention** • 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. • Work with the NSW SES on the Flood Data Access Program to improve the provision of flood information through the NSW Flood Data Portal.

AGENCY	RESPONSIBILITIES
	• Assist the Department of Industry-Water in the preparation of rural floodplain management plans under the *Water Management Act 2000* (NSW); and • Provision of strategic technical advice to support floodplain risk management and environmental water management in rural areas of the Murray Darling Basin. **Preparedness** • Assist the NSW SES in the exercising of Flood Sub Plans. • Management of the state government's water level gauges for the flood warning network in tidal areas in NSW (Manly Hydraulic Laboratory operates this system as a service provider on behalf of DPE.). • Advise NSW SES about conditions which may lead to coastal inundation or retarded river drainage near the coast. **Response** • Provide related advice on flood risks to the NSW SES on request; and • Work with the relevant local council and NSW SES to collect flood related data during and after flood events. **Recovery** Support recovery committees as required.
NSW Food Authority	The roles and responsibilities for NSW Food Authority are outlined in the Food Industry Emergency Sub Plan.
NSW National Parks and Wildlife Services (as per NSW State Flood Plan)	**Preparedness** • Assist the NSW SES with identification of road infrastructure in National Parks at risk of flooding. **Response** • Close and reopen National Parks and Wildlife Service roads when affected by flood waters and advise the NSW SES of its status. • Facilitate the safe reliable access by emergency resources on National Parks and Wildlife Service managed roads. • Assist the NSW SES with the communication of warnings and information provision to the public through variable message signs and other appropriate means; and Close and direct people to leave camping grounds at risk of flooding in National Parks and Wildlife Service managed areas.
NSW Police Force (as per NSW State Flood Plan)	**Preparedness** • Participate in NSW SES briefings, training and exercises as required.

AGENCY	RESPONSIBILITIES

	Response
	
	• Provide a Liaison Officer to the NSW SES Operation Centre if required.
	
	• When requested by NSW SES, in flood operations when training and equipment are available and suitable.
	
	   – Assist with warning and/or evacuation of at-risk communities.
	   – Assist with monitoring / reconnaissance of flood prone areas.
	   – Assist with flood rescue operations.
	
	• Conduct road and traffic control operations in conjunction with council and/or Transport NSW.
	
	• Coordinate searches for missing people within flood affected areas.
	
	• Coordinate security of supply lines evacuated and damaged areas.
	
	• Manage Disaster Victim Registration; and
	
	• Operate the Public Information and Inquiry Centre, if requested or otherwise needed during flood events.
	
	Recovery
	
	• Participate in After Action Reviews as required.

NSW Rural Fire Service (as per NSW State Flood Plan)	**Preparedness**
	
	• Participate in NSW SES briefings, training and exercises as required; and
	
	• Meet the agreed arrangements described in the NSW SES/NSW RFS Memorandum of Understanding.
	
	Response
	
	• Provide a Liaison Officer to the NSW SES Operation Centre or Emergency Operations Centre as required.
	
	• Provide Incident Management Personnel when requested.
	
	• Provide trained staff to support a joint intelligence unit, if established by NSW SES.
	
	• Provide aviation support, management and advice as requested through the State Air Desk.
	
	• Provide speciality aircraft and appropriately trained personnel to perform Down the Wire (DTW) functions as required.
	
	• Assist with Damage Assessments; and
	
	• Provide Strike Teams during flood operations when requested by NSW SES. This may include assistance with:
	
	   – Warning and/or evacuation of at-risk communities.
	   – Monitoring / reconnaissance of flood prone areas.

AGENCY	RESPONSIBILITIES
	− Property protection tasks including sandbagging. − Pumping flood water out of buildings and from low-lying areas. − Back-up radio communications. − Clean-up operations, including the hosing out of flood affected properties. − Deploying resources to communities within Rural Fire Districts where access is expected to be lost in consultation with the NSW SES. − The resupply of isolated communities and/or properties; and − Decontamination of NSW SES Flood Rescue Operators as required. **Recovery** • Participate in After Action Reviews as required.
NSW Volunteer Rescue Association (as per NSW State Flood Plan)	**Response** • Where requested by the NSW SES, assist in flood operations when training and equipment are available and suitable, including assistance with: − The warning and/or evacuation of at-risk communities. − Flood rescue operations. − Monitoring / reconnaissance of flood prone areas. − Resupply of isolated communities and/or properties; and − Property protection tasks including sandbagging.
NSW Reconstruction Authority	The roles and responsibilities of NSW Reconstruction Authority are outlined in the NSW State Flood Plan.
Owners of Declared Dams within or upstream of the LGA (as per NSW State Flood Plan)	**Preparedness** • Assist the NSW SES with community engagement programs. • Provide NSW SES with information necessary for response planning and warning distribution. • 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 • Consult with the NSW SES State Headquarters in the development of Dam Emergency Plans, including the development of dam failure alerts, in accordance with the Dam Safety Committee Guidelines. **Response** • 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).

AGENCY	RESPONSIBILITIES
	• Notify NSW SES of potential or actual dam failures in accordance with the Dam Emergency Plan and Dam Safety NSW Guidelines. • Close at-risk camping grounds/recreational areas within their managed areas. • 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 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 Owners of gated dams: • Provide all available information to the Bureau and the NSW SES on storage levels and actual and prospective water releases and their likely impacts on downstream river levels. • Advise the downstream community of prospective and actual water releases, except in those circumstances where the Bureau would issue flood warnings; and • Where possible actively work with NSW SES and the Bureau to reduce the impacts of flooding on communities through management of water releases within identified safe parameters and within statutory licencing provisions under the *Water Management Act 2000* and *Water NSW Act 2014*.
Public Information Services Functional Area	The roles and responsibilities for Public Information Services are outlined in the Public Information Services Supporting Plan. Roles and responsibilities in addition to the Supporting Plan are: • On receipt of advice from NSW SES of any weather event likely to result in significant multi agency operational activity, the Public Information Functional Area Coordinator 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.
Transport for NSW	• Transport for NSW coordinates information on road conditions for emergency services access. • Transport for NSW coordinates the management of the road network across all modes of transport. • In conjunction with the NSW SES, Transport for NSW will assist with the evacuation of at-risk communities by maintaining access and egress routes.

AGENCY	RESPONSIBILITIES
	• Transport for NSW will assist the NSW SES with the communication of flood warnings and information provision to the public through Live Traffic and Social Media according to the VMS protocols and procedures. • Assist the NSW SES with identification of road infrastructure at risk of flooding.
SEOCON/SEOC	The roles and responsibilities of the SEOCON/SEOC are outlined in the New South Wales State Flood Plan.
Surf Life Saving NSW (as per NSW State Flood Plan)	**Preparedness** • Contribute to NSW SES reviews into plans, policies and procedures as required; and • Participate in NSW SES briefings, training and exercises as required. **Response** • Assist the NSW SES with the warning and/or evacuation of at-risk communities. • Provide accommodation in Surf Life Saving facilities for evacuation centres where required; and • Assist the NSW SES with flood rescue operations, where training and equipment are suitable.
Telecommunications Services Functional Area	The roles and responsibilities for Telecommunications Services are outlined in the Telecommunications Services (TELCOPLAN) Supporting Plan.
Transport Services Functional Area	The roles and responsibilities for Transport Services are outlined in the Transport Services Supporting Plan. Roles and responsibilities in addition to the Supporting Plan are: • Participate in risk management studies. • Assist the NSW SES to identify transport infrastructure at risk of flood damage for incorporation into planning and intelligence; and • Coordinate the provision of traffic and transport operations as consistent with the roles of Transport organisations.
Water NSW	The roles and responsibilities for Water NSW are outlined in the New South Wales 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	**Preparedness** • Understand the potential risk and impact of flooding. • Prepare homes and property to reduce the impact of flooding. • Understand warnings and other triggers for action and the safest actions to take in a flood. • Households, institutions and businesses develop plans to manage flood risks, sharing and practicing this with family, friends, employees and neighbours. • Have an emergency kit; and • Be involved in local emergency planning processes. **Recovery** • Assist with community clean-up if required and able to do so. Participate in After Action Reviews if required.