



**November 2020**

To be reviewed no later than November 2025

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# **WAGGA WAGGA CITY FLOOD EMERGENCY SUB PLAN**

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

**Volume 1 of the Wagga Wagga City Local Flood Plan**



## AUTHORISATION

The Wagga Wagga City Flood Emergency Sub Plan is a sub plan of the Wagga Wagga City 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)*.

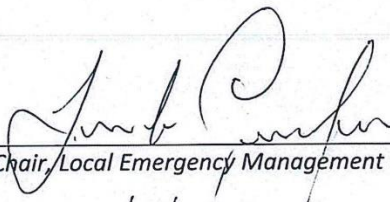
Recommended



NSW SES Wagga Wagga Unit Commander

Date: 13-10-2021

Endorsed



Chair, Local Emergency Management Committee

Date: 13/10/2021

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## DISTRIBUTION LIST

This Local Flood Plan is distributed through the NSW State Emergency Service in electronic format and is maintained on the NSW SES FloodSafe ([www.floodsafe.com.au](http://www.floodsafe.com.au)) website.

## VERSION HISTORY

The following table lists all previously endorsed versions of this plan.

Description	Date
Wagga Wagga Local Flood Plan	January 2006

## AMENDMENT LIST

Suggestions for amendments to this plan should be forwarded to:

The Zone Commander  
 Southern Zone  
 NSW State Emergency Service  
 206 Fernleigh Road  
 WAGGA WAGGA NSW 2650

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

Amendment Number	Description	Updated by	Date

Document Issue: 31102020

## LIST OF ABBREVIATIONS

The following abbreviations have been used in this plan:

<b>AAR</b>	After Action Review
<b>AEP</b>	Annual Exceedance Probability
<b>AHD</b>	Australian Height Datum
<b>AIIMS</b>	Australasian Inter-service Incident Management System
<b>ARI</b>	Average Recurrence Interval (Years)
<b>ALERT</b>	Automated Local Evaluation in Real Time
<b>AWRC</b>	Australian Water Resources Council
<b>BOM</b>	Australian Government Bureau of Meteorology
<b>CBRN</b>	Chemical, Biological, Radiation or Nuclear
<b>DCF</b>	Dam Crest Flood
<b>DPIE</b>	Department Planning, Industry and Environment (formerly Office of Environment and Heritage)
<b>DSNSW</b>	Dam Safety NSW
<b>DSEP</b>	Dam Safety Emergency Plan
<b>DVR</b>	Disaster Victim Registration
<b>EMPLAN</b>	Emergency Management Plan
<b>FRNSW</b>	Fire and Rescue NSW
<b>GIS</b>	Geographic Information System
<b>GRN</b>	Government Radio Network
<b>IAP</b>	Incident Action Plan
<b>ICC</b>	Incident Control Centre
<b>IFF</b>	Imminent Failure Flood
<b>LEMC</b>	Local Emergency Management Committee
<b>LEOCON</b>	Local Emergency Operations Controller

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<b>LO</b>	Liaison Officer
<b>LGA</b>	Local Government Area
<b>MHL</b>	Manly Hydraulics Laboratory
<b>NSW RFS</b>	New South Wales Rural Fire Service
<b>NSW SES</b>	NSW State Emergency Service
<b>NSW VRA</b>	Volunteer Rescue Association
<b>PMF</b>	Probable Maximum Flood
<b>PMR</b>	Private Mobile Radio
<b>PMP</b>	Probable Maximum Precipitation
<b>PIIC</b>	Public Information and Inquiry Centre
<b>REMC</b>	Region Emergency Management Committee
<b>REMO</b>	Regional Emergency Management Officer
<b>REOCON</b>	Region Emergency Operations Controller
<b>RMS</b>	Roads and Maritime Services, Transport for NSW
<b>SEOCON</b>	State Emergency Operations Controller
<b>SERCON</b>	State Emergency Recovery Controller
<b>SEWS</b>	Standard Emergency Warning Signal
<b>SITREPs</b>	Situation Reports
<b>VRA</b>	NSW Volunteer Rescue Association
<b>WNSW</b>	WaterNSW



## GLOSSARY

**Annual Exceedance Probability (AEP).** The chance of a flood of a given or larger size occurring in any one year, usually expressed as a percentage. For example, if a peak flood level (height) has an AEP of 5%, there is a 5% chance (that is, a one-in-20 chance) of such a level or higher occurring in any one year (see also Average Recurrence Interval).

**Assistance Animal.** A guide dog, a hearing assistance dog or any other animal trained to assist a person to alleviate the effect of a disability (Refer to Section 9 of the Disability Discrimination Act 1992).

**Assembly Area.** An assembly area is a designated location used for the assembly of emergency-affected persons before they move to temporary accommodation or a nominated evacuation centre. As such these areas do not provide welfare assistance nor are they used for long term sheltering or provision of meals. An assembly area may also be a prearranged, strategically placed area, where support response personnel, vehicles and other equipment can be held in readiness for use during an emergency.

**Australian Height Datum (AHD).** A common national surface level datum approximately corresponding to mean sea level.

**Average Recurrence Interval (ARI).** The long-term **average** number of years between the occurrence of a flood as big as, or larger than, the selected event. For example, floods reaching a height as great as, or greater than, the 20 year ARI flood event will occur **on average** once every 20 years.

**Catchment (River Basin).** The land area draining through the mainstream, as well as tributary streams, to a particular site. It always relates to an area above a specific location.

**Dambreak Study.** A Dambreak Study is undertaken to determine the likely downstream inundation areas in case of a dam failure. Modelling is undertaken for a range of dam breach possibilities and design floods. The dambreak study includes information such as the extent of flooding, flood travel times and flood water velocities. The study can assist dam owners, regulators, and emergency agencies in the preparations of evacuation plans, dam break and other flood warning systems, and hazard classification of affected areas.

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

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

**Dam Safety Emergency Plan (DSEP).** A DSEP outlines the required actions of owners and their personnel at dams in response to a range of possible emergency situations. Dams Safety NSW requires a quality controlled DSEP, with associated dambreak warning procedures to be prepared for prescribed dams where persons may be at risk downstream, if the dam failed.

**Declared Dam.** "Declared" dams are those described in Part 3 of the Dams Safety Act 2015 No 26 (NSW). Dams Safety NSW will "declare" dams that have a potential to threaten downstream life, or cause major property, environmental or public welfare damage.

**Design Flood (or Flood Standard).** A flood of specified magnitude that is adopted for planning purposes. Selections should be based on an understanding of flood behaviour and the associated flood risk, and take account of social, economic and environmental considerations. There may be several design floods for an individual area.

**Emergency Alert.** The national telephone warning system used by emergency services to send voice messages to landlines and text messages to mobile phones within a defined area, about likely or actual emergencies.

**EMPLAN (Emergency Management Plan).** The Plan established in accordance with the provisions in the *State Emergency Rescue Management Act 1989*. The object of an EMPLAN is to ensure the coordinated response by all agencies having responsibilities and functions in emergencies.

**Essential Services.** Those services often provided by local government authorities that are considered essential to the life of organised communities. Such services include power, lighting, water, gas, sewerage and sanitation clearance.

**Evacuation.** The temporary movement of people from a dangerous or potentially dangerous place to a safe location, and their eventual return. It is a safety strategy which uses distance to separate people from the danger created by the hazard.

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

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

**Flash Flooding.** Flooding which is sudden and often unexpected because it is caused by sudden local or nearby heavy rainfall. It is sometimes defined as flooding which occurs within six hours of the rain that causes it.

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

**Flood Classifications.** Locally defined flood levels used in flood warnings to give an indication of the severity of flooding (minor, moderate or major) expected. These levels are used by the State Emergency Service and the Australian Government Bureau of Meteorology in flood bulletins and flood warnings.

**Flood Intelligence.** The product of collecting, collating, analysing and interpreting flood-related data to produce meaningful information (intelligence) to allow for the timely preparation, planning and warning for and response to a flood.

**Flood Fringe.** The remaining area of flood prone land after floodway and flood storage have been defined.

**Flood Liable Land (also referred to as Flood Prone Land).** Land susceptible to flooding by the Probable Maximum Flood (PMF) event. This term also describes the maximum extent of a **floodplain** which is an area of a river valley, adjacent to the river channel, which is subject to inundation in floods up to this event.

**Flood of Record.** Maximum observed historical flood.

**Floodplain.** Area of land which is subject to inundation by floods up to and including the probable maximum flood event, that is, flood prone land.

**Floodplain Management Plan.** A plan developed in accordance with the principles and guidelines in the New South Wales Floodplain Development Manual. Such a plan usually includes both written and diagrammatic information describing how particular areas of flood prone land can be used and managed to achieve defined objectives.

**Flood Plan.** A response strategy plan that deals specifically with flooding and is a Sub-Plan of an Emergency Management Plan. Flood plans describe agreed roles, responsibilities, functions, strategies and management arrangements for the

conduct of flood operations and for preparing for them. A flood plan contains information and arrangements for all floods whereas an IAP is for a specific flood/event.

**Flood Rescue.** The rescue or retrieval of persons trapped by floodwaters.

**Flood Storage Areas.** Those parts of the floodplain that are important for the temporary storage of floodwaters during the passage of a flood. The extent and behaviour of flood storage areas may change with flood severity, and loss of flood storage can increase the severity of flood impacts by reducing natural flood attenuation.

**Floodway.** An area where a significant volume of water flows during floods. Such areas are often aligned with obvious naturally defined channels and are areas that, if partially blocked, would cause a significant redistribution of flood flow which may in turn adversely affect other areas. They are often, but not necessarily, the areas of deeper flow or the areas where higher velocities occur.

**Flood Watch.** A Flood Watch is a notification of the potential for a flood to occur as a result of a developing weather situation and consists of short generalised statements about the developing weather including forecast rainfall totals, description of catchment conditions and indicates streams at risk. The Bureau will also attempt to estimate the magnitude of likely flooding in terms of the adopted flood classifications. Flood Watches are normally issued 24 to 36 hours in advance of likely flooding. Flood watches are issued on a catchment wide basis.

**Flood Warning.** A Flood Warning is a gauge specific forecast of actual or imminent flooding. Flood Warnings specify the river valley, the locations expected to be flooded, the likely severity of flooding and when it will occur.

**Functional Area.** A category of services involved in the preparations for an emergency, including the following:

- Agriculture and Animal Services;
- Energy and Utility Services;
- Engineering Services;
- Environmental Services;
- Health Services;
- Public Information Services;
- Telecommunication Services;
- Transport Services; and
- Welfare Services.

**Geographic Information System (GIS).** A geographic information system (GIS) integrates hardware, software, and data for capturing, managing, analysing, and displaying all forms of geographically referenced information.

**Incident Controller.** The individual responsible for the management of all incident control activities across a whole incident.

**Incident Action Plan (IAP).** An action plan for managing a specific event. Information from the Local Flood Plan is used to develop the flood IAP.

**Indirect Effect.** Indirect effects are generally a consequence of infrastructure damage or interruption of services and can affect communities distant from the actual flood footprint i.e. floodplain. Indirect effects can also refer to indirect losses due to disruption of economic activity, both in areas which are inundated or isolated. Indirect effects are one of the three primary sources of risk in the context of flooding (the other two are inundation and isolation).

**Inundation.** See definition for Flood.

**Isolation.** Properties and/or communities where flooding cuts access to essential services or means of supply. Isolation is one of the three primary sources of risk in the context of flooding (the other two are inundation and indirect effects).

**Liaison Officer (LO).** A person nominated or appointed by an organisation or functional area, to represent that organisation or functional area at a control centre, emergency operations centre, or coordination centre. A liaison officer maintains communications with and conveys directions/requests to their organisation or functional area, and provides advice on the status, capabilities, actions and requirements of their organisation or functional area.

**Local Emergency Management Committee (LEMC).** The LEMC is responsible for the preparation of plans in relation to the prevention of, preparation for, response to and recovery from emergencies in the local government area for which it is constituted. In the exercise of its functions, the Committee is responsible to the Region Emergency Management Committee (REMC) and may communicate with the REMC for matters associated with Functional Areas that are not represented at the local Level.

**Local Overland Flooding.** Inundation by local runoff rather than overbank discharge from a stream, river, estuary, lake or dam.

**Major Flooding.** Flooding which causes inundation of extensive rural areas, with properties, villages and towns isolated and/or appreciable urban areas flooded.

**Minor Flooding.** Flooding which causes inconvenience such as closing of minor roads and the submergence of low-level bridges. The lower limit of this class of flooding, on the reference gauge, is the initial flood level at which landholders and/or townspeople begin to be affected in a significant manner that necessitates the issuing of a public flood warning by the Australian Government Bureau of Meteorology.

**Moderate Flooding.** Flooding which inundates low-lying areas, requiring removal of stock and/or evacuation of some houses. Main traffic routes may be covered.

**Moveable Dwellings.** Any tent, or any caravan or other van or other portable device (whether on wheels or not), used for human habitation; or a manufactured home; or any conveyance, structure or thing of a class or description prescribed by the (Local Government) regulations (4).

**Operational Area Commander.** The individual commanding an operational area. An Operational Area Command may be established for an area with multiple incident management teams functioning and can cross local government and NSW SES Zone boundaries.

**Peak Height.** The highest level reached, at a nominated gauging station, during a flood event.

**Probable Maximum Flood (PMF).** The largest flood that could conceivably be expected to occur at a particular location, usually estimated from probable maximum precipitation. The PMF defines the maximum extent of flood prone land, that is, the floodplain. It is difficult to define a meaningful Annual Exceedance Probability for the PMF, but it is commonly assumed to be of the order of  $10^4$  to  $10^7$  (once in 10,000 to 10,000,000 years).

**Riverine Flooding.** Inundation of normally dry land occurring when water overflows the natural or artificial banks of a stream, river, estuary, lake or dam. Riverine flooding generally excludes watercourses constructed with pipes or artificial channels considered as stormwater channels.

**Runoff.** The amount of rainfall which ends up as stream flow, also known as 'rainfall excess', since it is the amount remaining after accounting for other processes such as evaporation and infiltration.

**Stage Height.** A level reached, at a nominated gauging station, during the development of a flood event.

**Stream Gauging Station.** A place on a river or stream at which the stage height is routinely measured, either daily or continuously, and where the discharge is measured on a

regular basis so as to develop a relationship between stage and discharge or rating curve.

**Spontaneous Volunteers.** Spontaneous Volunteers are community members who mobilise during periods of significant flooding or severe storms to support NSW communities. Spontaneous Volunteers are coordinated by the NSW SES in a range of roles that generally do not require training or previous experience, and there is no expectation of an ongoing volunteer commitment. Spontaneous volunteers provide the NSW SES with additional capacity to support preparedness, response and recovery operations and/or activities.

**Total Flood Warning System.** A flood warning system is made up of components which must be integrated if the system is to operate effectively. Components of the total flood warning system include monitoring rainfall and river flows, prediction, interpretation of the likely impacts, construction and dissemination of warning messages, response by agencies and community members, and review of the warning system after flood events.

## PART 1 - INTRODUCTION

### 1.1 PURPOSE

- 1.1.1 This plan covers preparedness measures, the conduct of response operations and the coordination of immediate recovery measures from all levels of flooding within the Wagga Wagga City Local Government Area (LGA). It covers operations for all levels of flooding within the Council area.

### 1.2 AUTHORITY

- 1.2.1 This plan is issued under the authority of the *State Emergency and Rescue Management Act 1989* (NSW) and the *State Emergency Service Act 1989* (NSW). It has been approved by the NSW SES Wagga Wagga Unit Commander and the NSW SES Southern Zone Commander as a NSW SES Plan and endorsed by the Wagga Wagga City Local Emergency Management Committee (LEMC) as a sub plan of the Local EMPLAN.

### 1.3 AREA COVERED BY THE PLAN

- 1.3.1 The area covered by the plan is the Wagga Wagga City LGA which includes: the major urban centre of Wagga Wagga, the towns of Tarcutta, Forest Hill and Uranquinty, the villages of Humula, Gumly Gumly, Ladysmith, Mangoplah, Collingullie, Galore, Oura and Currawarna and intervening rural areas.
- 1.3.2 The Council area includes the Murrumbidgee River from Eringoarrah to Berembled Weir. It also includes tributary creeks and streams entering the river between these locations. These are Tarcutta, Kyeamba, Houlaghans, Sandy, Bullenbung and Beaver / Old Man Creeks.
- 1.3.3 The Council area and its principal rivers and creeks are shown in Attachment 3.
- 1.3.4 The Council area is in the NSW SES Southern Zone and for emergency management purposes is part of the Riverina Murray Emergency Management Region.

### 1.4 DESCRIPTION OF FLOODING AND ITS EFFECTS

- 1.4.1 The NSW SES maintains information on the nature of flooding and effects of flooding on the community in the Wagga Wagga City LGA.

### 1.5 RESPONSIBILITIES

- 1.5.1 The general responsibilities of Emergency Service Organisations and Supporting Services (functional areas) are listed in the State Emergency Management Plan (EMPLAN). Some specific responsibilities are expanded



upon in the following paragraphs. The extent of their implementation will depend on the severity of the flooding.

- 1.5.2 **NSW SES Wagga Wagga Unit Commander:** The NSW SES Wagga Wagga Unit Commander is responsible for dealing with floods as detailed in the NSW State Flood Plan, and will;

#### Preparedness

- a. Maintain a Local Headquarters at 208 Fernleigh Rd, Wagga Wagga in accordance with current NSW SES Policies and Procedures.
- b. Ensure that NSW SES members are trained to undertake response operations in accordance with current NSW SES Policies and Procedures.
- c. Coordinate the development and operation of a flood warning service for the community.
- d. Participate in floodplain risk management initiatives organised by the Wagga Wagga City Council.
- e. Coordinate a community engagement and capability building program regarding local flood issues and associated risks to assist communities in building resilience to floods.
- f. Identify and monitor communities at risk of flooding.
- g. Ensure that the currency of this plan is maintained.

#### Response

- h. NSW SES will appoint an appropriate **Incident Controller** in accordance with current NSW SES Policies and Procedures to undertake flood response roles. The Incident Controller will;
  - Control flood and storm response operations. This includes;
    - Directing the activities of the NSW SES Units operating within the Council area.
    - Coordinating the activities of supporting agencies and organisations and ensuring that liaison is established with them.
    - Contribute to preparation of a Zone Incident Action Plan (IAP).
  - Coordinate the provision of information services in relation to;
    - Flood heights and flood behaviour.
    - Road conditions and closures.
    - Advice on methods of limiting property damage.
    - Confirmation of Evacuation Warnings and Evacuation Orders.
  - Direct the conduct of flood rescue operations.
  - Coordinate the provision of the evacuation of people and/or communities.

- Provide immediate welfare support for evacuated people.
- Coordinate the provision of emergency food and medical supplies to isolated people and/or communities.
- Manage and support Spontaneous Volunteers.
- Coordinate operations to assist the community to protect property. This may include;
  - Arranging resources for sandbagging operations.
  - Raising and moving household furniture.
  - Raising or moving commercial stock and equipment.
- Assist Wagga Wagga City Council to organise temporary repairs or improvements to levees.
- Where possible, arrange for support (for example, accommodation and meals) for emergency service organisation members and volunteers assisting them.
- Ensure that the managers of Caravan Parks are advised of flood warnings and the details of any Evacuation Order.
- If NSW SES resources are available, assist with emergency fodder supply operations conducted by Agriculture and Animal Services.
- If NSW SES resources are available, assist the NSW Police Force, RMS and Council with road closure and traffic control operations.
- Exercise financial delegations relating to the use of Emergency Orders following current NSW SES Policies and Procedures.
- Coordinate the collection of flood information for development of intelligence.
- Submit Situation Reports to the NSW SES Southern Zone Headquarters and agencies assisting within the Council area. These should contain information on;
  - Road conditions and closures.
  - Current flood behaviour.
  - Current operational activities.
  - Likely future flood behaviour.
  - Likely future operational activities.
  - Probable resource needs.
- Keep the Local Emergency Operations Controller advised of the flood situation and the operational response.
- Issue the 'All Clear' when flood operations have been completed.

## Recovery

- i. Ensure that appropriate After Action Reviews (AAR) are held after floods.
- j. NSW SES will provide appropriate representation to the Recovery Committee for the duration of the response phase of an event and as agreed during the recovery phase.

#### 1.5.3 **NSW SES Wagga Wagga Unit Members:**

- a. Carry out flood response tasks. These may include;
  - The management of the NSW SES Wagga Wagga Unit Incident Control, Division or Sector Command Centre.
  - Assist in the collection of flood information for the development of intelligence.
  - Flood rescue.
  - Evacuation.
  - Providing immediate welfare for evacuated people.
  - Delivery of warnings and information.
  - Resupply.
  - Assist Council with monitoring of levees if resources permit.
  - Sandbagging.
  - Raising and/or moving household furniture and commercial stock.
  - Animal rescue.
  - Assisting Council in repairing or improving levees.
  - Assisting with road closure and traffic control operations.
  - Assisting with emergency fodder supply operations.
- b. Assist with flood and storm preparedness activities.
- c. Undertake training in flood and storm response operations.

#### 1.5.4 **Wagga Wagga City Local Emergency Operations Controller (LEOCON):**

- a. Monitor flood operations.
- b. Request and coordinate support to the NSW SES Incident Controller if requested to do so.

#### 1.5.5 **Wagga Wagga City Local Emergency Management Officer (LEMO):**

- a. Provide executive support to the LEMC and LEOCON in accordance with the Wagga Wagga City Local Emergency Management Plan.
- b. At the request of NSW SES,, advise appropriate agencies and officers of the start of response operations.

#### 1.5.6 **Wagga Wagga City Council:**

### Preparedness

- a. Develop and implement Floodplain Risk Management Plans in accordance with the NSW Government's Flood Prone Land Policy and the Floodplain Development Manual.
- b. Establish and maintain Floodplain Risk Management Committees and ensure that key agencies are represented on such committees.
- c. Provide Levee Studies, Flood Studies and Floodplain Management studies to the NSW SES.
- d. Inspect and maintain all levees.
- e. Carry out emergency repairs to levees if required.
- f. Maintain a plant and equipment resource list for the Council area.
- g. Work with NSW SES on the development and implementation of a community engagement and capability building program.

### Response

- h. At the request of the NSW SES Incident Controller, deploy personnel and resources for flood related activities.
- i. Close and reopen council roads (and other roads nominated by agreement with the RMS) and advise the NSW SES Incident Controller and the Police.
- j. Provide information on the status of roads.
- k. Provide regular information to the NSW SES about the status and integrity of all levees.
- l. Carry out operations, surveillance and monitoring of Council flood infrastructure as per the Wagga Wagga City Council Response Plan.
- m. Provide either sandbagging equipment or filled sandbags to urban and village areas in which flooding is expected.
- n. Provide back-up radio communications.
- o. In the event of evacuations, assist Agriculture and Animal Services Functional Area with making facilities available for the domestic pets and companion animals of evacuees.
- p. 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.
- q. Advise the NSW Environmental Protection Authority (EPA) of any sewage overflow caused by flooding.
- r. Work with the NSW SES and Department of Planning, Industry and Environment (DPIE) to collect flood related data during and after flood events.

## Recovery

- s. Provide for the management of health hazards associated with flooding. This includes removing debris and waste post flooding. Note: Council staff cannot enter Private Property to collect debris without the express permission from the Council Director of Operations. Council staff can remove waste material and debris from Council property which includes the nature strip.
- t. Assist with ensuring that premises that have been inundated are fit and safe for reoccupation and assess any need for demolition.
- u. Assist with identifying and procurement of suitable facilities for the safe and secure storage of evacuees' furniture as required.
- v. Provide assistance, advice and services to NSW Government in accordance with the NSW State Recovery Plan.

### 1.5.7 **Agriculture and Animal Services Functional Area:**

- a. When requested by NSW SES;
  - Activate the Agriculture and Animal Services Supporting Plan as required and coordinate the provision of required services which may include;
    - Co-ordinate response for all animals including pets, livestock and wildlife.
    - Supply and delivery of emergency fodder.
    - Emergency water replacement in certain circumstances.
    - Coordinate the management of livestock and farm animals.
    - Advice on dealing with dead and injured farm animals.
    - Financial, welfare and damage assessment assistance to flood affected farmers.
    - Co-ordinate the establishment of animal shelter facilities for the domestic pets and companion animals of evacuees.

### 1.5.8 **Australian Government Bureau of Meteorology (BOM):**

- a. Provide Flood Watches for the Murrumbidgee River Basin.
- b. Provide Flood Warnings, incorporating height-time predictions, for Gundagai (AWRC No. 410004) and Wagga Wagga (AWRC No. 410001).
- c. Provide Severe Weather Warnings when flash flooding is likely to occur as a result of heavy rainfall.

### 1.5.9 **Caravan Park Owners and or Managers:**

- a. Prepare a Flood Emergency Plan for the Caravan Park.
- b. 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. The notice will indicate that the Caravan Park is liable to flooding and designate the location of flood liable land within the park.
  - Displaying this notice and the emergency arrangements for the Caravan Park prominently in the park.
- c. 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 Management of the Caravan Park with a contact address and telephone number in case of an emergency.
  - 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).
- d. 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, as part of their Emergency Kit.
  - Listen to a local radio station for updated flood information.
  - Prepare for evacuation and movable dwelling relocation.
- e. Ensure that owners and occupiers of caravans are aware of what they must do to facilitate evacuation and movable dwelling relocation prior to flooding occurring.
- f. 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 park management.
- g. Secure any movable dwellings that are not able to be relocated to prevent floatation.
- h. 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.

#### 1.5.10 **Child Care Centres and Preschools:**

- a. Childcare Centres are to be contacted by the NSW SES in the event of possible flooding or isolation.
- b. 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.

#### 1.5.11 **Community Members:**

##### **Preparedness**

- Understanding the potential risk and impact of flooding;
- Preparing homes and property to reduce the impact of flooding;
- Understanding warnings and other triggers for action and the safest actions to take in a flood;
- Households, institutions and businesses developing plans to manage flood risks, sharing and practicing this with family, friends, employees and neighbours;
- Having an Emergency Kit;
- Being involved in local emergency planning processes.

#### 1.5.12 **Department of Planning, Industry and Environment:**

- Assist the NSW SES gain access to relevant studies regarding flooding, including Flood Studies and Floodplain Risk Management Studies undertaken under the Floodplain Management Program.
- Assist the NSW SES in obtaining required outputs from Flood Studies and Floodplain Risk Management Studies under the Floodplain Management Program which assist the NSW SES in effective emergency response planning and incorporating information into the NSW Floods Database.
- Coordinate the collection of post event flood data, in consultation with the NSW SES and or Council.
- Provide specialist advice to the NSW SES on flood related matters to the identification of flood risks.
- Provide data to the Bureau of Meteorology and NSW SES real-time or near real-time access to river height gauges and height data for the development of official flood warnings (through a contract with MHL as described in the Response section of this plan).
- Assist the NSW SES in the exercising of this Flood Sub Plan.
- Parks and Wildlife Service:**
  - Close and reopen Parks and Wildlife Service roads when affected by flood waters and advise the NSW SES of its status.
  - Facilitate the safe reliable access of emergency resources on National Parks and Wildlife Service managed roads.
  - Assist the NSW SES with identification of road infrastructure at risk of flooding.
  - Manage traffic on Parks and Wildlife Service roads.

- Assist the NSW SES with the communication of warnings and information provision to the public through variable message signs and other appropriate means.

#### 1.5.13 Energy and Utility Services Functional Area:

- a. When requested by NSW SES;
  - Implement the Energy and Utilities Services Functional Area Supporting Plan.
  - Where required, coordinate energy and utility services emergency management planning, preparation, response and recovery, including the restoration of services following a flood event.
  - Coordinate advice to the NSW SES of any need to disconnect electricity, gas, water or wastewater services.
  - Assist the NSW SES to identify infrastructure at risk of flooding for incorporation into planning and intelligence.
  - Identify interdependencies between flooding and utility services due to secondary impacts of flooding and advise the NSW SES.
  - Assist the NSW SES with advisory notices relating to hazards from utility services during flooding.
  - Coordinate with utilities on restoration of services, including advisory notices relating to estimated time for restoration and mandatory safety checks prior to reconnection. Advise the NSW SES and the relevant recovery committee and coordinator of the timetable for restoration.
- b. Local Utility Service Distribution Providers (electricity, gas, water, waste water):
  - Provide advice to the NSW SES Incident Controller 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.
  - Advise the public with regard to electrical hazards during flooding 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.
  - Assist the NSW SES to identify infrastructure at risk of flooding for incorporation into planning and intelligence.

#### 1.5.14 Engineering Services Functional Area:



- a. When requested by NSW SES;
  - Provide engineering advice regarding the integrity of damaged structures.
  - Assist the NSW SES with damage assessment.
  - Acquire and/or provide specialist technical engineering expertise.
  - Assist the NSW SES and Council with the assessment and operation of flood protection levees when requested.
  - Assist with property protection, including the construction or repair of levees.
  - Coordinate the restoration of critical public facilities.
- b. When requested by the Recovery Coordinator:
  - Establish Recovery Centres by the procurement and fit-out of suitable properties.

#### 1.5.15 **Environmental Services Functional Area:**

- a. When requested by NSW SES;
  - Implement the Environmental Services Functional Area (Enviroplan) Supporting Plan if required.

#### 1.5.16 **Forestry Corporation of NSW:**

- a. Close and evacuate at risk camping grounds in State Forest managed areas.
- b. Close and reopen Forestry Corporation of NSW roads when affected by flood waters and advise the NSW SES of its status.
- c. Facilitate the safe reliable access of emergency resources on Forestry Corporation managed roads.
- d. Assist the NSW SES with identification of road infrastructure at risk of flooding.
- e. Manage traffic on Forestry Corporation roads.
- f. Assist the NSW SES with the communication of warnings and information provision to the public through variable message signs and other appropriate means.

#### 1.5.17 **Health Services Functional Area:**

- a. When requested by NSW SES;
  - Activate Healthplan if required.
  - Ensure that appropriate business continuity plans are developed for essential health infrastructure and are activated during floods.
  - Provide medical support to the NSW SES.
  - Establish health surveillance in affected areas.

- Assess potential public health risks that either acutely endanger the health of human populations or are thought to have longer term consequences.
- Provide environmental health advice.
- Provide public health warnings and advice to affected communities.
- Provide psychological counselling support to the community and emergency response workers impacted, via NSW Health Mental Health Division.
- Assist the NSW SES with the warning and coordination of evacuation of public hospitals, private hospitals and residential aged care facilities.
- Undertake the assessment of vulnerable members of the community for mental health and drug and alcohol dependant persons, dialysis, community health clients and oxygen dependant persons in the community, known to the health service.

**1.5.18 John Holland:**

- a. Will close and reopen railway lines affected by flood waters and advise the NSW SES. Note: The Australian Rail Track Corporation (ARTC) operates and manages the main Sydney to Melbourne line.

**1.5.19 Murrumbidgee Region Transport Services Functional Area Coordinator (TSFAC):**

- a. The TSFAC will assist NSW SES, Emergency Services and other functional areas through the provision of traffic and transport operations as consistent with the roles of Transport organisations, including;
  - The movement of emergency equipment and personnel.
  - The movement of emergency supplies and goods, including water, fuel and food.
  - The evacuation of people and animals.
  - Assistance for medical transport.
  - Transportation of animals and infectious material/dangerous goods.
  - Maintaining and operating a transport route advisory service to the NSW SES, emergency services organisations and other Functional Areas and members of the community.
  - Coordinate the provision of traffic and transport operations as consistent with the roles of Transport organisations.

**1.5.20 NSW Ambulance:**

- a. Assist with the evacuation of at risk communities (in particular elderly and/or infirm people).
- b. Deploy ambulance resources to appropriate locations if access is expected to be lost.

- c. Assist the NSW SES with flood rescue operations.
- 1.5.21 Fire and Rescue NSW, Wagga Wagga and Turvey Park:**
- a. FRNSW responsibilities are primarily confined to the FRNSW Fire District. Any deployment of FRNSW resources to assist NSW SES in flood events rests with the respective FRNSW Commander which must be a Senior Officer.
- b. The FRNSW Commander will assess the capability of FRNSW to assist NSW SES in the following tasks:
- 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.
  - 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.
  - Assist with clean-up operations, including the hosing out of flood affected properties.
  - Coordinate the deployment of fire resources to communities within Fire and Rescue NSW Fire Districts if access is expected to be lost in consultation with the NSW SES.
- c. FRNSW will use its best endeavours to deploy appliances and or resources into locations where access is expected to be lost.
- d. NSW SES may request additional resources from FRNSW through the NSW SES State Command Centre for deployment to an area of operations under the provisions of the NSW State Flood Plan.
- 1.5.22 NSW SES Flood Warning Network: Oura, Mangoplah, Flowerdale, Gumly Gumly, Ladysmith, Uranquinty, Collingullie, Currawarna and Galore:**
- a. Provide flood information to the NSW SES Incident Controller.
- b. Distribute flood warnings and flood information provided by the NSW SES Incident Controller.
- 1.5.23 NSW Police Force, Wagga Wagga (Riverina Police District):**
- a. Assist the NSW SES with the delivery of Evacuation Warnings and Evacuation Orders.
- b. Assist the NSW SES with the conduct of evacuation operations.
- c. Conduct road and traffic control operations in conjunction with council and/or RMS.

- d. Coordinate the registration of evacuees.
  - e. Secure evacuated areas.
- 1.5.24 **NSW Rural Fire Service (RFS Riverina Zone):**
- a. Provide personnel in rural areas and villages to;
    - Inform the NSW SES Incident Controller about flood conditions and response needs in their own communities, and
    - Disseminate flood information.
  - b. Provide personnel and high-clearance vehicles for flood related activities.
  - c. Assist the NSW SES with the delivery of Evacuation Warnings and Evacuation Orders.
  - d. Assist the NSW SES with the conduct of evacuations.
  - e. Provide equipment for pumping flood water out of buildings and from low-lying areas.
  - f. Assist with the removal of caravans.
  - g. Provide back-up radio communications.
  - h. Assist with clean-up operations, including the hosing of flood affected properties.
  - i. Deploy fire resources to appropriate locations if access is expected to be lost.
  - j. NSW SES may request additional resources from NSW RFS through the NSW SES State Command Centre for deployment to an area of operations under the provisions of the NSW State Flood Plan.
- 1.5.25 **NSW TrainLink (Transport for NSW):**
- a. Operate NSW regional, interstate and urban rail services through the Wagga Wagga City including the management of railway services affected by flood waters and advise the NSW SES.
  - b. Assist the NSW SES with the movement or evacuation of people during flood response operations if required.
  - c. Convey flood information and flood warnings to passengers and travellers in NSW.
  - d. Cooperate with, and assist the NSW SES Incident Controller in relation to public safety during flood emergencies.
  - e. Cooperate with the Murrumbidgee Region Transport Services Functional Area Coordinator.
- 1.5.26 **NSW Volunteer Rescue Association Inc. (VRA), Wagga Wagga Rescue Squad:**
- a. Assist the NSW SES Wagga Wagga Unit with flood response operations, where equipment and training are suitable.

### 1.5.27 Owners of Declared Dams within or upstream of Wagga Wagga City

Dam	Owner
Talbingo Dam	Snowy Hydro Ltd.
Blowering Dam	WaterNSW

- a. Maintain and operate the Dam Failure Warning System for their Dam(s).
- b. Contribute to the development and implementation of community engagement and capacity building programs on flooding.
- c. Consult with NSW SES on the determination of dam failure alert levels and notification arrangements when developing Dam Safety Emergency Plans.
- d. Maintain a Dam Safety Emergency Plan and provide copies to the NSW SES.
- e. Provide information on the consequences of dam failure to the NSW SES for incorporation into planning and flood intelligence.
- f. Close and evacuate at risk camping grounds/recreational areas within their managed areas.

### 1.5.28 Public Information Services Functional Area:

- a. When requested by NSW SES;
  - Assist the NSW SES in the establishment and operation of a Joint Media Information Centre.

### 1.5.29 Riverina Medical and Dental Aboriginal Corporation, Wiradjuri Aboriginal – Community Child Care Centre Corporation and Wagga Local Aboriginal Land Council:

- a. Act as the point of contact between the NSW SES and the Wiradjuri community.
- b. Inform the NSW SES Incident Controller about flood conditions and response needs.
- c. Disseminate flood information, including Flood and Evacuation Warnings, to the Wiradjuri community.

### 1.5.30 Roads and Maritime Services, Transport for NSW:

- a. Manage traffic on state roads, state highways and waterways affected by flood waters and advise the NSW SES of their status including the Hume Highway, Sturt Highway and Olympic Way.
- b. Facilitate the safe reliable access of emergency resources on RMS managed roads.
- c. Assist the NSW SES with identification of road infrastructure at risk of flooding.

- d. Assist in Traffic management associated with evacuations where necessary.
  - e. Enter current state road closure information into the Live Traffic site.
  - f. Assist the NSW SES and Council with the communication of warnings and information provision to the public through variable message signs.
  - g. Cooperate with the Murrumbidgee Region Transport Services Functional Area Coordinator.
- 1.5.31 **School Administration Offices (including Catholic Education Office Wagga Wagga, Department of Education Wagga Wagga and Private Schools):**
- a. 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).
  - b. Pass information to school bus drivers/companies and/or other schools on expected or actual impacts of flooding.
  - c. Assist with coordinating the evacuation of schools when flooding or isolation is expected to occur.
  - d. Provide space in schools for evacuation centres where necessary.
- 1.5.32 **Spontaneous Volunteers:**
- a. Assist the NSW SES and the community with;
    - Delivery of Evacuation Warnings.
    - Conduct of evacuations.
    - Lifting and/or moving household furniture and commercial stock.
    - Sandbagging.
    - Monitoring of levees.
    - Relocation of caravans.
- 1.5.33 **Telecommunication Services Functional Area:**
- a. When requested by NSW SES;
    - Coordinate the restoration of telephone facilities damaged by flooding.
    - Assist the NSW SES to identify infrastructure at risk of flooding for incorporation into planning and intelligence.
- 1.5.34 **WaterNSW:**
- a. Collect and maintain flood data including data relating to flood heights, velocities and discharges.

- b. Provide the Bureau of Meteorology and NSW SES real-time or near real-time access to river height gauges and height data for the development of official flood warnings.
- c. Provide flow rating charts for river height gauges.
- d. Manage (with technical support from DPIE) the approval process under the Water Act 1912 and Water Management Act 2000 for flood control works (earthworks, embankments and levees which can affect the distribution of floodwaters) including;
  - Assessment and approval of flood control works (including flood mitigation works) in rural areas designated under the Acts.
  - Use of floodplain management plans prepared by DPIE in rural areas designated under the Acts to assess flood control work approvals.
  - Giving the NSW SES access to relevant studies regarding flooding and studies supporting floodplain management plans prepared by DPIE including Flood Studies, Floodplain Risk Management Studies and flood behaviour investigations.

#### 1.5.35 **Welfare Services Functional Area:**

- a. When requested by NSW SES;
  - Establish and manage Evacuation Centres and provide disaster welfare services from Recovery Centres.
  - Administer the Personal Hardship and Distress component of the NSW Disaster Relief Scheme established to provide financial assistance to people affected by emergencies.

## 1.6 **INTRA-ZONE ASSISTANCE ARRANGEMENTS**

- 1.6.1 A local intra-zone mutual assistance arrangement exists in which the NSW SES Wagga Wagga and the NSW SES Junee Units will deploy resources to support each other.
- 1.6.2 Operations involving the Oura area will be conducted by the NSW SES Junee Unit when the community is isolated by flood waters from Wagga Wagga.

## PART 2 - PREPAREDNESS

### 2.1 MAINTENANCE OF THIS PLAN

- 2.1.1 The NSW SES will maintain the currency of this plan by;
- a. Ensuring that all agencies, organisations and officers mentioned in it are aware of their roles and responsibilities.
  - b. Conducting exercises to test arrangements.
  - c. Reviewing the contents of the plan;
    - After each flood operation.
    - When significant changes in land-use or community characteristics occur.
    - When new information from flood studies become available.
    - When flood control or mitigation works are implemented or altered.
    - When there are changes that alter agreed plan arrangements.
- 2.1.2 The plan is to be reviewed no less frequently than every five years.

### 2.2 FLOODPLAIN RISK MANAGEMENT

- 2.2.1 The NSW SES Wagga Wagga Unit Commander will ensure that;
- a. NSW SES participates in local Floodplain Risk Management Committee activities when those committees are formed, in accordance with current NSW legislation.
  - b. The NSW SES Southern Zone Headquarters is informed of involvement in floodplain risk management activities.

### 2.3 DEVELOPMENT OF FLOOD INTELLIGENCE

- 2.3.1 Flood intelligence describes flood behaviour and its effects on the community.
- 2.3.2 The NSW SES maintains a centralised Flood Intelligence System.

### 2.4 DEVELOPMENT OF WARNING SYSTEMS

- 2.4.1 The NSW SES establishes total flood warning systems for areas affected by flooding. This requires;
- a. An identification of the potential clients of flood warning information at different levels of flooding (i.e. who would be affected in floods of differing severities).
  - b. Available information about the estimated impacts of flooding at different heights.



- c. Identification of required actions and the amounts of time needed to carry them out.
  - d. Appropriate means of disseminating warnings to different clients and at different flood levels.
- 2.4.2 The BOM monitors water levels throughout the Murrumbidgee catchment from data obtained from sites owned WaterNSW. Data gathered informs Flood Warnings issued by the BOM and is provided to the NSW SES.

## **2.5 COMMUNITY RESILIENCE**

- 2.5.1 The community needs to be as prepared as emergency agencies for the impact of all hazards, including flooding.
- 2.5.2 As the combat agency, NSW SES has the primary responsibility for the collation, assessment and public dissemination of information relating to flooding. To do this, NSW SES will require assistance from other agencies, particularly Council, Dam Owners, and the BOM in the development and delivery of materials.
- 2.5.3 The NSW SES Wagga Wagga Unit Commander with the assistance of the Wagga Wagga City Council, the NSW SES Southern Zone Headquarters and NSW SES State Headquarters, is responsible for the collation, assessment and public dissemination of information relating to flooding.
- 2.5.4 A range of tailored strategies to be employed with NSW communities include:
- a. Dissemination of flood-related brochures in flood liable areas.
  - b. Talks and displays orientated to at-risk groups, community organisations, businesses and schools.
  - c. Publicity given to this plan and to flood-orientated NSW SES activities through local media outlets, including articles in local newspapers about the flood threat and appropriate responses.
  - d. Use of social media such as Facebook and Twitter etc.

## **2.6 TRAINING**

- 2.6.1 Throughout this document there are references to functions that must be carried out by the members of the NSW SES Wagga Wagga Unit. The NSW SES Wagga Wagga Unit Commander is responsible for ensuring that the members are;
- a. Familiar with the contents of this plan.
  - b. Trained in the skills necessary to carry out the tasks allocated to the NSW SES.

## **2.7 RESOURCES**

- 2.7.1 The NSW SES Wagga Wagga Unit Commander is responsible for maintaining the condition and state of readiness of NSW SES equipment and the NSW SES Wagga Wagga Unit Headquarters.

## PART 3 - RESPONSE

### CONTROL

#### 3.1 CONTROL ARRANGEMENTS

- 3.1.1 The NSW SES is the legislated Combat Agency for floods and is responsible for the control of flood operations. This includes the coordination of other agencies and organisations for flood management tasks.
- 3.1.2 The Local EMPLAN will operate to provide support as requested by the NSW SES Incident Controller.

#### 3.2 OPERATIONAL MANAGEMENT

- 3.2.1 NSW SES utilises the Australasian Inter-service Incident Management System (AIIMS), which is based on five principles;
  - a. Flexibility;
  - b. Functional management;
  - c. Management by objectives;
  - d. Unity of Command; and
  - e. Span of control.
- 3.2.2 AIIMS provides for different incident levels based on the complexity of management.
- 3.2.3 The Wagga Wagga Local Government Area may be included into an Area of Operations based on the classification of the incident as a Level 1, 2 or 3 incident.
- 3.2.4 The Local Government Area may be divided into Sectors and Divisions to manage the flood event (Divisions are usually a group of Sectors).
- 3.2.5 Sectors and Divisions may be based on floodplain classifications, geographical, physical or functional boundaries. An LGA, town, city or suburb may be one sector or split into several Sectors and Divisions.

#### 3.3 START OF RESPONSE OPERATIONS

- 3.3.1 This plan is always active to ensure that preparedness actions detailed in this plan are completed.
- 3.3.2 Response operations will begin;
  - a. On receipt of a Bureau of Meteorology Flood Watch, Preliminary Flood Watch, Flood Warning, Severe Thunderstorm Warning or a Severe Weather Warning for heavy rain resulting in flash flooding.
  - b. On receipt of a dam failure alert.

- c. When other evidence leads to an expectation of flooding within the Council area.
- 3.3.3 Contact with the Bureau of Meteorology to discuss the development of Flood Warnings will normally be through the NSW SES Southern Zone Headquarters and/or NSW SES State Headquarters.
- 3.3.4 The following persons and organisations will be advised of the start of response operations regardless of the location and severity of the flooding anticipated:
- a. NSW SES Southern Zone Headquarters.
  - b. NSW SES Wagga Wagga Unit Commander.
  - c. NSW SES Wagga Wagga City Unit.
  - d. Wagga Wagga LEOCON (for transmission to the NSW Police Force District Headquarters).
  - e. Wagga Wagga LEMO (for transmission to appropriate Council Officers, Departments and LEMC Members).
  - f. Wagga Wagga City Council Mayor.
  - g. Member for Wagga Wagga NSW Parliament.
  - h. Other agencies listed in this plan will be advised by the LEMO on the request of the NSW SES Incident Controller and as appropriate to the location and nature of the threat.

### 3.4 RESPONSE STRATEGIES

- 3.4.1 The main response strategies for NSW SES flood operations include;
- a. Information Provision and Warning
    - Provision of warnings, information and advice to communities.
    - Inform the community regarding the potential impacts of a flood and what actions to undertake in preparation for flooding.
    - Provide timely and accurate information to the community.
  - b. Property protection
    - Protect the property of residents and businesses at risk of flood damage.
    - Assistance with property protection by way of sandbagging and the raising or transporting of furniture, personal effects, commercial stock and caravans.
    - Assistance with the protection of essential infrastructure.
  - c. Evacuation
    - Evacuation is a risk management strategy that may be used to mitigate the effects of an emergency on a community. It involves the

movement of people to a safer location and their return. For an evacuation to be effective it must be appropriately planned and implemented.

- d. Flood Rescue
    - The rescue or safe retrieval of persons or animals trapped by floodwaters.
  - e. Resupply
    - Minimise disruption upon the community by resupplying towns and villages which have become isolated as a consequence of flooding.
    - Ensure supplies are maintained to property owners by coordinating the resupply of properties which have become isolated as a consequence of flooding.
- 3.4.2 The NSW SES Incident Controller will select the appropriate response strategy to deal with the expected impact of the flood in each Sector and/or community. The impact may vary so a number of different strategies may need to be selected and implemented across the whole operational area. The available strategies for each Sector and/or community are maintained by the NSW SES.
- 3.4.3 Supporting agency strategies may include;
- a. Protect the community from incidents involving fire and hazardous materials.
  - b. Maintain the welfare of communities and individuals affected by the impact of a flood.
  - c. Minimise disruption to the community by ensuring supply of essential energy and utility services.
  - d. Ensure coordinated health services are available to and accessible by the flood affected communities.
  - e. Maintain the welfare of animals affected by the impact of a flood.

### **3.5 INCIDENT CONTROL CENTRES**

- 3.5.1 The NSW SES Wagga Wagga Unit Incident Control Centre (ICC) is located at the Wagga Wagga Unit Headquarters at the rear of 208 Fernleigh Rd, Wagga Wagga.
- 3.5.2 The NSW SES Southern Zone Incident Control Centre (ICC) is located at 206 Fernleigh Rd, Wagga Wagga.
- 3.5.3 The Emergency Operations Centre (EOC) for Wagga Wagga is located at The Bob Osbourne Skills Centre, 208 Fernleigh Rd, Wagga Wagga.

### **3.6 LIAISON**

- 3.6.1 Any agency with responsibilities identified in this plan may be requested by the NSW SES to provide liaison (including a Liaison Officer where necessary) to the relevant NSW SES ICC, or designated Emergency Operations Centre.
- 3.6.2 In accordance with NSW EMPLAN, Liaison Officers will;
- a. Maintain communication with and convey directions/requests to their organisation or functional area;
  - b. Provide advice on the status, resource availability, capabilities, actions and requirements of their organisation or functional area, and
  - c. Where appropriate, have the authority to deploy the resources of their parent organisation at the request of the NSW SES Incident Controller.

### 3.7 END OF RESPONSE OPERATIONS

- 3.7.1 When the immediate danger to life and property has passed the NSW SES Incident Controller will issue an 'All Clear' message signifying that response operations have been completed. The message will be distributed through the same media outlets as earlier evacuation messages. The NSW SES Incident Controller will also advise details of recovery coordination arrangements, arrangements made for clean-up operations prior to evacuees being allowed to return to their homes, and stand-down instructions for agencies not required for recovery operations.

## PLANNING

### 3.8 COLLATING SITUATIONAL INFORMATION

#### Strategy

- 3.8.1 The NSW SES maintains and records situational awareness of current impacts and response activities.

#### Actions

- 3.8.2 The NSW SES Wagga Wagga Unit ICC collates information on the current situation in the Wagga Wagga City LGA and incorporates this into Situation Reports.
- 3.8.3 The NSW SES Southern Zone ICC collates Zone-wide information for inclusion in NSW SES Zone Situation Reports.
- 3.8.4 Sources of situational information during times of flooding are;
- a. **Agency Situation Reports.** Agencies and functional areas provide regular Situation Reports (SITREPs) to the NSW SES.
  - b. **Active Reconnaissance.** The NSW SES Incident Controller is responsible for coordinating the reconnaissance of impact areas, recording and communicating observations. Reconnaissance can be performed on the

ground and using remote sensing. The NSW SES monitors the following problem areas:

- Flowerdale flats
  - Eastern section of the Sturt Hwy
  - Wagga Wagga Beach
- c. The **Bureau of Meteorology's Flood Warning Centre** provides river height and rainfall information, data is available on the Bureaus website <http://www.bom.gov.au/nsw/flood/>.
- d. **Manly Hydraulics Laboratory (a business unit within NSW Public Works)** automated river watch system funded by the Office of Environment and Heritage. This system provides river height and rainfall readings for a number of gauges in the Wagga Wagga City LGA. Recent data from this system is available on the Manly Hydraulic Laboratory website: <http://www.mhl.nsw.gov.au>. A history of area floods is also available upon request via the website.
- e. **WaterNSW**. This office advises flow rates and rates of rise for the Murrumbidgee River. Daily river reports containing information on gauge heights and river flows are available from the website: <http://waterinfo.nsw.gov.au/>.
- f. **Tabling, T3 Intake Structure and Jounama Dam Storage Monitoring System**. This system provides information on Talbingo and Jounama Dams and the likely effects of failure. This system is operated by Snowy Hydro Ltd.
- g. **Blowering Dam Storage Level Recorder**. This system provides storage level information on Blowering Dam. This system is operated by WaterNSW.
- h. **Burrinjuck Dam Storage Level Recorder**. This system provides storage level information on Burrinjuck Dam. This system is operated by WaterNSW.
- i. **NSW SES Southern Zone Headquarters**. The Zone Headquarters provides information on flooding and its consequences, including those in nearby council areas (this information is documented in Flood Bulletins and Situation Reports).
- j. **Wagga Wagga City Council**. Will provide information on the status of roads. The Wagga Wagga City Council also monitors the following levees:
- Main town levee
  - North Wagga levee
  - Gumly Gumly levee
  - Uranquinty levee

- Tarcutta levee
- 3.8.5 During flood operations sources of information on roads closed by flooding include;
- a. Wagga Wagga City Council Facebook and or Twitter (website: <http://www.wagga.nsw.gov.au> and telephone service: 02 6926 9100).
  - b. Wagga Wagga Police – Riverina Police District.
  - c. Live Traffic NSW (Roads and Maritime Services, Transport for NSW) at <https://www.livetraffic.com/> or by calling 13 27 01.
  - d. NSW SES Southern Zone Headquarters.
  - e. NSW SES Wagga Wagga Unit Headquarters.
- 3.8.6 Situational information relating to consequences of flooding in relation to the closure of roads should be used to verify and validate existing NSW SES Flood Intelligence records.

### 3.9 PROVISION OF FLOOD INFORMATION AND WARNINGS

#### Strategy

- 3.9.1 The NSW SES Wagga Wagga Unit Headquarters provides advice to the NSW SES Southern Zone Headquarters on current and expected impacts of flooding in the Wagga Wagga City LGA.
- 3.9.2 The NSW SES Southern Zone Headquarters issues NSW SES Flood Bulletins, NSW SES Livestock and Equipment Warnings, Evacuation Warnings and Evacuation Orders to media outlets and agencies on behalf of all NSW SES Units within Southern Zone.

#### Actions

- 3.9.3 The **NSW SES Incident Controller** will ensure that the NSW SES Southern Zone Commander is regularly briefed on the progress of operations.
- 3.9.4 **NSW SES Wagga Wagga Unit Incident Control Centre staff** will be briefed regularly so that they can provide information in response to inquiries received in person or by other means such as phone or email.
- 3.9.5 **Bureau of Meteorology Severe Thunderstorm Warning.** These are issued direct to the media by the BOM when severe thunderstorms are expected to produce dangerous or damaging conditions such as strong winds and heavy rain that may lead to flash flooding. Severe thunderstorms are usually smaller in scale than events covered by Flood Watches, Flood Warnings and Severe Weather Warnings.
- 3.9.6 **Bureau of Meteorology Severe Weather Warnings for Flash Flooding.** These are issued direct to the media by the BOM and provide a warning of the possibility for flash flooding as a result of intense rainfall. These warnings are issued when severe weather is expected to affect land-based communities



- with 6 to 24 hours. Severe Weather Warnings may also include other conditions such as Damaging Winds.
- 3.9.7 **Bureau of Meteorology Flood Watches.** Flood Watches are issued by the BOM to advise people of the potential for flooding in a catchment area based on predicted or actual rainfall. Flood Watches will be included in NSW SES Flood Bulletins issued by the NSW SES Southern Zone Headquarters.
- 3.9.8 **Bureau of Meteorology Flood Warnings.** The NSW SES Southern Zone Headquarters will send a copy of BOM Flood Warnings to the NSW SES Wagga Wagga City Unit. On receipt the NSW SES Incident Controller will provide the NSW SES Southern Zone Headquarters with information on the estimated impacts of flooding at the predicted heights for inclusion in NSW SES Zone Flood Bulletins.
- 3.9.9 **NSW SES Livestock and Equipment Warnings.** Following heavy rain or when there are indications of significant creek or river rises (even to levels below Minor Flood heights), the NSW SES Incident Controller will advise the NSW SES Southern Zone Headquarters which will issue NSW SES Livestock and Equipment Warnings.
- 3.9.10 **NSW SES Local Flood Advices.** The NSW SES Incident Controller may issue Local Flood Advices for locations not covered by Bureau Flood Warnings. They may be provided verbally in response to phone inquiries but will normally be incorporated into NSW SES Zone Flood Bulletins.
- 3.9.11 **NSW SES Flood Bulletins.** The NSW SES Southern Zone Headquarters will regularly issue NSW SES Flood Bulletins which describe information on the estimated impacts of flooding at the predicted heights (using information from Bureau Flood Warnings and NSW SES Local Flood Advices) and public safety information to members of the community, Council, media outlets, emergency services and agencies.
- 3.9.12 **NSW SES Evacuation Warnings and Evacuation Orders.** These are usually issued to the media by the NSW SES Southern Zone Commander on behalf of the NSW SES Incident Controller.
- 3.9.13 **Dam Failure Alerts.** Dam failure alerts are issued to NSW SES by the dam owner, in accordance with arrangements in the Dam Safety Emergency Plan (DSEP), the system involves the Dam Owner notifying NSW SES State Operations Centre (SOC), who in turn distributes the warning to the NSW SES Zone Headquarters and NSW SES Unit Headquarters.
- 3.9.14 A flow chart illustrating the notification arrangements for potential dam failure is shown in Attachment 2.
- 3.9.15 Dam failure alert levels are set in consultation with the NSW SES and are used to trigger appropriate response actions. The conditions that define each of the alert levels are listed in the relevant DSEP. Responses escalate as the alert level migrates from white to amber to red. Table 1 briefly outlines example defining conditions and appropriate NSW SES responses associated with each alert.

Alert Level	Example Defining Condition	NSW SES Response	NSW SES Warning Product
White	May be a structural anomaly.  May be increased monitoring in response to a heavy rainfall event	Implements notification flowchart.  Check operational readiness.	This is a preliminary alert to assist the NSW SES in its preparation. This is not a public alert.
Amber	Failure possible if storage level continues to rise or structural anomaly not fixed	Implements notification flowchart.  Warn downstream population at risk to prepare to evacuate	NSW SES Evacuation Warning
Red	Failure imminent or occurred	Implements notification flowchart.  Evacuation of downstream populations	NSW SES Evacuation Order

Table 1: Dam Failure Alert Levels

Note: Some DSEPs will have alert levels that proceed directly from White to Red. This is the case if adequate time does not exist between the three alert levels to evacuate the downstream population at risk. The decision to omit the Amber Alert level, and the general setting of Alert levels should be undertaken in consultation with the NSW SES.

- 3.9.16 The NSW SES / Dam Owner will disseminate warnings to the population at risk of dam failure (these arrangements are specific to each dam, are negotiated between the Dam Owner and NSW SES, and are documented in the DSEP).
- 3.9.17 Special arrangements apply in the case of severe flooding that may have the potential to cause the failure of Talbingo Dam. Details of these arrangements are maintained by the NSW SES.
- 3.9.18 **Standard Emergency Warning Signal (SEWS)**. This signal may be played over radio and television stations to alert communities to Evacuation Warnings, Evacuation Orders, Special Warnings or Dam-Failure Warnings. Approval to use the signal is associated with who approves the warning/order message.
- 3.9.19 **The Public Information and Inquiry Centre (PIIC)** (operated by the NSW Police Force) will answer calls from the public regarding registered evacuees and provide authorised emergency information to the public.
- 3.9.20 **The Disaster Welfare Assistance line** is a central support and contact point for disaster affected people inquiring about welfare services advice and assistance. This normally operates during business hours, but can be extended when required.
- 3.9.21 **The RMS Transport Information Line** will provide advice to callers on the status of roads. The RMS website also lists road closure information.
- 3.9.22 **Wagga Wagga City Council** will provide information on the status of roads.

- 3.9.23 Collation and dissemination of road information is actioned as follows:
- a. As part of Situation Reports, the NSW SES Incident Controller provides road status reports for main roads in the Council area to the NSW SES Southern Zone Headquarters or NSW SES State Command Centre.
  - b. The NSW SES Southern Zone Headquarters distributes information on main roads to NSW SES Units, media outlets, emergency services and agencies as part of NSW SES Flood Bulletins.

## OPERATIONS

### 3.10 AIRCRAFT MANAGEMENT

- 3.10.1 Aircraft can be used for a variety of purposes during flood operations including evacuation, rescue, resupply, reconnaissance (aerial remote sensing) and emergency travel.
- 3.10.2 Air support operations will be conducted under the control of the NSW SES Southern Zone Headquarters, which may allocate aircraft to NSW SES Units if applicable.
- 3.10.3 NSW SES maintains the following information for the Wagga Wagga City Council area;
- a. Locations of suitable helicopter landing points.
  - b. Locations of suitable airports and records detailing aircraft size and type that can land at airports.
  - c. Intelligence on when access to these locations is expected to be lost.

### 3.11 ASSISTANCE FOR ANIMALS

- 3.11.1 Matters relating to the welfare of livestock, companion animals and wildlife are to be referred to Agriculture and Animal Services Functional Area.
- 3.11.2 Requests for emergency supply and/or delivery of fodder to stranded livestock, or for livestock rescue, are to be referred to Agriculture and Animal Services Functional Area.
- 3.11.3 Requests for animal rescue should be referred to the NSW SES.

### 3.12 COMMUNICATION SYSTEMS

- 3.12.1 The primary means of communications between fixed locations is by telephone, email and facsimile.
- 3.12.2 The primary means of radio communication to and between deployed NSW SES resources is by NSW SES Private Mobile Radio (PMR) Network.
- 3.12.3 All Liaison Officers will provide their own communication links back to their parent agencies.

- 3.12.4 All other organisations will provide communications as necessary to their deployed field teams.
- 3.12.5 Back-up communications are provided as follows:
- a. UHF radio network provided by the NSW Rural Fire Service.

### **3.13 PRELIMINARY DEPLOYMENTS**

- 3.13.1 When flooding is expected to be severe enough to cut road access to villages, towns, and/or rural communities within the Wagga Wagga LGA, the NSW SES Incident Controller will ensure that resources are in place for the distribution of foodstuffs and medical supplies to the areas that could become isolated.
- 3.13.2 When access between locations is expected to be cut, the NSW SES Incident Controller will advise appropriate agencies so that resources (including sandbags, firefighting appliances, ambulances, etc.) are deployed to ensure that operational capability is maintained.

### **3.14 ROAD AND TRAFFIC CONTROL**

- 3.14.1 A number of roads within the council area are affected by flooding. NSW SES maintains details of these roads.
- 3.14.2 The council closes and re-opens its own roads. The council is also responsible for closing and re-opening the Sturt Highway within the urban centre of Wagga Wagga in its capacity as an agent of the RMS.
- 3.14.3 The NSW Police Force has the authority to close and re-open roads but will normally only do so (if the Council or the RMS have not already acted) if public safety requires such action.
- 3.14.4 When resources permit, the NSW SES assists Council, RMS or the Police by erecting road closure signs and barriers.
- 3.14.5 In flood events, the NSW SES Incident Controller may direct the imposition of traffic control measures. The entry into flood affected areas will be controlled in accordance with the provisions of the *State Emergency Service Act, 1989 NSW (Part 5, Sections 19, 20, 21 and 22)* and the *State Emergency Rescue Management Act, 1989 NSW (Part 4, Sections 60KA, 60L and 61)*.
- 3.14.6 Police, RMS or Council officers closing or re-opening roads or bridges affected by flooding are to advise the NSW SES Wagga Wagga Unit ICC, which will then provide a road information service to local emergency services, the public and the NSW SES Southern Zone Headquarters. All such information will also be passed to the Police, RMS and Council.

### **3.15 STRANDED TRAVELLERS**

- 3.15.1 Flood waters can strand travellers. Travellers seeking assistance will be referred to the Welfare Services Functional Area for the arrangement of emergency accommodation.

### 3.16 MANAGING PROPERTY PROTECTION OPERATIONS

#### Strategy

- 3.16.1 Protect the property of residents and businesses at risk of flood damage.

#### Actions

- 3.16.2 The NSW SES is the responsible agency for the coordination of operations to protect property.
- 3.16.3 Property may be protected from floods by;
- a. Raising or moving of household furniture.
  - b. Rasing or moving commercial stock and equipment.
  - c. Sandbagging to minimise entry of water into buildings.
- 3.16.4 The NSW SES maintains stocks of sandbags.
- 3.16.5 Property protection options are however very limited in the Wagga Wagga City LGA due to the large number of properties that can be affected and the depth of floodwaters arising from severe flooding on the Murrumbidgee River.

### 3.17 MANAGING FLOOD RESCUE OPERATIONS

#### Strategy

- 3.17.1 Rescue of people and animals from floods.

#### Actions

- 3.17.2 The NSW SES Incident Controller controls flood rescue in Wagga Wagga City LGA during a flood emergency.
- 3.17.3 Flood rescues, may be carried out by accredited units in accordance with the guidelines contained in the NSW State Rescue Policy, 4<sup>th</sup> Edition, November 2018.
- 3.17.4 Additional flood rescue boats and crews can be requested through the NSW SES Southern Zone Headquarters.
- 3.17.5 There may be some residual population which did not evacuate during the early stages of flooding and which require rescue.

### 3.18 MANAGING EVACUATION OPERATIONS

#### Strategy

- 3.18.1 When there is a risk to public safety, evacuation is the primary strategy. Circumstances may include;
- a. Evacuation of people when their homes or businesses are likely to flood.

- b. Evacuation of people who are unsuited to living in isolated circumstances, due to flood water closing access.
- c. Evacuation of people where essential energy and utility services are likely to fail, have failed or where buildings have been made uninhabitable.

### Actions

- 3.18.2 The evacuation operation will have the following stages:
- a. Decision to evacuate.
  - b. Mobilisation (mobilisation may begin prior to the decision to evacuate).
  - c. Evacuation Warning delivery.
  - d. Evacuation Order delivery.
  - e. Withdrawal.
  - f. Shelter.
  - g. Return.
- 3.18.3 During floods evacuations will be controlled by the NSW SES. Small-scale evacuations will be controlled by the NSW SES Incident Controller. Should the scale of evacuation operations be beyond the capabilities of local resources control may be escalated to the next operational command level.

### Decision to evacuate

- 3.18.4 In most cases the decision to evacuate rests with the NSW SES Commissioner who exercises his/her authority in accordance with *Section 22(1) of The State Emergency Service Act 1989 NSW*. However, the decision to evacuate will usually be made after consultation with the NSW SES Southern Zone Commander and the LEOCON.
- 3.18.5 All evacuation decisions will be made as per the *NSW SES Communication and Dissemination of Evacuation Decisions Standard Operating Procedure*. Evacuation operations are to be consistent with the NSW Evacuation Management Guidelines.
- 3.18.6 Some people will make their own decision to evacuate earlier and move to alternate accommodation, using their own transport. This is referred to as self-managed evacuation.

### Mobilisation

- 3.18.7 The NSW SES Incident Controller will request the following personnel for doorknock teams for designated Sectors/locations:
- a. NSW SES Wagga Wagga Unit members.
  - b. NSW RFS Riverina Zone District members.
  - c. Local Police Force Officers via the local police district.

- 3.18.8 The NSW SES Southern Zone Commander will request any additional personnel required to assist with doorknock teams using;
- a. NSW SES members from the NSW SES Southern Zone and surrounding NSW SES Zones.
  - b. FRNSW personnel arranged via the FRNSW Liaison Officer.
  - c. NSW RFS personnel arranged via the NSW RFS Liaison Officer.
- 3.18.9 The NSW SES Incident Controller will request the LEMC to provide Council personnel to assist with traffic coordination within Sector(s)/Community.
- 3.18.10 The NSW SES Incident Controller will arrange Liaison Officers for Sector Command Centres.
- 3.18.11 The NSW SES Incident Controller will request the required number of buses for Sectors via the Transport Services Functional Area.

### **Delivery of Evacuation Warnings and Evacuation Orders**

- 3.18.12 The NSW SES will advise the community of the requirements to evacuate. The NSW SES will issue an **Evacuation Warning** when the intent of an NSW SES Incident Controller is to warn the community of the need to prepare for a possible evacuation.
- 3.18.13 The NSW SES will issue an **Evacuation Order** when the intent of the NSW SES Incident Controller is to instruct a community to immediately evacuate in response to an imminent threat.
- 3.18.14 The NSW SES Incident Controller will distribute Evacuation Warnings and Evacuation Orders to;
- a. Sector/Division Command Centres (where established).
  - b. Wagga Wagga City Local Emergency Operations Centre.
  - c. Wagga Wagga City Council.
  - d. Wagga Wagga Police Local Police District.
  - e. Wagga Wagga Rural Fire Service Control Centre.
  - f. Local Radio Stations.
  - g. Other local agencies and specified individuals.
- 3.18.15 The NSW SES Incident Controller will distribute Evacuation Warnings and Evacuation Orders to;
- a. The NSW SES State Strategic Coordination Centre.
  - b. Affected communities via dial-out warning systems where installed or applicable.
  - c. Relevant media outlets and agencies.
- 3.18.16 Evacuation Warnings and Evacuation Orders may be delivered through;
- a. Radio and Television Stations.

- b. Doorknocking by emergency service personnel.
  - c. Public address systems (fixed or mobile).
  - d. Telephony-based systems (including Emergency Alert).
  - e. Two-way Radio.
  - f. Direct access to Radio Station [ABC Radio Riverina, 2WG, 2AAA, Triple M, Hit 93.1, 101.9 Riverina Christian Radio].
  - g. Social Media i.e. Facebook and Twitter.
- 3.18.17 The Standard Emergency Warning Signal (SEWS) may be used to precede all Evacuation Orders broadcast on Radio Stations.
- 3.18.18 Doorknock teams will work at the direction of;
- a. The Sector Commander if a Sector Command Centre is established; or.
  - b. The relevant Division Commander where a Sector Command Centre has not been established; or
  - c. The Incident Controller.
- 3.18.19 Field Teams conducting doorknocks will record and report back the following information to their Sector Commander/Division Commander/ Incident Controller;
- a. Addresses and locations of houses doorknocked and/or evacuated.
  - b. The number of occupants.
  - c. Details of support required (such as transport, medical evacuation, assistance to secure house and/or property and raise or move belongings).
  - d. Details of residents who refuse to comply with the Evacuation Order.
- 3.18.20 Refusal to evacuate. Field teams should not waste time dealing with people who are reluctant or refuse to comply with any Evacuation Order. These cases are to be referred to the NSW Police Force.

### **Withdrawal**

- 3.18.21 Evacuations will generally be carried out in stages starting from the lowest areas, low flood islands and low trapped perimeters; and progressively from higher areas.
- 3.18.22 The most desirable method of evacuation is via road using private transport. This may be supplemented by buses for people who do not own or have access to a motor vehicle. However, other means of evacuation may also be used if available and as necessary (e.g. by foot, rail, air).
- 3.18.23 Evacuees who require emergency accommodation or disaster welfare assistance will be directed to the designated Evacuation Centres. Evacuees who have made their own accommodation arrangements will not be directed



to Evacuation Centres. It is not possible to determine in advance how many will fall into this category.

- 3.18.24 Evacuees will:
- a. Move under local traffic arrangements from the relevant Sectors/Community via managed evacuation routes;
  - b. Continue along the suburban/regional/rural road network to allocated Evacuation Centres.
- 3.18.25 **Health Services.** The Health Services Functional Area will coordinate the evacuation of Hospitals, Health Centres and Aged Care Facilities (including Nursing Homes).
- 3.18.26 **Schools.** School Administration Offices (Department of Education, Catholic Education Office and Private Schools) will coordinate the evacuation of schools if not already closed.
- 3.18.27 If there is sufficient time between the start of response operations and the evacuation of communities, the NSW SES Southern Zone Commander will discuss the temporary closure of appropriate schools with the Regional Director, Riverina Region, Department of Education. This will enable pupils to stay at home or be returned home so they can be evacuated (if required) with their families.
- 3.18.28 Note that in the Wagga Wagga City LGA, school principals may close some schools affected by flooding in the early stages of flooding.
- 3.18.29 **Caravan Parks.** When an evacuation order is given occupiers of movable dwellings should:
- a. Isolate power to moveable dwellings.
  - b. Collect personal papers, medicines, a change of clothing, toiletries and bedclothes.
  - c. Raise the other contents in any remaining dwellings as high as possible.
  - d. Move to friends, relatives or a designated Evacuation Centre if they have their own transport, or move to the Caravan Office to await transport.
  - e. If undertaking self-managed evacuation, register their movements with the caravan park management upon leaving the park.
- 3.18.30 Where possible, dwellings that can be moved will be relocated by their owners. Park managers will arrange for the relocation of movable dwellings as required. Council and NSW SES personnel may assist if resources permit.
- 3.18.31 Caravan Park Management will ensure that their Caravan Park is capable of being evacuated in a timely and safe manner.
- 3.18.32 Advise the NSW SES Incident Controller of:
- a. The number of people requiring transport.
  - b. Details of any medical evacuations required.

- c. Whether additional assistance is required to effect the evacuation.
- 3.18.33 Check that all residents and visitors are accounted for.
- 3.18.34 Inform the NSW SES Incident Controller when the evacuation of the Caravan Park has been completed.
- 3.18.35 Provide the NSW SES Incident Controller with a register of people that have been evacuated.
- 3.18.36 **Assistance Animals, Pets and Companion Animals of Evacuees:** Assistance animals (guide dogs, hearing assistance animals, etc.) will remain in the care of their owners throughout the evacuation. This includes transport and access into Evacuation Centres etc.
- Where possible owners should take their companion animals with them when they are asked to evacuate. Due to safety restrictions, it may not be possible to allow companion animals to accompany their owners when being transported via aircraft or flood rescue boat. In such circumstances Agriculture and Animal Services will coordinate separate arrangements for evacuation and care of companion animals.
- 3.18.37 **Transport and Storage:** Transport and safe secure storage of furniture from flood threatened properties will be arranged if time and resources permit.
- 3.18.38 **Security:** The NSW Police Force will coordinate the provision of overall security for all evacuated areas.
- 3.18.39 The NSW SES Incident Controller is to provide the following reports to the NSW SES Southern Zone Headquarters:
- a. Advice of commencement of the evacuation of each Sector,
  - b. Progress reports (by Sectors) during evacuations,
  - c. Advice of completion of the evacuation of each Sector.]
- 3.18.40 **Assembly Areas:** An assembly area is a designated location used for the assembly of emergency-affected persons before they move to temporary accommodation or a nominated Evacuation Centre. As such these areas do not provide welfare assistance nor are they used for long term sheltering or provision of meals. An assembly area may also be a prearranged, strategically placed area, where support response personnel, vehicles and other equipment can be held in readiness for use during an emergency.

## Shelter

- 3.18.41 **Evacuation Centres:** Evacuees will be advised to go to friends or relatives, or else be taken to the nearest accessible Evacuation Centre, which may initially be established at the direction of the NSW SES Incident Controller, but managed as soon as possible by Welfare Services.

3.18.42 The following locations are suitable for use as Flood Evacuation Centres, however these will be reviewed during the incident by the planning team and in accordance with the NSW Evacuation Management Guideline:

- a. North Wagga Sector
  - Charles Sturt University, Boorooma St, Estella
  - The Riverina Anglican College, Farrar Rd, Estella
- b. Oura Sector
  - Oura Presbyterian Church
  - Junee Showgrounds, Park Lane, Junee
- c. Tarcutta Sector
  - Tarcutta RSL and Citizens Club, Sydney Road, Tarcutta
- d. Uranquinty Sector
  - Uranquinty Public School, Pearson St, Uranquinty.
- e. East Wagga Sector (includes Gumly Gumly, Forest Hill, Alfredtown and Ladysmith)
  - Forest Hill Public School, Sturt Hwy, Forest Hill.
  - Lake Albert Public School, Main Street, Lake Albert.
  - Lake Albert Hall, Lake St, Lake Albert.
  - Lady Smith Public Hall, Kyemba St, Ladysmith.
- f. West Wagga Sector (includes Flowerdale and Edward St)
  - Holy Trinity Primary School, Bardia St
- g. Central Wagga Sector
  - Ashmont Public School, Bardia St
  - Holy Trinity Primary School, Bardia St
  - Rules Club, Fernleigh Rd
  - Glenfield Park Community Centre, Tanda Pl
  - Henschke Primary School, Bourke St
  - Charles Sturt University, South Campus, Fernleigh Rd
  - Mt Austin High School, Bourke St
  - Tolland Public School, Hawkes Place
  - Mount Austin Public School, Bourke St
  - Kyeamba Smith Hall, Bourke St
  - Wagga Wagga TAFE, Macleay St
  - Kildare Catholic College, Coleman St

- Turvey Park Primary School, Halloran St
  - Wagga Wagga High School, Coleman St
  - Sturt Public School, Lake Albert Rd
  - Sacred Heart Primary School, Lake Albert Rd
  - Mater Dei College, Gregadoo Rd
  - Koorungal High School, Ziegler Ave
  - Koorungal Public School, Lake Albert Rd
  - Lutheran Primary School, Red Hill Rd
- h. Collingullie and Galore Sector
- Collingullie Public School, Urana St, Collingullie
  - Collingullie Soldiers Memorial Hall, Sturt Hwy, Collingullie
  - Lockhart Central School, Halliday St, Lockhart
- i. Currawarna and Euberta Sector
- Currawarna Public School, Old Narrandera Rd and Currawarna Community Centre, Old Narrandera Rd
- 3.18.43 **Registration:** The NSW Police Force will facilitate the requirement of Disaster Victim Registration (DVR) for people evacuated to designated Evacuation Centres.
- 3.18.44 **Animal Shelter:** Facilities to hold and care for companion animals of evacuees will be coordinated by Agriculture and Animal Services if required. If required, Agriculture and Animal Services will also coordinate refuge areas for livestock (e.g. horses) where feasible.

## Return

- 3.18.45 The NSW SES Incident Controller will advise when return to evacuated areas is safe after flood waters have receded and reliable access is available.
- 3.18.46 The NSW SES Incident Controller will determine when it is safe for evacuees to return to their homes in consultation with:
- a. The Recovery Coordinating Committee (if established)
  - b. Welfare Services Functional Area Coordinator (welfare of evacuees)
  - c. Engineering Services Functional Area Co-ordinator (safety of buildings, structural integrity of levees/dams)
  - d. Health Service Functional Area Coordinator (public health)
  - e. Transport Services Functional Areas Coordinator (arrangement of transport)
  - f. The Wagga Wagga City LEOCON
  - g. The Wagga Wagga City Council

- h. NSW SES Southern Zone Commander
  - i. Other appropriate agencies/functional areas as required (mitigation and advice regarding identified risks resulting from the flood event).
- 3.18.47 Once it is considered safe to do so, the NSW SES Incident Controller will authorise the safe return of evacuees.
- 3.18.48 The return will be controlled by the NSW SES Incident Controller and may be conducted, at their request, by the Recovery Coordinator.

### 3.19 MANAGING RESUPPLY OPERATIONS

- 3.19.1 The NSW SES is responsible for the coordination of the resupply of isolated communities and properties.
- 3.19.2 If isolation is expected to occur, residents should be encouraged to consider their needs and suitability for an unknown period of isolation.
- 3.19.3 If properties/communities are going to remain in locations expected to become isolated, households/retailers should be encouraged to stock up on essential supplies.
- 3.19.4 Where practicable, once supplies are delivered to the NSW SES designated loading point, the NSW SES Incident Controller will arrange for the delivery of essential foodstuffs, fuels or urgent medical supplies required by an isolated property or community.
- 3.19.5 All reasonable effects will be made to deliver supplies, however where necessary the NSW SES will prioritise the delivery of items.

#### Resupply of Isolated Towns and Villages

##### Strategy

- 3.19.6 Minimise disruption upon the community by resupplying towns and villages which have become isolated as a consequence of flooding.

##### Actions

- 3.19.7 The NSW SES is responsible for the coordination of the resupply of isolated communities.
- 3.19.8 If flood predictions indicate that areas are likely to become isolated, the NSW SES Incident Controller should advise retailers that they should stock up.
- 3.19.9 When isolation occurs, retailers will be expected to place orders with suppliers where they have a line of credit and to instruct those suppliers to package their goods and deliver them to loading points designated by the NSW SES.
- 3.19.10 The NSW SES is prepared to deliver mail to isolated communities but may not be able to do so according to normal Australia Post timetables.
- 3.19.11 The NSW SES will assist hospitals with resupply of linen and other consumables where time and resources permit.

## Resupply of Isolated Properties

### Strategy

- 3.19.12 Ensure supplies are maintained to properties by coordinating the resupply of properties which have become isolated as a consequence of flooding.

### Actions

- 3.19.13 The resupply of isolated properties is a common requirement during floods and coordination can be difficult because requests can emanate from a variety of sources. Isolated properties may call their suppliers direct, place their orders through their own social networks or contact the NSW SES.
- 3.19.14 The principles to be applied when planning for the resupply of isolated properties are;
- a. The NSW SES will coordinate resupply and establish a schedule.
  - b. Some isolated households will not have the ability to purchase essential grocery items due to financial hardship. If an isolated household seeks resupply from the NSW SES and claims to be, or is considered to be, in dire circumstances, they are to be referred to Welfare Services for assessment of eligibility. Where financial eligibility criteria are met, Welfare Services will assist with the purchase of essential grocery items. Welfare Services will deliver the essential grocery items to the NSW SES designated loading point for transport.
  - c. Local suppliers will liaise with the NSW SES regarding delivery of resupply items to the designated loading point.
  - d. Local suppliers are responsible for packaging resupply items for delivery.
- 3.19.15 A flowchart illustrating the Resupply process is shown in Attachment 1. Please note that the flowchart outlines the resupply process but does not encompass all potential situations and/or outcomes.

## PART 4 - RECOVERY

### 4.1 RECOVERY COORDINATION AT THE LOCAL LEVEL

- 4.1.1 The NSW SES Incident Controller will ensure that planning for long-term recovery operations begins at the earliest opportunity, initially through briefing the LEMC. As soon as possible the LEMC will meet to discuss recovery implications including the need for a Local Recovery Committee. The LEMC will consider any impact assessment in determining the need for recovery arrangements. This is conveyed in the first instance to the State Emergency Operations Controller (SEOC) for confirmation with the State Emergency Recovery Controller (SERCON).
- 4.1.2 Once the need for recovery has been identified, the SERCON, in consultation with the SEOC, may recommend the appointment of a Local Recovery Coordinator and nominate an appropriate candidate to the Minister for Emergency Services.
- 4.1.3 The SERCON may send a representative to the LEMC and subsequent recovery meetings to provide expert recovery advice and guidance.
- 4.1.4 The NSW SES Incident Controller and LEOCON will attend recovery meetings to provide an overview of the emergency response operation.
- 4.1.5 The NSW SES Southern Zone Commander, the Regional Emergency Management Officer (REMO) and appropriate Regional Functional Area Coordinators will be invited to the initial local meeting and to subsequent meetings as required.
- 4.1.6 The Recovery Committee will:
- a. Develop and maintain a Recovery Action Plan with an agreed exit strategy.
  - b. Monitor and coordinate the activities of agencies with responsibility for the delivery of services during recovery.
  - c. Ensure that relevant stakeholders, especially the communities affected, are involved in the development and implementation of recovery objectives and strategies and are informed of progress made.
  - d. Provide the SERCON with an end of recovery report.
  - e. Ensure the recovery is in line with the National Principles of Disaster Recovery and the NSW tenets.

### 4.2 RECOVERY COORDINATION AT THE REGION AND STATE LEVEL

- 4.2.1 In the event that an emergency affects multiple local areas, a Region Emergency Management Committee (REMC) will meet to discuss recovery implications including the need for a Region Recovery Committee. This is

conveyed in the first instance to the SEOCAN for confirmation with the SERCON.

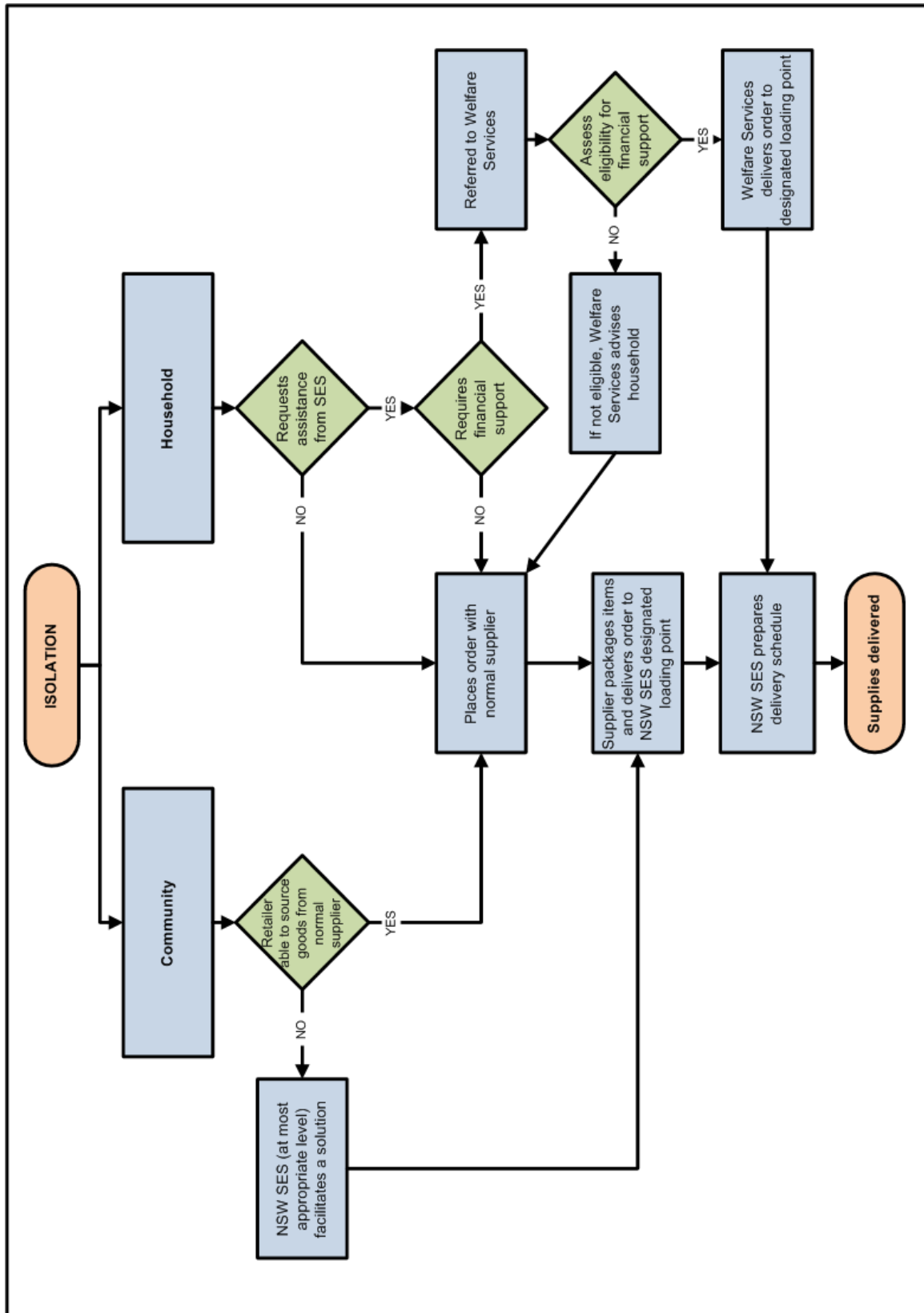
- 4.2.2 In the event of an emergency which affects multiple regions, or is of state or national consequence, or where complex, long term recovery and reconstruction is required, it may be necessary to establish a State Recovery Committee and the appointment of a State Recovery Coordinator.

### **4.3 ARRANGEMENTS FOR DEBRIEFS / AFTER ACTION REVIEWS**

- 4.3.1 As soon as possible after flooding has abated, the NSW SES Wagga Wagga Unit Commander will advise participating organisations of details of response operation after action review arrangements.
- 4.3.2 The NSW SES Wagga Wagga Unit Commander will ensure that adequate arrangements are in place to record details of the After Action Review (AAR) and each item requiring further action is delegated to an organisation or individual to implement.
- 4.3.3 Follow-up to ensure the satisfactory completion of these actions will be undertaken by the Wagga Wagga LEMC.



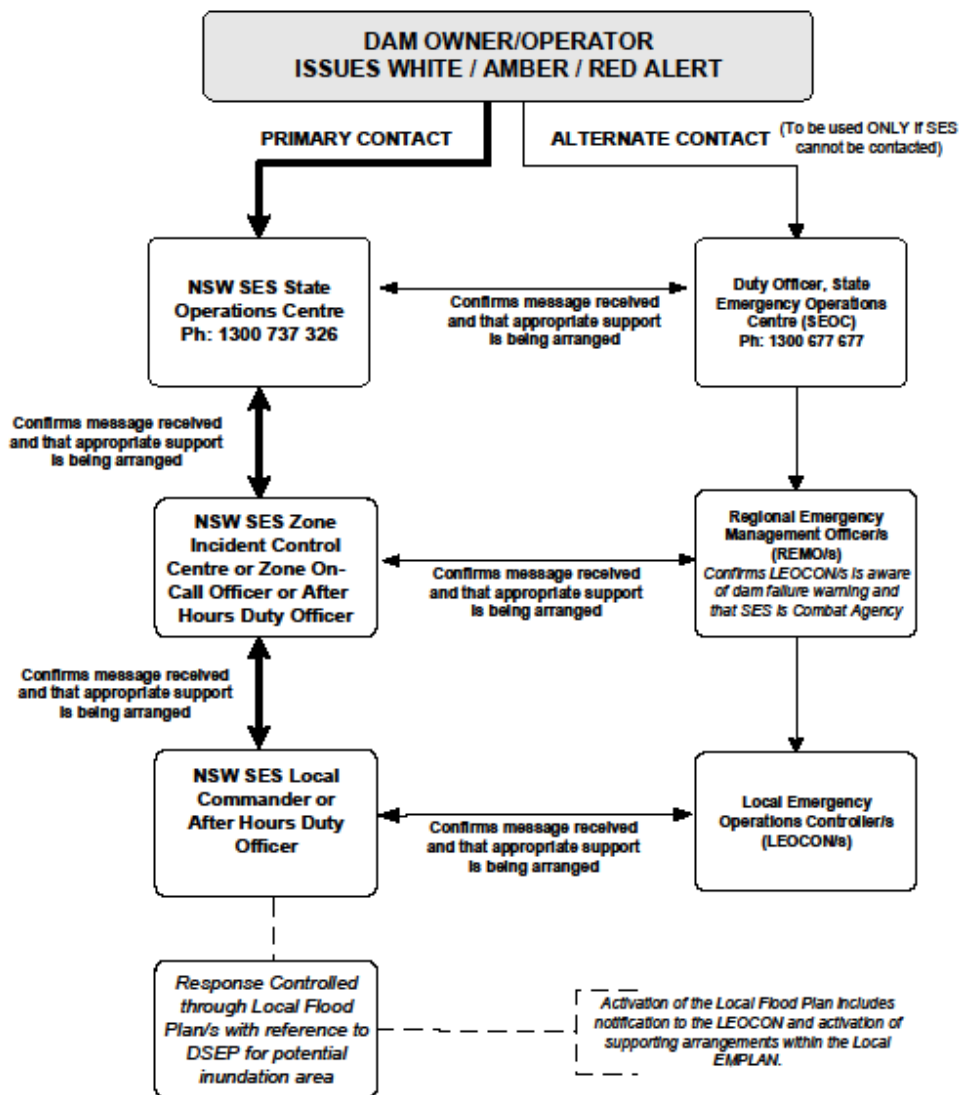
# ATTACHMENT 1 - RESUPPLY FLOWCHART



Please Note: The chart outlines the resupply process, but does not encompass all potential situations and outcomes.

# ATTACHMENT 2 - DAM FAILURE ALERT NOTIFICATION ARRANGEMENTS FLOWCHART

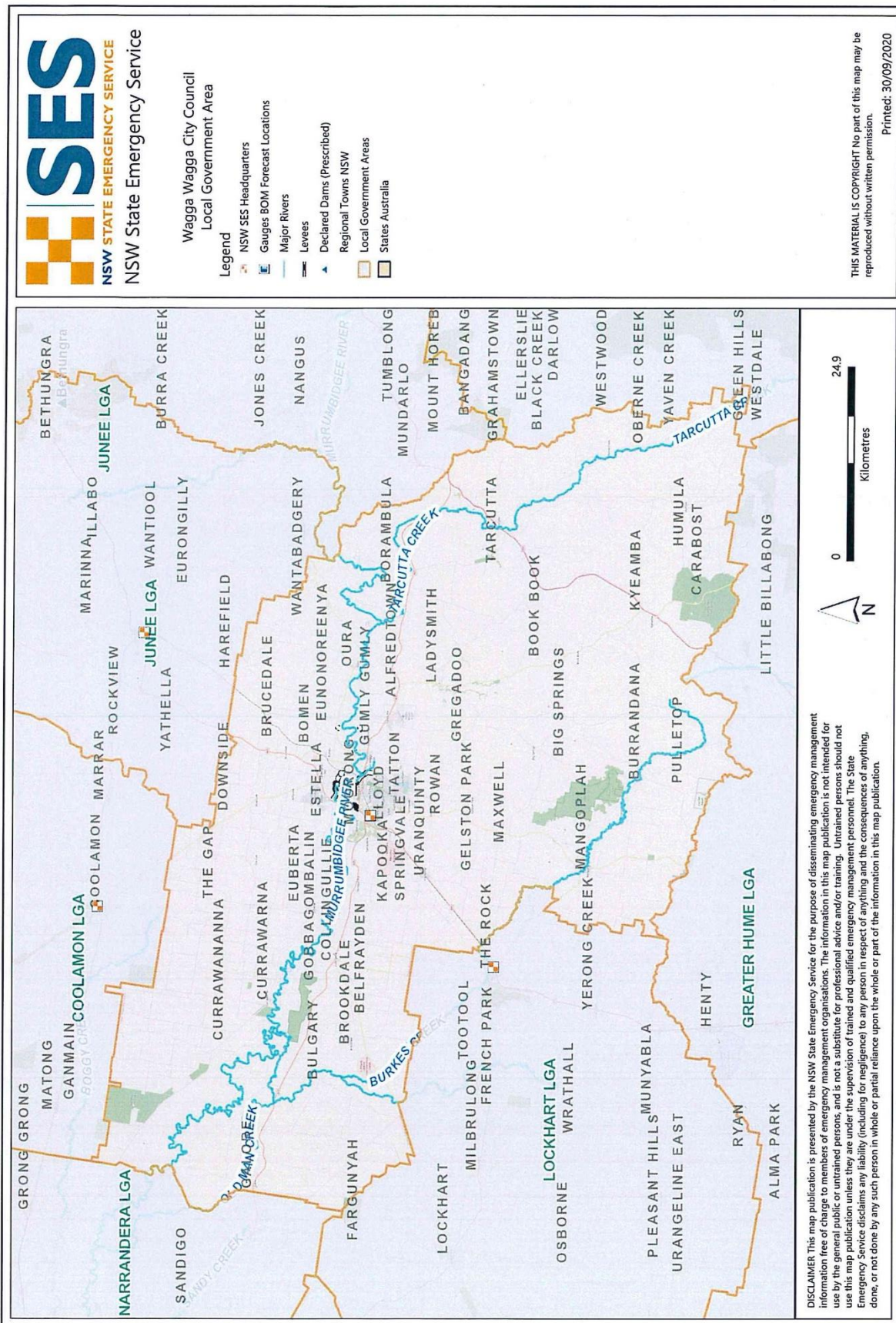
## NSW SES Notification Arrangements for Potential Dam Failure



### NOTES: (As at 1 May 2019)

1. Dam owners should only contact the SEOC if the NSW SES State Operations Centre (SOC) cannot be contacted.
2. The first priority for notification is to contact the NSW SES State Operations Centre. If unavailable, contact the SEOC. At each level, the contacted agency should notify the alternate contact at the same level, before making contact further down the line.
3. The triple zero (000) number for emergency services should only be used if both the NSW SES and the SEOC cannot be contacted, as it is likely the triple zero (000) operators will have difficulty dealing with the very unusual case of potential or actual dam failure.
4. Dam owners should send their Draft DSEP to the NSW SES for review of the emergency management arrangements ([nswses.communityplanning@ses.nsw.gov.au](mailto:nswses.communityplanning@ses.nsw.gov.au)).

# ATTACHMENT 3 - WAGGA WAGGA CITY LGA MAP



## LIST OF REFERENCES

1. **Emergency Management Australia.** *Managing the floodplain: a guide to best practice in flood risk management in Australia.* s.l. : Attorney-General's Department, 2013.
2. **Department of Infrastructure, Planning and Natural Resources.** *Floodplain Development Manual.* 2005.
3. **Ministry for Police and Emergency Services (MPES).** *New South Wales State Emergency Management Plan (EMPLAN).* December 2018.
4. **NSW Government.** *Local Government Act 1993 No 30.* 1993 (NSW).
5. **NSW SES.** *Incident Management Policy.* 2015.
6. **Emergency Management Australia.** *Flood Warning: Australian Emergency Manuals Series Manual 21.* s.l. : Attorney-General's Department, 2009.
7. **NSW Government.** *Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings Regulation.* 2005.
8. **Emergency Management Australia.** *Evacuation Planning: Australian Emergency Management Handbook Series Handbook 4.* s.l. : Attorney-General's Department, 2013.
9. **SEMC Evacuations Working Group.** *Evacuation Management Guidelines.* 2014.