THE HILLS SHIRE FLOOD EMERGENCY SUB PLAN

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

Volume 1 of the The Hills Shire Local Flood Plan

Endorsed by The Hills Shire Emergency Management Committee

May 2023

AUTHORISATION

The The Hills Shire Flood Emergency Sub Plan is a sub plan of the The Hills 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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Print Name:

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Endorsed

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Print Name: *Michael Lathlean*

Date: *5/7/23*

DISTRIBUTION LIST

Available for general use and distribution on the NSW State Emergency Service website www.ses.nsw.gov.au

VERSION HISTORY

Version Number	Description	Date
	The Hills Local Flood Plan	Dec 2010
	Baulkham Hills Local Flood Plan	Feb 1993
1	The Hills Shire Flood Emergency SubPlan – Local Flood Plan Vol 1	July 2022
1.1	The Hills Shire Flood Emergency SubPlan – Local Flood Plan Vol 1	May 2023

AMENDMENT LIST

Suggestions for amendments to this plan should be forwarded to:

Manager Planning & Engagement
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Amendments that have been entered in this plan are listed in the table below.

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	23.11.2022
02	Update of wording from 'BoM' to 'Bureau'	Donna McKeon	23.11.2022
03	Update to section 1.8.1b to include commitment of exercising plan every five years and within two years of the plan being reviewed	Donna McKeon	23.11.2022
04	Update of 5.14.4 from 'DPIE' to 'DPE' to reflect Department of Planning, Industry and Environment to Department of Planning and Environment	Donna McKeon	23.11.2022
05	Update to section 5.10.1.b, c,d, from State Rescue Board Land Rescue Policy to State Rescue Board NSW State Rescue Policy	Donna McKeon	23.11.2022
06	Deleted My Road Info from section 5.4.1.h	Donna McKeon	23.11.2022
07	Updated 6.2.2 (c) reference from Resilience NSW to NSW Reconstruction Authority	Savitha Balu	23.03.2023
08	Update of Section 2.1 to reflect latest advice on declared dams, dam break flooding and DSEPs	Savitha Balu	17.04.2023
09	Update to Section 5.9.9a - insert (NSW Department of Primary Industries, supported by Local Land Services) and delete reference to wildlife.	Savitha Balu	17.04.2023
10	Standardised version numbers to reflect the FESP endorsed as Volume 1 of LFP is Version 1 and this update including above amendments is Version 1.1	Savitha Balu	17.04.2023

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 Hills 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 Hills Shire Council Local Emergency Management Plan (EMPLAN) and is endorsed by The Hills Shire Emergency Management Committee (LEMC).

1.2.3 This plan is also a sub plan to the Hawkesbury Nepean Flood Emergency Sub Plan.

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 Hills Shire Council 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 Hills Shire LGA. The 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 North West Metro Emergency Management Region.

1.4.3 The Plan sets out The Hills Shire Council level emergency management arrangements for prevention, preparation, response and initial recovery for flooding in The Hills Shire LGA. Hazard and Risk information can be found in Volume 2 of the Local Flood Plan, 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 the emergency management of tsunami are dealt with in the NSW State Tsunami Emergency Sub Plan.

1.4.6   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.

1.7.2   The roles and responsibilities of agencies in flood are described in Appendix A to the State Flood Plan 2018.

1.7.3   Specific roles and responsibilities for agencies, functional areas and organisations in relation to flooding within The Hills LGA are detailed within this Plan, Appendix B.

1.7.4   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 Metro Zone Commander (for regional level responsibilities outside of response operations); and

c. NSW SES The Hills 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. Conduct a minimum of one exercise every five years or 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;

- 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 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 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 Hills Shire LGA. This is outlined in Volume 2 of the Local Flood Plan – Hazard and Risk in The Hills Shire LGA.

2.1.2 Declared dams that are relevant to local communities in the Hills Shire LGA are listed below.

a. Detention basins that are located within the LGA are addressed in Volume 2 of the Local Flood Plan as required by their potential to impact local communities, along with any similar declared dams in adjacent LGAs with a potential to impact in the Hills Shire. These declared dams are listed below.

Dam Name	Owner	Location
Sierra Place Detention Basin	The Hills Shire Council	Baulkham Hills
Gooden Reserve Retaining Basin	The Hills Shire Council	Baulkham Hills
Rouse Hill Basin 9	Sydney Water	Rouse Hill
Rouse Hill Basin 9B	Sydney Water	Kellyville
Rouse Hill Basin 16	Sydney Water	Kellyville
The Gables Lake and Basin	Celestino Pty Ltd	Gables
Castle Hill Golf Course Basin	Castle Hill Country Club	Norwest
Rouse Hill Basin 5	Sydney Water	Blacktown LGA
Rouse Hill Basin 13	Sydney Water	Blacktown LGA

b.   Larger storage dams, listed below, are declared dams that are located outside the Hills Shire but also have a potential to impact on local communities in the LGA (amongst multiple LGAs) are addressed in the broader regional flood plan.

Dam Name	Owner	LGA
Cataract Dam	Water NSW	Wollondilly
Cordeaux Dam	Water NSW	Wollongong
Avon Dam	Water NSW	Wingecarribee
Nepean Dam	Water NSW	Wingecarribee
Warragamba Dam	Water NSW	Wollondilly

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 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 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.

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 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

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 an LGA, and may include cross boundary arrangements; and

b. Review plans as per [Section 1.8](#).

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 [State Flood Plan 2018](#) (see Section 1.9). Gauges of relevance within (The Hills 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.   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 Safety Emergency Plans;

    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, Dam Safety NSW and the NSW Flood Warning Consultative Committee; and

    Maintain 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**:

    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 this Flood Sub Plan.

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**:

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.

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

4.5.4 **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.

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 in Appendix A);

d.   For riverine flood operations on the Hawkesbury Nepean River system the arrangements in the Hawkesbury Nepean Flood Emergency Sub Plan (HNFESP) will apply. The arrangements in this plan will be subject to that Sub Plan.

e.   For local flood operations 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 Volume 3 of this Plan.

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 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.

5.2.5   **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 Centre(s) and/or Emergency Operation Centres as required; and

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

5.2.7   **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-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.

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 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.

5.3.3   **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 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 Emergency Plans 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; and

- Emergency Warning

d. NSW SES will contact the Bureau 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 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);

- 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

- 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.

5.5.2   **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 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.   The Hills Shire Council will coordinate the closure and reopening of council managed roads;

    b.   The Transport Management Centre (TMC) in coordination with Transport for NSW will coordinate the closure and reopening of the state road network;

5.6.3   The NSW Police Force may close and re-open roads but will normally only do so (if The Hills Shire Council or Transport for NSW have not already acted) and if public safety requires such action;

5.6.4   **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.

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.

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; 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;

- Availability of evacuation centres;

- Confidentiality of evacuees;

- 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 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. 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 and or locations created by the flood hazard to safe locations away from the hazard.

5.8.6 **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 (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 level of assistance required;

b. Potential Evacuation Centres are detailed in:

The Hawkesbury Nepean Flood Emergency Sub Plan - for Hawkesbury Nepean riverine flooding

Volume 3 of this Local Flood Plan – for local flooding

Local EMPLAN – note that some of these evacuation centres are located within the floodplain

    c.   Welfare Services Functional Area will manage evacuation centres for affected residents and travellers in accordance with the Welfare Services Functional Area Supporting Plan;

    d.   The Department of Education 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.

    e.   Disaster Victim Registration will be coordinated by the NSW Police Force with the Australian Red Cross managing the Register, Find and Re-unit Program;

    f.   NSW SES will provide details of all residents assisted in evacuations to the Welfare Services Functional Area as early as possible;

    g.   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

    h.   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.

5.9.4   **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 (NSW Department of Primary Industries, supported by Local Land Services) will coordinate the welfare of livestock, pets and companion animals 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 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 State Rescue Board NSW State 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.

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   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 (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' 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 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.

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 The Hills Shire 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 and Environment (DPE) and The Hills Shire 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 NSW State EMPLAN and as further detailed in the NSW Recovery Supporting Plan.

6.1.3   Flood recovery operations for The Hills Shire area will be coordinated as per the recovery arrangements in Part 8 of the Hawkesbury Nepean Flood Emergency Sub 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 and or expert;

c.   NSW SES will provide information to the 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.
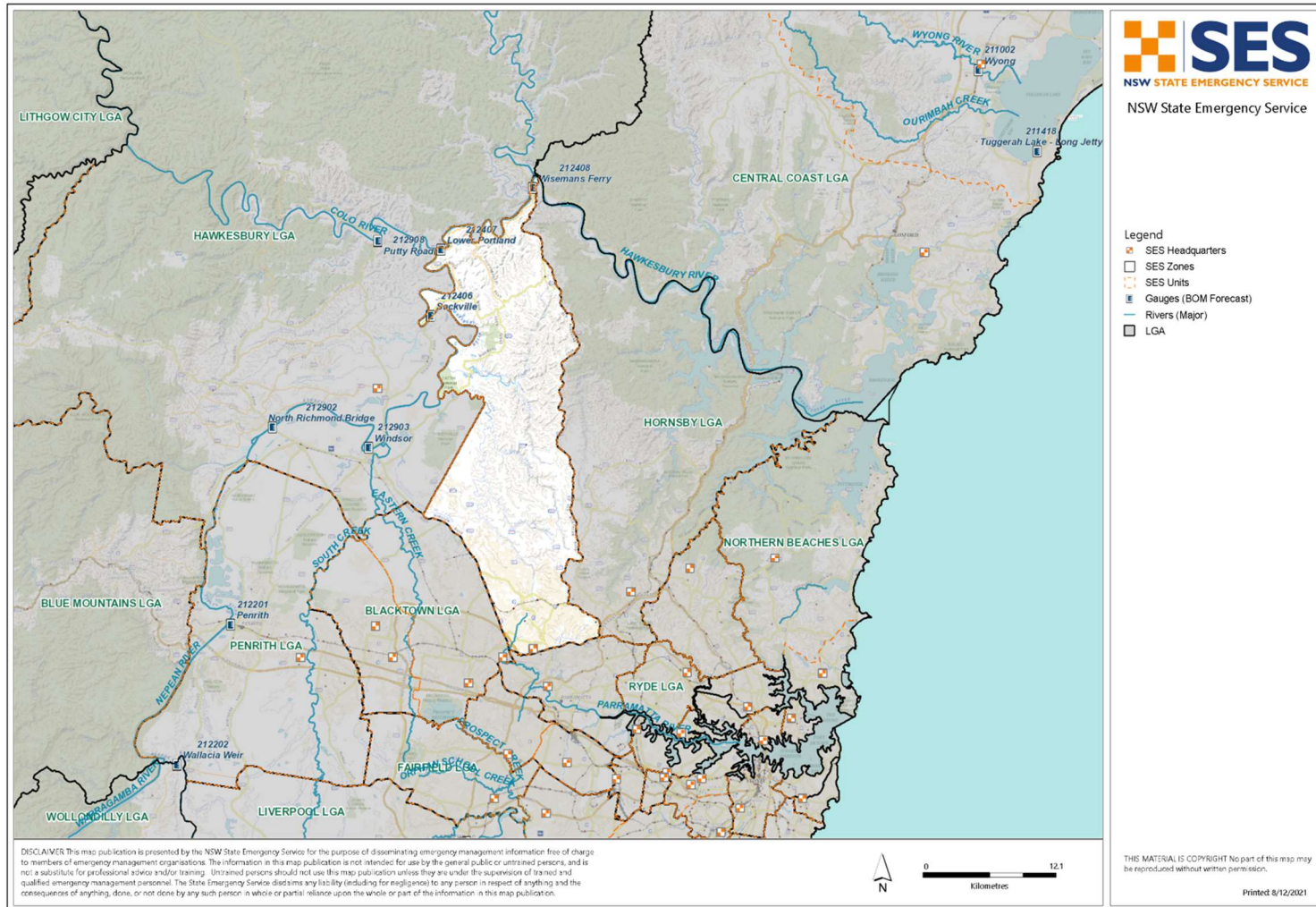
7   ABBREVIATIONS

7.1.1   A full list of abbreviations relevant to flooding can be found in Section 7 of the NSW State Flood Plan 2018.

8   GLOSSARY

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

8.1.2   Readers should also refer to NSW State EMPLAN Annex 9 – Definitions.

8.1.3   For a full list of flood definitions refer to the Supporting Document - State Flood Plan Glossary.

Appendix A – Map of The Hills Shire LGA

Appendix B – Roles and Responsibilities

The general role and responsibilities of agencies in emergency management are described in NSW State EMPLAN.

The roles and responsibilities of agencies and Functional Areas in flood are described in Appendix A to the State Flood Plan 2018.

Additional roles and responsibilities under this plan are detailed below:

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 cleanup if required and able to do so. Participate in After Action Reviews if required.
The Hills Shire Council	**Preparedness** • Develop and implement floodplain risk management plans in accordance with the NSW Government's Flood Prone Land Policy and the Floodplain Development Manual. • Establish and maintain floodplain risk management committees and ensure that key agencies are represented on such committees. • Provide levee studies, flood studies and floodplain management studies to the NSW SES. • Maintain Dam Safety Emergency Plans for the AH Whaling Reserve Detention Basin, Gooden Reserve Retaining Basin and Sierra Place Detention Basin and provide copies to the NSW SES. • Provide information on the consequences of dam failure to the NSW SES for incorporation into planning and flood intelligence. • Maintain a plant and equipment resource list for the council area. • Work with NSW SES on the development and implementation of a community engagement and capacity building program.

	• Develop and maintain arrangements for Sector Evacuation Routes in terms of the Hawkesbury Nepean Flood Emergency Sub Plan . **Response** • At the request of the NSW SES Local Controller, deploy personnel and resources for flood related activities. • Close and reopen council roads (and other roads nominated by agreement with Transport for NSW) and advise the NSW SES The Hills Local Controller and the Police. • Provide information on the status of roads. • Where time and resources permit, coordinate the provision of sand for sandbags when flooding is expected. • In the event of evacuations, assist with making facilities available for the domestic pets and companion animals of evacuees. **Recovery** • Provide for the management of health hazards associated with flooding. This includes removing debris and waste. • Ensure premises are fit and safe for reoccupation and assess any need for demolition.

Caravan Park Proprietors	• Prepare a flood emergency plan for the Caravan Park.
	
	 • Ensure that owners and occupiers movable dwellings are aware that the caravan park is flood liable by:
	
	      o Providing a written notice to occupiers taking up residence. The notice will indicate that the caravan park is liable to flooding and designate the location of flood liable land within the park.
	
	      o Displaying this notice and the emergency arrangements for the Caravan Park prominently in 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:
	
	      o Provide the manager of the caravan park with a contact address and telephone number in case of an emergency.
	
	      o Leave any movable dwelling in a condition allowing it to be relocated in an emergency (i.e. should ensure that the wheels, axles and draw bar of the caravans are not removed, and are maintained in proper working order) (NSW Government, 2005).
	
	 • Ensure that occupiers are informed of BUREAU Flood Advice Warnings. At this time, occupiers should be advised to:
	
	      o Ensure that they have spare batteries for their radios.
	
	      o Listen to a local radio station for updated flood information.

	o Prepare for evacuation and movable dwelling 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 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 flotation .
	• 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.
Child Care Centres and Preschools	• Potentially impacted child care centres and preschools are to be contacted by the NSW SES in the event of possible flooding or isolation. a. When notified the child care 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. • Assist with coordinating the evacuation of preschools and child care centres.
Owners of Prescribed Dams within or upstream of The Hills	• Maintain and operate the Dam Failure Warning System for their Dam(s). • Contribute to the development and implementation of community engagement and capacity building programs on flooding. • Consult with NSW SES on the determination of dam failure alert levels and notification arrangements when developing Dam Safety Emergency Plans. • Maintain a Dam Safety Emergency Plan and provide copies to the NSW SES. • Provide information on the consequences of dam failure to the NSW SES for incorporation into planning and flood intelligence. • Close and evacuate at risk camping grounds/recreational areas within their managed areas. • Advise the NSW SES of any known significant safety deficiencies
Private Companies	• Assist with the provision of: o Bus transport and drivers for evacuation, resupply or commuting purposes. o Trucks and drivers to relocate furniture. o Warehousing facilities to store furniture. o Sand for sandbagging. o Space for evacuation centres.

School Administration Offices	• 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). • Pass information to school bus drivers/companies and/or other schools on expected or actual impacts of flooding. • Assist with coordinating the evacuation of schools when flooding or isolation is expected to occur. • Provide space in schools for evacuation centres where necessary.
Service and Sporting Clubs	• Assist with: • Delivery of evacuation warnings. • Conduct of evacuations. • Lifting and/or moving household furniture and commercial stock. • Sandbagging. • Monitoring of levees. • Relocation of caravans.
Cross border assistance arrangement	• A local cross-border mutual assistance arrangement exists in which the NSW SES The Hills and the NSW SES Hawkesbury Unit will deploy resources to support each other. • The Hills SES will assist Hawkesbury SES with operations at MacDonald River and Webbs Creek.