SES
NSW STATE EMERGENCY SERVICE

Broken Hill City

Local Flood Emergency Sub Plan

FloodSafe

BROKEN HILL CITY FLOOD EMERGENCY SUB PLAN

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

Volume 1 of the Broken Hill City Flood Emergency Sub Plan

Endorsed by the Broken Hill Local Emergency Management Committee

8 February 2024

Version 2.0

AUTHORISATION

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

Authorised

Signature:

NSW SES Unit Commander

Print Name: *Kevern Hobman*

Date: *12/02/2024*

Endorsed

Signature:
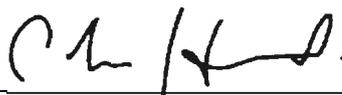
Chair, Local Emergency Management Committee

Print Name: **Codie Howard**

Date: **08/02/2024**

VERSION HISTORY

Version Number	Description	Date
1.0	**Broken Hill City Local Flood Plan**	**February 2014**

AMENDMENT LIST

Suggestions for amendments to this plan should be forwarded to:
Manager Emergency Planning
NSW State Emergency Service
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Amendments in the list below have been entered in this plan.

Amendment Number	Description	Updated by	Date

DISTRIBUTION LIST

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

CONTENTS

1   OUTLINE AND SCOPE

1.1   PURPOSE

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

1.2   AUTHORITY

1.2.1   This plan is written and issued under the authority of the *State Emergency and Rescue Management Act 1989* (NSW) ('SERM Act'), the *State Emergency Service Act 1989* (NSW) ('SES Act') and the NSW State Emergency Management Plan (EMPLAN).

1.2.2   This plan is a sub plan to the Broken Hill City Local Emergency Management Plan (EMPLAN) and is endorsed by the Local Emergency Management Committee (LEMC).

1.3   ACTIVATION

1.3.1   This plan does not require activation. The arrangements set out in this plan are always active.

1.3.2   The Broken Hill City Emergency Management Plan (EMPLAN) is active at all times in anticipation of the need to coordinate support and resources requested by combat agencies, including the NSW State Emergency Service (NSW SES).

1.4   SCOPE

1.4.1   The area covered by this plan is the Broken Hill City LGA. The Broken Hill City LGA and its principal towns, villages, rivers and creeks are shown in Appendix A.

1.4.2   The council area is within the NSW SES Western Zone and, for emergency management purposes, is part of the Far West Emergency Management Region.

1.4.3   The plan sets out the Broken Hill City level emergency management arrangements for prevention, preparation, response and initial recovery for flooding in the Broken Hill City LGA. Broken Hill experiences rapid and short term flash flooding only and is due to heavy rainfall and riverine flooding.

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

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

1.5 GOALS

1.5.1 The primary goals for flood emergency management in NSW are:

    a. Protection and preservation of life.

    b. Establishment and operation of flood warning systems.

    c. Issuing of community information and community warnings.

    d. Coordination of evacuation and welfare of affected communities.

    e. Protection of critical infrastructure and community assets essential to community survival during an emergency incident.

    f. Protection of residential property.

    g. Protection of assets and infrastructure that support individual and community financial sustainability and aid assisting a community to recover from an incident.

    h. Protection of the environment and conservation values considering the cultural, biodiversity and social values of the environment.

1.6 KEY PRINCIPLES

1.6.1 The protection and preservation of human life (including the lives of responders and the community) is the highest priority.

1.6.2 Evacuation is the primary response strategy for people impacted by flooding.

1.7 ROLES AND RESPONSIBILITIES

1.7.1 General responsibilities of emergency service organisations and functional areas are set out in the NSW State EMPLAN and NSW State Flood Sub Plan.

1.7.2 Specific roles and responsibilities for agencies, functional areas and organisations in relation to flooding within Broken Hill City LGA are detailed within this plan (Appendix B and Appendix C).

1.7.3 Any agency with agreed responsibilities in this plan that are temporarily unable, or are no longer able to fulfil their responsibilities in response operations must as soon as possible notify:

    a. The NSW SES Incident Controller (for local or zone level responsibilities during response operations).

    b. The NSW SES Zone Duty Commander and or NSW SES Western Zone Office (for regional level responsibilities outside of response operations).

1.8 PLAN MAINTENANCE AND REVIEW

1.8.1 The NSW SES will maintain the currency of this plan by:

    a. Ensuring that all supporting emergency services and functional areas, organisations and officers mentioned in it are aware of their roles and responsibilities.

b.   Conduct a minimum of one exercise every five years or within two years of the plan being reviewed.

c.   Reviewing the contents of the plan:

- When there are changes which alter agreed plan arrangements.

- When changes to land use strategic plans and policies increase the population at risk.

- After a flood including recommendations from after action reviews, reports, or inquiries.

- As determined by the NSW SES Commissioner.

d.   The plan is to be reviewed no less frequently than every five years or after a significant flood event.

1.9   SUPPLEMENTARY DOCUMENTS

1.9.1   Supplementary and supporting material of the Local Flood Emergency Sub Plan is maintained on the NSW SES website [Flood, Storm and Tsunami Plans](#) including:

a.   Flood Plan Glossary.

b.   NSW SES Dam Failure Notification Flowchart.

c.   NSW SES Resupply Flowchart.

2   OVERVIEW OF NSW FLOOD HAZARD AND RISK

2.1   THE FLOOD THREAT

2.1.1   The NSW SES maintains information on the nature of flooding and effects of flooding on the community in the Broken Hill City LGA.

2.1.2   Declared dams in or upstream of the Broken Hill City LGA:

Dam Name	Owner	High Risk Dam
Imperial Lake	Essential Water	YES
Blackwood Pit TSF	Broken Hill Operations Pty Ltd	No
Stephens Creek Dam	Essential Water	No
Umberumberka Dam	Essential Water	No

3   PREVENTION/ MITIGATION

3.1   INTRODUCTION

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

3.2 LAND USE PLANNING

3.2.1 **Strategy:** Effective land use planning is a key focus for minimising the impacts of flooding. The NSW SES will work with land use planning and consent authorities to inform and influence the consideration of the risks arising from flood, storm and tsunami, to prevent the creation of intolerable impacts of these hazards on the community.

Actions:

a. The NSW SES will provide strategic input about land use planning matters which have created or will create significant flood risk to life and/or property due to flooding.

b. The NSW SES will provide responses to land use planning proposal referrals that have created or will create significant flood risk to life and/or property due to flooding.

3.3 FLOODPLAIN RISK MANAGEMENT

3.3.1 **Strategy**: Advocate for consideration of emergency management in decision making to reduce risks to the existing community and minimise the growth in future, continuing and residual risk due to development through input to the floodplain management program.

Actions:

a. The NSW SES will provide coordinated and consistent emergency management advice to councils and other agencies in relation to the management of land that is subject to flooding.

b. The NSW SES will provide advice, support, technical resources and training for NSW SES representatives to contribute effectively on local Floodplain Risk Management Committees.

4   PREPARATION

4.1 INTRODUCTION

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

4.2 FLOOD EMERGENCY PLANNING

4.2.1 **Strategy**: The NSW SES develop, review and maintain Flood Emergency Sub Plans.

Actions:

a. Develop and review this NSW SES Local Flood Emergency Sub Plan as required. Local Flood Emergency Sub Plans outline the specific arrangements for management of flood events within an LGA, and may include cross boundary arrangements.

b. Review plans as per Section 1.8.

4.2.2   Local EMPLAN Consequence Management Guides (CMGs) for flood are not required for communities covered by NSW SES Local Flood Emergency Sub Plans however may be utilised in place of Local Flood Emergency Sub Plan if agreed to by the NSW SES.

4.3   FLOOD INTELLIGENCE SYSTEMS

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

Actions:

a.   Gather and assess flood information for the full range of flood types and severities.

b.   Collect, collate, and assess information on the characteristics of communities at risk and the potential effects of flooding on communities at risk.

c.   Share flood intelligence information with supporting agencies.

4.4   DEVELOPMENT OF WARNING SYSTEMS

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

Actions:

a.   All levels of government work in partnership to develop and maintain flood warning infrastructure.

b.   The NSW SES maintains a list of the requirements for flood warnings for flood gauges in NSW (including flood classifications, warning times required and key statistics) and can be found in the supplementary document to the NSW State Flood Plan (see Section 1.9).

c.   The NSW SES will recommend new warning services and changes to warning alert levels for gauges to the NSW and ACT Flood Warning Consultative Committee.

d.   The State Government, in partnership with Local Government, is responsible for developing and maintaining flash flood warning systems for local catchments where required.

e.   Dam owners will provide Dam Emergency Plans (where required) and consult with the NSW SES on alert levels and messaging. Alert level definitions are listed in Dam Emergency Plans.

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

g.   The NSW SES develops and maintains warning and flood information products by:

- Utilising flood intelligence data.

- Developing warning and flood information products.

- Continuously reviewing warning and flood information products.

- Consulting with affected communities, key stakeholders, Dam Safety NSW and the NSW and ACT Flood Warning Consultative Committee, and maintains Operational Readiness.

- Participating in the development of public information and warning systems.

h. Gauge owners adequately maintain flood warning gauges and systems, including those identified in the 'Service Level Specification' maintained by the Bureau of Meteorology (Bureau) and those identified in the 'Provision and Requirements for Flood Warning in New South Wales' maintained by the NSW SES.

4.5 BRIEFING, TRAINING AND EXERCISING

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

Actions:

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

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

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

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

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

4.6 COMMUNITY RESILIENCE TO FLOODING

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

Actions:

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

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

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

Actions:

a. Partner with and engage communities to understand and manage the risks associated with floods, including providing business continuity guidance (NSW SES Business FloodSafe), family preparedness (NSW SES Home FloodSafe) and other engagement strategies.

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

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

d.   Plan for floods collaboratively with communities through community and stakeholder participation and engagement.

e.   Collaborate with community sector and recognise the needs of individuals within communities who have an increased susceptibility during floods.

5   RESPONSE

5.1   INTRODUCTION

5.1.1   Flood response operations will begin:

a.   On receipt of a Bureau Severe Weather Warning or Thunderstorm Warning that includes heavy rain or storm surge; or

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

c.   On receipt of warnings for flash flood; or

d.   On receipt of a dam failure alert; or

e.   When other evidence leads to an expectation of flooding.

5.2   INCIDENT MANAGEMENT ARRANGEMENTS

5.2.1   **Strategy**: Maintain effective control of flood operations across NSW.

Actions:

a.   The NSW SES uses the Australasian Inter-service Incident Management System (AIIMS) to manage the flood response.

b.   Control of flood response will be at the lowest effective level and may be scaled to suit the incident.

c.   The NSW SES State Controller (or delegate) will appoint Incident Controllers and establish Incident Control Centres (see NSW SES facilities on map in Appendix A).

d.   The NSW SES Incident Controller, in consultation with participating supporting emergency services and functional areas will determine the appropriate breakdown of an Area of Operations into Divisions and/or Sectors in accordance with the principles of AIIMS.

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

Actions:

a.   The NSW SES will operate Incident Control Centre(s) as required.

b.   The NSW SES Incident Control Centre(s) will:

• Control resources from the NSW SES and coordinate resources of supporting emergency services and functional areas.

- Manage incident tasking and ensure they are actioned in a timely manner.

- Undertake response planning and determine future resourcing requirements.

- Coordinate information flow, including warnings, public information and social media.

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

Actions:

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

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

c. Where possible Emergency Operation Centres are to be co-located with NSW SES Incident Control Centres for Flood Emergency Response.

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

Actions:

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

b. The NSW SES may request resources and logistics support directly from a supporting emergency service or functional area.

c. Wherever possible, supporting organisations are to provide their own logistic support in consultation with the NSW SES where appropriate.

d. The NSW SES Incident Controller will control air support operations and may utilise supporting agencies in the management of aircraft.

5.3 USE OF INFORMATION AND COLLECTION OF INTELLIGENCE

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

Actions:

a. Information relating to the consequences of flooding, response strategies, situational awareness and operational updates will be distributed by the NSW SES to supporting emergency services and functional areas listed under this plan.

b. All supporting emergency services and functional areas and council will accurately record and report information relevant to their activities and any real time flood information (including road closure information) to the NSW SES Incident Controller. This may be in the form of a combined Emergency Operations Centre (EOC) report, or direct from agencies where an EOC has not been established.

c. The NSW SES may establish and operate a Joint Intelligence Unit to coordinate the collection, collation, interpretation, mapping, actioning and dissemination of information.

d. Reconnaissance, mapping, damage assessments, intelligence validation and post flood evaluation will be coordinated by the NSW SES. This may occur post impact and continue into the recovery phase.

e. The NSW SES may request Engineering Services Functional Area to assist with the gathering of flood intelligence including (not limited to) maximum flood extents, peak flood heights, recording major flood damage at key high velocity locations and preparation of after flood report.

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

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

5.4 PROVISION OF INFORMATION AND WARNINGS TO THE COMMUNITY

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

Actions:

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

- Severe Thunderstorm Warnings – Detailed - Issued for all capital cities and surrounding areas when individual severe thunderstorms are within range of the capital city radars.

- Severe Thunderstorm Warnings - Broad-based - Issued for the entire Australian state or territories affected highlighting broad areas where severe storms may occur within the next 3 hours.

- Severe Weather Warnings with reference to heavy rainfall and/or storm surge.

- Flood Watches.

- Flood Warnings.

b. Dam owners will utilise the Dam Emergency Plan to provide warnings and information to the NSW SES and communities (where appropriate).

c. NSW SES Incident Controllers will issue the following NSW SES Flood Warnings aligning to the Australian Warning System:

- Advice

- Watch and Act

- Emergency Warning

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

e.   The NSW SES provides alerts and deliver flood information to affected communities using a combination of public information.

f.   The NSW SES may request supporting agencies redistribute NSW SES alerts and information, including through the provision of doorknocking teams.

g.   Road closure information will be provided to the community through the following agencies/methods:

- Local Government websites.

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

h.   The Public Information and Inquiry Centre will be established by the NSW Police Force where required to provide information regarding evacuees and emergency information. Contact details will be broadcast once the centre is established.

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

5.5   PROTECTION OF PROPERTY

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

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

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

b.   The raising or moving of household furniture and commercial stock/equipment.

5.6   ROAD AND TRAFFIC CONTROL

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

Actions:

a.   Broken Hill City Council will coordinate the closure and reopening of council managed roads once inspections have been carried out by the relevant authority.

b.   Transport for NSW will coordinate the closure and reopening of the state road network.

c.   The NSW Police Force may close and re-open roads but will normally only do so (if Broken Hill City Council or Transport for NSW have not already acted and if public safety requires such action.

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

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

      a.   The NSW SES Incident Controller may direct the imposition of traffic control measures into flood affected areas in accordance with the provisions of the *State Emergency Service Act, 1989* and the *State Emergency Rescue Management Act, 1989.*

      b.   The NSW SES Incident Controller may request that the Emergency Operations Controller provide suitable personnel to assist with traffic coordination.

5.7   PROTECTION OF ESSENTIAL SERVICES

5.7.1   Local and region EMPLANs contain infrastructure inventories.

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

    Actions:

      a.   The Transport Services Functional Area is to coordinate the provision of information about the assessment and restoration of transport network infrastructure.

      b.   The Energy and Utility Services Functional Area is to coordinate the assessment and restoration of essential energy and utility services (not including telecommunications).

      c.   The Telecommunications Services Functional Area is to coordinate the assessment and restoration of telecommunications and the Public Safety Network.

      d.   The Engineering Services Functional Area is to:

- Coordinate the assessment and restoration of critical public buildings for example hospitals.
- Assessment and operation of flood protection levees.
- Protection of property.
- Construction and repair of levees.
- Dam safety assessment and dam stability.
- Water supply and sewerage operations.
- Other critical infrastructure.

      e.   The Functional Areas and council will keep the NSW SES informed of the status of utilities and infrastructure.

5.8   EVACUATION

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

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

Actions:

a. Evacuations will take place when there is a risk to public safety. Circumstances may include:

- Evacuation of people when their homes or businesses are likely to flood.

- Evacuation of people who are unsuited to living in isolated circumstances, due to flood water closing access.

- Evacuation of people where essential energy and/or utility services are likely to fail or where buildings have been or may be made uninhabitable.

b. The NSW SES will consider the following in evacuation decisions:

- Duration of evacuation.

- Characteristics of the community.

- Numbers requiring evacuation.

- Availability of evacuation routes and transport.

- The ability for existing levees or other flood protection works to fulfil their intended function.

- Time available for evacuation.

- Evacuee management requirements.

- Resources and delivery of evacuation information.

- Length of isolation.

c. The NSW SES Incident Controllers, planning and intelligence officers will carefully consider the risks involved in conducting evacuations.

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

e. Potential Evacuation Centres are located in the local EMPLAN.

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

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

a. The NSW SES will control and coordinate the evacuation of affected communities.

b. The NSW SES Commissioner (or delegate) will warn communities to prepare for a possible evacuation, where circumstances allow such lead time.

c. The NSW SES Commissioner (or delegate) will order any necessary evacuations and provide information to the community about when and how to evacuate.

d. Support to evacuation operations may be requested from other emergency services and supporting agencies using arrangements in the local EMPLAN and supporting plans.

e.   The Health Services Functional Area will coordinate the evacuation of hospitals, health centres and aged care facilities (including nursing homes) in consultation with the NSW SES and the Welfare Services Functional Area.

f.   School administration offices (government and private) will coordinate the evacuation of schools in consultation with the NSW SES and the Welfare Services Functional Area, if not already closed.

g.   Caravan park proprietors will inform the NSW SES Incident Controller when caravan park evacuations have been completed.

h.   People who are reluctant or refuse to comply with any Emergency Warning will be referred to the NSW Police Force.

5.9   EVACUEE MANAGEMENT AND WELFARE

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

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

Actions:

a.   The NSW SES will provide initial welfare for evacuees where required but will hand the responsibility over to the Welfare Services Functional Area as soon as possible. The NSW SES will brief the Welfare Services Functional Area at the earliest opportunity regarding the level of assistance required.

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

c.   Schools administration (government and private) will manage the safety of students directly affected by flooding and will work with the NSW SES in the temporary closure of schools and will coordinate with the NSW SES, the Transport Services and Welfare Services Functional Areas in the management of school evacuees.

d.   Disaster Victim Registration (DVR) will be controlled and coordinated by the NSW Police Force with the assistance of the NSW SES and the Welfare Services Functional Area.

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

f.   Where the expected remaining number of evacuees and the duration of evacuation is assessed to be beyond the capability and capacity of the established evacuation centre arrangements the State Emergency Operations Controller (SEOCON) may establish Major Evacuation Centres or Mass Care Facilities.

g.   The decision to establish Major Evacuation Centres or Mass Care Facilities will be made by the NSW SES and the SEOCON in consultation with members of the State Emergency Management Committee (SEMC).

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

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

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

Actions:

a.   The Agriculture and Animal Services Functional Area will coordinate the welfare of livestock, pets, companion animals and wildlife including support to primary producers, animal holding establishments and community members.

b.   The Agriculture and Animal Services Functional Area role will coordinate the evacuation, emergency care of animals and assessment, humane destruction and disposal of affected animals, and supply of emergency fodder, water and aerial support where necessary.

5.10   FLOOD RESCUE

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

Actions:

a.   The NSW SES will perform flood rescue, where training and equipment is suitable and where a risk assessment has indicated that the risk to rescuers is acceptable.

b.   Flood rescue operations will be conducted in accordance with the State Rescue Board NSW State Rescue Policy which sets out the framework, governance, responsibilities and requirements for the management and conduct of flood rescue in NSW.

c.   The NSW SES may request other supporting emergency services to undertake flood rescues on behalf of the NSW SES. Agencies must be authorised/accredited to undertake flood rescue operations in accordance with State Rescue Board requirements, as prescribed by the NSW SES. Supporting emergency services must supply information regarding rescues performed to the NSW SES. Notification arrangements with NSW Police Force are outlined in the State Rescue Board NSW State Rescue Policy.

d.   Rescue agencies will conduct rescue of domestic small and large animals as per the State Rescue Board NSW State Rescue Policy (and may include large animal rescue of family horses and cows at a residence or property). The rescue of livestock (which includes commercial animals found on farming and breeding enterprises) will be coordinated through the Animal and Agriculture Services Functional Area.

5.11   RESUPPLY

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

Actions:

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

b.   Retailers should be advised to ensure sufficient stock is available for the duration of the flood.

c.   When isolation occurs, the NSW SES will establish loading points where retailers can instruct suppliers to deliver goods.

d.   The NSW SES will endeavour to support the delivery of mail to isolated communities but may not be able to do so according to normal Australia Post timetables.

e.   The NSW SES will assist hospitals with resupply of linen and other consumables where able.

f.   The NSW SES may request resupply assistance from supporting agencies.

g.   The NSW SES may conduct resupply operations as per the designated resupply plan for the event.

h.   Where additional supplies are required Engineering Services Functional Area may be requested to coordinate the supply of goods and services in response to and recovery from the emergency.

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

Actions:

a.   When requested, the NSW SES will establish a resupply schedule and coordinate the resupply for isolated rural properties.

b.   The NSW SES will provide local suppliers with designated loading points. Resupply items are to be packaged by the supplier.

c.   Isolated households unable to afford resupply items will be referred to the Welfare Services Functional Area for assistance.

5.12   RETURN

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

Actions:

a.   The NSW SES Incident Controller will determine when it is safe to progressively return in consultation with the relevant Emergency Operations Controller and supporting agencies considering the ongoing risk to public safety.

b.   The NSW SES Incident Controller will specify the level of access to affected communities as the following:

- Not suitable for access; or

- Limited access by emergency services and response agencies; or

- Limited access by residents and/or business operators; or

- Full access.

c. The NSW SES Incident Controller will issue an Advice Warning advising "Reduced Threat: Return with Caution" when the immediate danger to life and property has passed for areas.

d. The NSW SES will facilitate the return of evacuees to their homes.

5.13   END OF RESPONSE OPERATIONS

5.13.1   **Strategy**: Conclude response operations.

Actions:

a. Response operations will conclude when:

- There is a reduced likelihood of additional flooding within the Area of Operation and flood waters have receded.

- All requests for assistance related to the flood have been completed.

- The need for warning and evacuation no longer exist.

- There is no further likelihood of rescuing people.

- Resupply is no longer required (resupply operations may occur concurrently with the recovery phase).

- Response to fire and hazardous material incidents have concluded (not including subsequent clean-up of contaminated sites).

- All affected areas have had an 'Reduced Threat: Return with Caution' issued.

5.14   POST IMPACT ACTIONS

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

Actions:

a. The NSW SES will continue to engage with communities after significant floods through convening one or more community forums, workshops or other opportunities to provide communities a chance to provide feedback, address any concerns and provide input into the recovery process. These will typically include other agencies such as the Bureau, Welfare Services and Broken Hill City Council representatives.

b. The NSW SES will conduct After Action Reviews (AARs), at the conclusion of response operations, which will involve all stakeholders. Findings will be shared and incorporated into improved disaster resilience planning.

c. The NSW SES will provide information and data throughout the emergency response to inform community recovery. A report will be developed at the

request of the State Emergency Operations Controller (SERCON) at the conclusion of the response within an area. Should a response summary report be required it will include the following:

- The emergency action plan in place at conclusion of the response emphasising any continuing activities including community meetings/ engagement activities.

- Resources allocated to the emergency response and associated exit strategies.

- Details of any areas or situations with potential to re-escalate the emergency.

- A recommendation for the conclusion of the NSW SES as the lead agency to transition to the NSW Reconstruction Authority as the lead agency for recovery.

- Any actions that are incomplete or outstanding.

- Damage assessment data and information obtained throughout the response phase which will further support the long-term recovery of communities.

   d.   The NSW SES will undertake/coordinate a comprehensive review of intelligence and plans following significant flood events.

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

Actions: The NSW SES works with relevant stakeholders and Broken Hill City Council on post flood data collection analysis including review of flood intelligence where necessary.

6   RECOVERY OPERATIONS

6.1   INTRODUCTION

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

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

6.2   NSW SES RECOVERY ROLE

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

6.2.2   **Actions**:

   a.   The NSW SES will provide representation to Recovery Committees as required and may have an ongoing role in the recovery phase.

   b.   The NSW SES roles on Recovery Committees may include providing information about any continuing response, guidance on mitigation strategies and general

advice and assistance to the committee as a subject matter specialist and or expert.

c. The NSW SES will provide information to the NSW Reconstruction Authority to support applications to Treasury for Natural Disaster Relief and Recovery Arrangements.

d. The NSW SES, in conjunction with a Recovery Committee, will provide a service to support the information needs of a community immediately following a flood.

e. The NSW SES and where required supporting agencies will assist with clean-up operations after floods, where possible when resources and personnel permit.

f. The NSW SES may coordinate immediate relief in collaboration with State Emergency Operations Controller (SEOCON) and the State Emergency Recovery Controller (SERCON).

7 ABBREVIATIONS

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

8 GLOSSARY

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

Readers should refer to EMPLAN Annex 9 – Definitions.

Refer to the NSW State Flood Plan for a complete glossary of terminology used throughout this plan and within NSW SES Flood Plans.

For a full list of definitions refer to the Supporting Document - State Flood Plan Glossary https://www.ses.nsw.gov.au/media/2650/glossary.pdf

9   Appendix A – Map of Broken Hill City Council Area
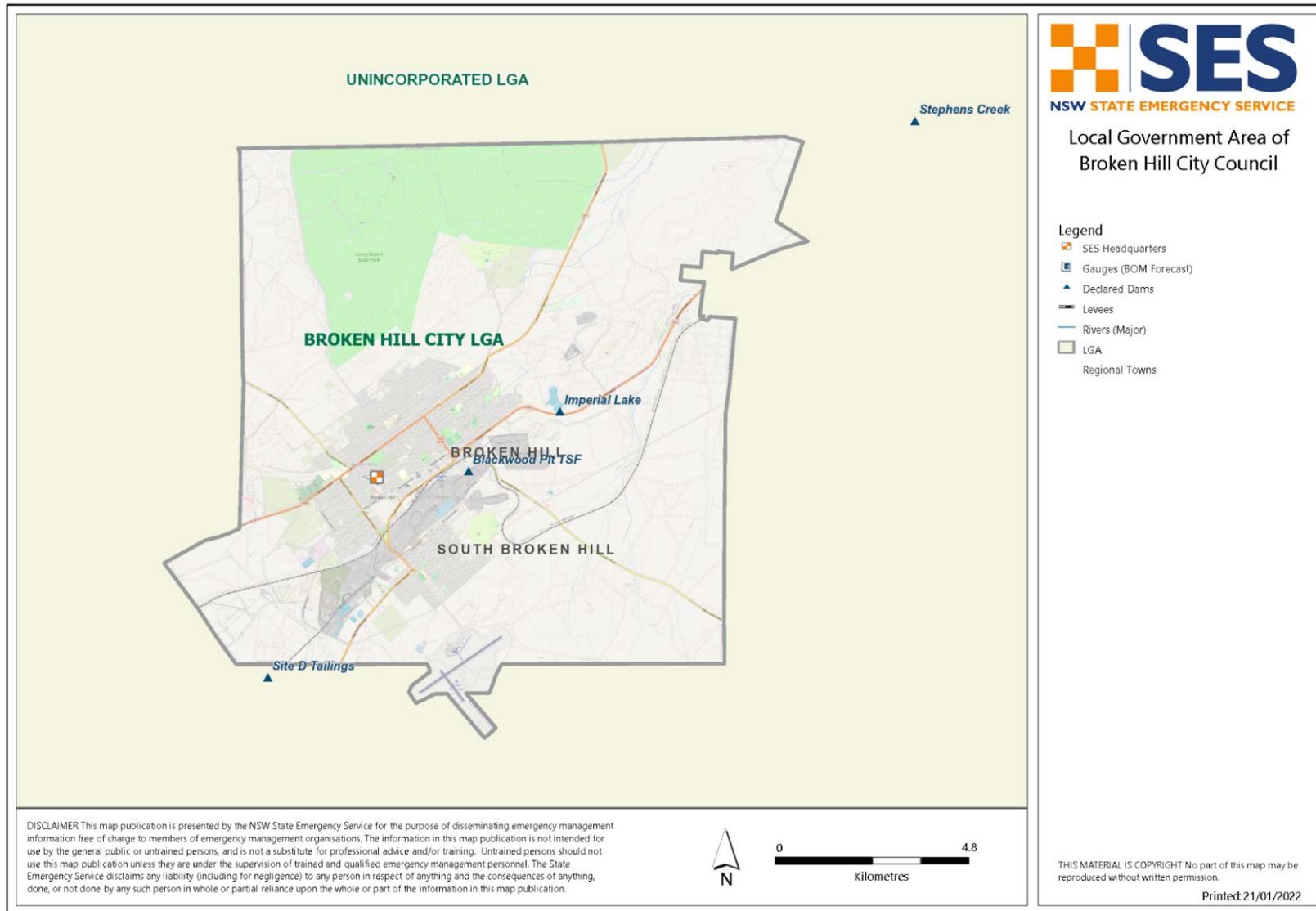
10   Appendix B – Roles and Responsibilities

AGENCY	RESPONSIBILITIES
NSW State Emergency Service	NSW SES is the designated Combat Agency for floods, storms and tsunami and controls response operations. NSW SES roles and responsibilities in relation to floods are outlined in the [NSW State Flood Plan.](#)

AGENCY	RESPONSIBILITIES
Agriculture and Animal Services Functional Area	The roles and responsibilities for Agriculture and Animal Services are outlined in the Agriculture and Animal Services Supporting Plan and NSW State Flood Plan.
Australian Government Bureau of Meteorology	The roles and responsibilities for the Australian Government Bureau of Meteorology (the Bureau) are outlined in the NSW State Flood Plan.

Broken Hill City Council	**Preparedness**
	
	• Establish and maintain floodplain and coastal risk management committees and ensure that key agencies are represented.
	
	• Develop and implement floodplain risk management plans in accordance with the NSW Government's Flood Prone Land Policy and the Floodplain Development Manual.
	
	• Provide levee studies, flood studies and floodplain management studies to the NSW SES.
	
	• Maintain council-owned flood warning networks and flood mitigation works.
	
	• Participate in the NSW SES led flood emergency planning meetings, to assist in the preparation of flood sub plans.
	
	• Maintain a plant and equipment resource list for the council area.
	
	• Contribute to community engagement activities.
	
	Response
	
	• Subject to the availability of council resources, assist the NSW SES with flood operations including:
	
	   – Traffic management on council managed roads.
	   – Provision of assistance to the NSW SES (plant, equipment and personnel where able and requested).
	   – Property protection tasks including sandbagging.
	   – Assist with the removal of caravans from caravan parks.
	   – Warning and/or evacuation of residents and other people in flood liable areas.
	   – Provision of back-up radio communications.

AGENCY	RESPONSIBILITIES
	− Resupply of isolated properties. − Technical advice on the impacts of flooding. − Close and reopen council roads (and other roads nominated by agreement with Transport for NSW) and advise the NSW SES, the NSW Police Force and people who contact the council for road information. − Assist the NSW SES to provide filled sandbags and filling facilities to residents and business in areas which flooding is expected. • Assist with making facilities available for domestic pets and companion animals of evacuees during evacuations. • Operate flood mitigation works including critical structures such as detention basins and levees and advise the NSW SES regarding their operation. • Manage and protect council-owned infrastructure facilities during floods. • Provide advice to the NSW SES and the Health Services Functional Area during floods about key council managed infrastructure such as sewerage treatment and water supply. • Advise the Environmental Protection Authority of any sewerage overflow caused by flooding. • Work with the NSW SES and the NSW Department of Planning and Environment to collect flood related data during and after flood events. **Recovery** • Provide for the management of health hazards associated with flooding including removing debris and waste. • Ensure premises are fit and safe for reoccupation and assess any need for demolition. • Provide services, assistance and advice to State Government in accordance with the State Recovery Plan.
Caravan Park Proprietor(s)	• Prepare a flood emergency plan for the caravan park. • Ensure that owners and occupiers of movable dwellings are aware that the caravan park is flood liable by providing a written notice to occupiers taking up residence and displaying this notice and emergency management arrangement within the park. • Ensure that owners and occupiers of movable dwellings are aware that if they are expecting to be absent for extended periods, they should: − Provide the manager of the caravan park with a contact address and telephone number in case of an emergency.

AGENCY	RESPONSIBILITIES
	- 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). • Ensure that occupiers are informed of flood information. At this time, occupiers should be advised to: - Ensure that they have spare batteries for their radios. - Listen to a local radio station for updated flood information. - Prepare for evacuation and movable dwelling (cabins) relocation. • Ensure that owners and occupiers of caravans are aware of what they must do to facilitate evacuation and movable dwelling relocation when flooding occurs. • Coordinate the evacuation of people and the relocation of movable dwellings when floods are rising and their return when flood waters have subsided. Movable dwellings will be relocated back to the caravan park(s) by owners or by vehicles and drivers arranged by the park managers. • Secure any movable dwellings that are not able to be relocated to prevent floatation. • Inform the NSW SES of the progress of evacuation and/or movable dwellings relocation operations and of any need for assistance in the conduct of these tasks.
Childcare Centres and Preschools	• When notified of possible flooding or isolation, childcare centres and preschools should. - Liaise with the NSW SES and arrange for the early release of children whose travel arrangements are likely to be disrupted by flooding and/or road closures. - Assist with coordinating the evacuation of preschools and childcare centres.
Dams Safety NSW	The roles and responsibilities for Dams Safety NSW (formerly NSW Dam Safety Committee) are outlined in the NSW State Flood Plan.
Department of Defence	Arrangements for Defence Assistance to the Civil Community are detailed within the State EMPLAN (section 448).
Energy and Utilities Services Functional Area	The roles and responsibilities for the Energy and Utilities Services Functional Area are outlined in the Energy and Utility Services Supporting Plan (EUSPLAN). Roles and responsibilities in addition to the Supporting Plan are: • Assist the NSW SES with identification of infrastructure at risk of flood damage where resources are available.

AGENCY	RESPONSIBILITIES

	• Facilitate local utility service distribution providers (electricity, gas, water, wastewater) to:
	
	  − Provide advice to the NSW SES of any need to disconnect power/gas/water/wastewater supplies or of any timetable for reconnection.
	  − Advise the NSW SES of any hazards from utility services during flooding and coastal erosion/inundation.
	  − Advise the public with regard to electrical hazards during flooding and coastal erosion/inundation, and to the availability or otherwise of the electricity supply.
	  − Clear or make safe any hazard caused by power lines or electricity distribution equipment.
	  − Reconnect customers' electrical/ gas/ water/wastewater installations, when certified safe to do so and as conditions allow.
	  − Assist the NSW SES to identify infrastructure at risk of flooding for incorporation into planning and intelligence.

Engineering Services Functional Area	The roles and responsibilities for the Engineering Services Functional Area are outlined in the Engineering Services Supporting Plan and NSW State Flood Plan.
Environmental Services Functional Area	The roles and responsibilities for the Environmental Services Functional Area are outlined in the Environmental Services (ENVIROPLAN) Supporting Plan.
Floodplain Management Australia	The roles and responsibilities for Floodplain Management Australia are outlined in the NSW State Flood Plan.
Fire and Rescue NSW	The roles and responsibilities for Fire and Rescue NSW are outlined in the NSW State Flood Plan.
Forestry Corporation of NSW	The roles and responsibilities for the Forestry Corporation of NSW are outlined in the NSW State Flood Plan.
Health Services Functional Area	The roles and responsibilities for the Health Services Functional Area are outlined in the Health Services (HEALTHPLAN) Supporting Plan and NSW State Flood Plan.
Local Emergency Operations Controller (LEOCON)	• Monitor flood operations. • If requested, coordinate support for the NSW SES Incident Controller.
Local Emergency Management Officer (LEMO)	• If requested by the NSW SES Incident Controller, advise appropriate agencies and officers of the start of response operations.
Manly Hydraulics Laboratory (MHL)	The roles and responsibilities for Manly Hydraulic Laboratory are outlined in the NSW State Flood Plan.
Marine Rescue NSW	The roles and responsibilities for Marine Rescue NSW are outlined in the NSW State Flood Plan.

AGENCY	RESPONSIBILITIES
NSW Ambulance	The roles and responsibilities for NSW Ambulance are outlined in the Health Services (HEALTHPLAN) Supporting Plan and NSW State Flood Plan.
NSW Department of Education, Association of Independent Schools of NSW, and National Catholic Education Commission	The roles and responsibilities for the NSW Department of Education, Association of Independent Schools of NSW, and National Catholic Education Commission are outlined in the NSW State Flood Plan.
NSW Department of Planning and Environment (Environment and Heritage Group)	The roles and responsibilities for the NSW Department of Planning and Environment (Environment and Heritage Group) are outlined in the NSW State Flood Plan (referred to as DPIE EES).
NSW Department of Planning and Environment (Water)	The roles and responsibilities for the NSW Department of Planning and Environment (Water) are outlined in the NSW State Flood Plan.
NSW Food Authority	The roles and responsibilities for the NSW Food Authority are outlined in the Food Safety Emergency Sub Plan.
NSW National Parks and Wildlife Services	The roles and responsibilities for NSW National Parks and Wildlife Services are outlined in the NSW State Flood Plan.
NSW Police Force	The roles and responsibilities for the NSW Police Force are outlined in the NSW State Flood Plan.
NSW Reconstruction Authority	The roles and responsibilities for the NSW Reconstruction Authority are outlined in the NSW State Flood Plan.
NSW Rural Fire Service	The roles and responsibilities for the NSW Rural Fire Service are outlined in the NSW State Flood Plan.
Owners of Declared Dams within or upstream of the LGA	The roles and responsibilities for owners of declared dams are outlined in the NSW State Flood Plan.
Public Information Services Functional Area	The roles and responsibilities for the Public Information Services Functional Area are outlined in the Public Information Services Supporting Plan and NSW State Flood Plan.
State Emergency Operations Controller. (SEOCON)	The roles and responsibilities for the SEOCON/SEOC are outlined in the NSW State Flood Plan.
Surf Life Saving NSW	The roles and responsibilities for Surf Life Saving NSW are outlined in the NSW State Flood Plan.
Telecommunications Services Functional Area	The roles and responsibilities for the Telecommunications Services Functional Area are outlined in the Telecommunications Services (TELCOPLAN) Supporting Plan.
Transport for NSW	• Transport for NSW coordinates information on road conditions for emergency services access.

AGENCY	RESPONSIBILITIES
	• Transport for NSW coordinates the management of the road network across all modes of transport. • Transport for NSW in conjunction will assist the NSW SES with the evacuation of at-risk communities by maintaining access and egress routes. • Assist the NSW SES with the communication of flood warnings and information provision to the public through Live Traffic and Social Media according to the VMS protocols and procedures. • Assist the NSW SES with identification of road infrastructure at risk of flooding.
Transport Services Functional Area	The roles and responsibilities for Transport Services Functional Area are outlined in the Transport Services Functional Area Supporting Plan and NSW State Flood Plan.
VRA Rescue NSW	The roles and responsibilities for VRA Rescue NSW are outlined in the NSW State Flood Plan.
Water NSW	The roles and responsibilities for Water NSW are outlined in the NSW State Flood Plan.
Welfare Services Functional Area	The roles and responsibilities for the Welfare Services Functional Area are outlined in the Welfare Services Functional Area Supporting Plan and NSW State Flood Plan.

11   Appendix C – Community Specific Roles and Responsibilities

Community Members	**Preparedness**
	• Understand the potential risk and impact of flooding.
	• Prepare homes and property to reduce the impact of flooding.
	• Understand warnings and other triggers for action and the safest actions to take in a flood.
	• Households, institutions and businesses develop plans to manage flood risks, sharing and practicing this with family, friends, employees and neighbours.
	• Have an emergency kit.
	• Be involved in local emergency planning processes.
	Recovery
	• Assist with community clean-up if required and able to do so.
	• Participate in After Action Reviews if required.
Aboriginal Organisations or Groups	**Broken Hill City Aboriginal Land Council, Murki Paaki Corporation**
	• Act as the point of contact between the NSW SES and the Barkindji community.
	• Inform the Broken Hill City SES Unit Commander (NSW SES) about flood conditions and response needs.
	• Disseminate flood information, including flood and evacuation warnings, to the Barkindji community.
Cross-border Assistance Arrangement	• A local cross-border mutual assistance arrangement exists in which the NSW SES and the the SASES will deploy resources to support each other.
	• Operations occurring within the Broken Hill LGA will be conducted by the NSW SES.