



TWEED SHIRE FLOOD EMERGENCY SUB PLAN

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

Volume 1 of the Tweed Shire Flood Emergency Sub Plan

Endorsed by the Tweed Byron Local Emergency Management Committee

Endorsed Date 10th May 2023

AUTHORISATION

The Tweed Shire Flood Emergency Sub Plan is a sub plan of the Tweed Byron 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)**.

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Date: 17 MAY 2023

VERSION HISTORY

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AMENDMENT LIST

Suggestions for amendments to this plan should be forwarded to:

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

DISTRIBUTION LIST

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1 OUTLINE AND SCOPE

1.1 PURPOSE

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

1.2 AUTHORITY

- 1.2.1 This plan is written and issued under the authority of the [State Emergency and Rescue Management Act 1989 \(NSW\)](#) ('SERM Act'), the [State Emergency Service Act 1989 \(NSW\)](#) ('SES Act') and the NSW State Emergency Management Plan (EMPLAN).
- 1.2.2 This plan is a sub plan to the Tweed Byron Local Emergency Management Plan (EMPLAN) and is endorsed by the Tweed Byron 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 Tweed Byron 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 Tweed Shire LGA. The Tweed Shire LGA and its principal towns, villages, rivers and creeks are shown in Appendix A.
- 1.4.2 The Council area is in the NSW SES North Eastern Zone and for emergency management purposes, is part of the North Coast Emergency Management Region.
- 1.4.3 The plan sets out the local emergency management arrangements for prevention, preparation, response and initial recovery for flooding in the Tweed LGA.
- 1.4.4 In this plan a flood is defined as a relatively high water level which overtops the natural or artificial banks in any part of a stream, river, estuary, lake or dam, and/or local overland flooding associated with drainage before entering a watercourse, and/or coastal inundation resulting from super-elevated sea levels and/or waves (including tsunami) overtopping coastline defences.
- 1.4.5 The arrangements for dealing with episodes of coastal erosion by severe weather, are described in the NSW State Storm Sub Plan.
- 1.4.6 The arrangements for the emergency management of tsunami are dealt with in the NSW State Tsunami Emergency Sub Plan.
- 1.4.7 This plan outlines the local level arrangements for the management of downstream consequences of flooding due to dam failure, in line with the Dam Emergency Plan.

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 Tweed Shire are detailed within this plan, Appendix B and Appendix C.

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

- a. NSW SES Incident Controller (for local or zone level responsibilities during response operations).
- b. NSW SES Zone Duty Commander (for regional level responsibilities outside of response operations).

1.8 PLAN MAINTENANCE AND REVIEW

1.8.1 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 at: <https://www.ses.nsw.gov.au/about-us/flood-storm-and-tsunami-plans/> including:
- a. Flood Plan Glossary.
 - b. NSW SES Dam Failure Notification Flowchart.
 - c. NSW SES Resupply Flowchart.

2 OVERVIEW OF NSW FLOOD HAZARD AND RISK

2.1 THE FLOOD THREAT

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

Dam Name	Owner	High Risk Dam
Clarrie Hall Dam	Tweed Shire Council	No
Korrumbyn Creek Dam	National Parks and Wildlife Service	No

3 PREVENTION/ MITIGATION

3.1 INTRODUCTION

- 3.1.1 The NSW 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. 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. NSW SES will provide strategic input about land use planning matters which have or will create significant flood risk to life and/or property due to flooding.
- b. NSW SES will provide responses to land use planning proposal referrals that have 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. NSW SES will provide coordinated and consistent emergency management advice to councils and other agencies in relation to the management of land that is subject to flooding or coastal inundation.
- b. NSW SES will provide advice, support, technical resources and training for NSW SES representatives to contribute effectively on local Floodplain Management Committees.

4 PREPARATION

4.1 INTRODUCTION

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

4.2 FLOOD EMERGENCY PLANNING

4.2.1 **Strategy:** NSW SES develop, review and maintain Flood 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 (CMG's) 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 NSW SES.

4.3 FLOOD INTELLIGENCE SYSTEMS

4.3.1 **Strategy:** NSW SES develop and maintain a flood intelligence system to identify

flood behaviour, its impact on the community and required response actions.

Actions:

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

4.4 DEVELOPMENT OF WARNING SYSTEMS

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

Actions:

- a. All levels of government work in partnership to develop and maintain flood warning infrastructure.
- b. NSW SES maintains a list of the requirements for flood warnings for flood gauges in NSW (including flood classifications, warning times required and key statistics) and can be found in the supplementary document to the NSW State Flood Plan (see Section 1.9).
- c. 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 NSW SES on alert levels and messaging. Alert level definitions are listed in Dam Emergency Plans.
- f. NSW SES maintains a dedicated dam failure hotline and procedures to ensure priority dissemination of dam failure warnings.
- g. 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 and those identified in the 'Provision and Requirements for Flood Warning in New South Wales' maintained by NSW SES.

4.5 BRIEFING, TRAINING AND EXERCISING

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

Actions:

- a. NSW SES will consult stakeholders throughout the development of plans.
- b. NSW SES will inform stakeholders of content changes after revisions.
- c. NSW SES will ensure their facilities and resources are maintained and operationally ready.
- d. NSW SES will train personnel for their expected flood operation roles.
- e. 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:** NSW SES provides and maintains a flexible volunteer workforce to support community resilience.

Actions:

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

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

Actions:

- a. Partners 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. 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 of Meteorology Severe Weather Warning or Thunderstorm Warning that includes heavy rain or storm surge; or
- b. On the receipt of a Bureau of Meteorology 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. 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. 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. 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. NSW SES will operate Incident Control Centre(s) as required.
- b. NSW SES Incident Control Centre(s) will:
 - Control resources from NSW SES and coordinate resources of supporting Emergency Services and Functional Areas.
 - Manage Request for Assistance (RFA) tasking and ensure they are actioned in a timely manner.
 - Undertake response planning and determine future resourcing requirements.
 - Coordinate information flow, including warnings, public information and social media.

5.2.3 **Strategy:** Provide effective liaison between 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. NSW SES will provide Liaison Officer(s) to Emergency Operations Centres as required.
- c. Where possible Emergency Operation Centres 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. NSW SES may request resources and logistics support directly from a supporting emergency service or functional area.
- c. Wherever possible, supporting organisations are to provide their own logistic support in consultation with NSW SES where appropriate.
- d. The NSW SES Incident Controller will control air support operations and may utilise supporting agencies in the management of aircraft.

5.3 USE OF INFORMATION AND COLLECTION OF INTELLIGENCE

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

Actions:

- a. Information relating to the consequences of flooding, response strategies, situational awareness and operational updates will be distributed by NSW SES to supporting Emergency Services and Functional Areas listed under this Plan.
- b. All supporting Emergency Services, 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. 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 NSW SES. This may occur post impact and continue into the recovery phase.
- e. NSW SES may request Engineering Functional Area to assist with the gathering of flood intelligence including (but not limited to) maximum flood extents, peak flood heights, recording major flood damage at key high velocity locations and preparation of After-Flood Reports.

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

making.

Action: 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 of Meteorology issues public weather and flood warning products before and during a flood. These may include:
 - 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 NSW SES and communities (where appropriate).
- c. NSW SES Incident Controllers will issue the following NSW SES Flood Warnings aligning to the Australian Warning System:
 - Advice;
 - Watch and Act; and
 - Emergency Warning.
- d. NSW SES liaises with the Bureau of Meteorology to discuss the development of flood warnings as required.
- e. NSW SES provides alerts and deliver flood information to affected communities using a combination of public information.
- f. NSW SES may request supporting agencies redistribute NSW SES alerts and information, including through the provision of doorknocking teams.
- g. Road closure information will be provided to the community through the following agencies/methods:
 - Local Government Council websites/Emergency Dashboards.
 - Transport for NSW 'Live Traffic' website: www.livetraffic.com or 'Transport InfoLine': 131 500. VMS messaging on roadways may also be used to advise motorists.
- h. The Public Information and Inquiry Centre will be established by NSW Police Force where required to provide information regarding evacuees and emergency information. Contact details will be broadcast once the centre is established.

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

5.5 PROTECTION OF PROPERTY

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

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

- a. The protection of properties 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. Tweed Shire 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. NSW Police Force may close and re-open roads but will normally only do so (if the Tweed Shire Council or Transport for NSW have not already acted) and if public safety requires such action.
- d. NSW SES will assist with erecting road closure signs and barriers when time and resources permit.

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

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

5.7 PROTECTION OF ESSENTIAL SERVICES

5.7.1 Arrangements for the protection of local assets are outlined in the Local and Regional EMPLANS. In addition, Local and Region EMPLAN's contain infrastructure inventories.

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

Actions:

- a. Transport Services Functional Area is to coordinate the provision of information about the assessment and restoration of transport network infrastructure.
- b. Energy and Utility Services Functional Area is to coordinate the assessment and restoration of essential energy and utility services (not including telecommunications).
- c. Telecommunications Services Functional Area is to coordinate the assessment and restoration of telecommunications and the Public Safety Network.
- d. 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. Functional Areas and Council will keep NSW SES informed of the status of utilities and infrastructure.

5.8 EVACUATION

5.8.1 Evacuation is NSW SES's 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. 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. 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. 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. NSW SES will control and coordinate the evacuation of affected communities.
- b. NSW SES Commissioner (or delegate) will warn communities to prepare for a possible evacuation, where circumstances allow such lead time.
- c. 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. Health Services Functional Area will coordinate the evacuation of hospitals, health centres and aged care facilities (including nursing homes) in consultation with NSW SES and Welfare Services.
- f. School administration offices (Government and Private) will coordinate the evacuation of schools in consultation with NSW SES and Welfare Services, if not already closed.
- g. Caravan Park proprietors will inform the NSW SES Incident Controller when caravan park evacuations have been completed.
- h. People who are reluctant or refuse to comply with any Emergency Warning will be referred to NSW Police Force.

5.9 EVACUEE MANAGEMENT AND WELFARE

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

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

Actions:

- a. NSW SES will provide initial welfare for evacuees where required but will hand the responsibility over to the Welfare Services Functional Area as soon as possible. NSW SES will brief the Welfare Services Functional Area at the earliest opportunity regarding the level of assistance required.
- b. Welfare Services Functional Area will manage evacuation centres for affected residents and travellers in accordance with the Welfare Services Functional Area Supporting Plan.
- c. Schools Administration (Government and Private) will manage the safety of students directly affected by flooding and will work with NSW SES in the temporary closure of schools and will coordinate with NSW SES, Transport and Welfare Services in the management of school evacuees.
- d. Disaster Victim Registration will be controlled and coordinated by NSW Police Force with the assistance of NSW SES and Welfare Services Functional Area.
- e. NSW SES will provide details of all residents assisted in evacuations to the Welfare Services Functional Area as early as possible.
- f. Where the expected remaining number of evacuees and the duration of evacuation is assessed to be beyond the capability and capacity of the established evacuation centre arrangements the SEOCAN 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 NSW SES and SEOCAN in consultation with members of the State Emergency Management Committee.

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

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

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

Actions:

- a. Agriculture and Animal Services Functional Area will coordinate the welfare of livestock, pets, companion animals and wildlife including support to primary producers, animal holding establishments and community members.
- b. 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. NSW SES will perform flood rescue, where training and equipment is suitable and where a risk assessment has indicated that the risk to rescuers is

acceptable.

- b. Flood rescue operations will be conducted in accordance with the State Rescue Board NSW State Rescue Policy which sets out the framework, governance, responsibilities and requirements for the management and conduct of flood rescue in NSW.
- c. NSW SES may request other supporting Emergency Services to undertake flood rescues on behalf of NSW SES. Agencies must be authorised/accredited to undertake flood rescue operations in accordance with State Rescue Board requirements, as prescribed by NSW SES. Supporting Emergency Services must supply information regarding rescues performed to 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 Animal and Agriculture Services Functional Area.

5.11 RESUPPLY

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

Actions:

- a. NSW SES will advise communities and businesses if flood predictions indicate that areas are likely to become isolated, and indicative timeframes where possible.
- b. Retailers should be advised to ensure sufficient stock is available for the duration of the flood.
- c. When isolation occurs, NSW SES will establish loading points where retailers can instruct suppliers to deliver goods.
- d. NSW SES will endeavour to support the delivery of mail to isolated communities but may not be able to do so according to normal Australia Post timetables.
- e. NSW SES will assist hospitals with resupply of linen and other consumables where able.
- f. NSW SES may request resupply assistance from supporting agencies.
- g. NSW SES may conduct resupply operations as per the designated resupply plan for the event.
- h. Where additional supplies are required Engineering Functional Area 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, NSW SES will establish a resupply schedule and coordinate the resupply for isolated rural properties.
- b. NSW SES will provide local suppliers with designated loading points. Resupply items are to be packaged by the supplier.
- 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. 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. 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. 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. 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. NSW SES will continue to engage with communities after significant floods through convening one or more community forums, workshops or other opportunities to provide communities a chance to provide feedback, address any concerns and provide input into the recovery process. These will typically include other agencies such as the Bureau of Meteorology, Welfare Services and Tweed Shire Council representatives.
- b. NSW SES will conduct After Action Reviews, at the conclusion of response operations, which will involve all stakeholders. Findings will be shared and incorporated into improved disaster resilience planning.
- c. 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 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 NSW SES as lead agency to transition to 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. 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: NSW SES works with relevant stakeholders and Tweed Shire Council on post flood data collection analysis including review of flood intelligence where necessary.

6 RECOVERY OPERATIONS

6.1 INTRODUCTION

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

6.1.2 Recovery operations will be initiated and conducted as outlined in the NSW State EMPLAN and as further detailed in the NSW Recovery Supporting Plan. The Tweed Byron Local Recovery Plan provides a framework for the management and coordination of local recovery operations.

6.2 NSW SES RECOVERY ROLE

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

Actions:

- a. NSW SES will provide representation to Recovery Committees as required and may have an ongoing role in the Recovery phase.
- b. NSW SES roles on Recovery Committees may include providing information about any continuing response, guidance on mitigation strategies and general advice and assistance to the committee as a subject matter specialist and/or expert.
- c. NSW SES will provide information to NSW Reconstruction Authority to support applications to Treasury for Natural Disaster Relief and Recovery Arrangements.
- d. 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. NSW SES and where required supporting agencies will assist with clean-up operations after floods, where possible when resources and personnel permit.
- f. NSW SES may coordinate immediate relief in collaboration with the SEOCAN and 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 Tweed Shire LGA 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 Emergency Sub 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 are outlined in the NSW State Flood Plan.
Tweed Shire Council	<p>Preparedness</p> <ul style="list-style-type: none"> • Establish and maintain floodplain and risk management committee and the Tweed Coast and Waterways Committee 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 available levee studies, flood studies and floodplain management studies to NSW SES. • Maintain Dam Emergency Plan for the Clarrie Hall Dam and provide a copy to NSW SES. • Provide information on the consequences of dam failure to NSW SES for incorporation into planning and flood intelligence. • Coordinate the development of warning services for catchments prone to flash flooding (small catchments), where appropriate. • Maintain council-owned flood warning networks and flood mitigation works. • Participate in NSW SES-led flood emergency planning meetings, to assist in the preparation of Flood Sub Plans. • Contribute to community engagement activities. <p>Response</p> <ul style="list-style-type: none"> • Subject to the availability of council resources, assist NSW SES with flood operations including:

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> – Traffic management on council managed roads. – Provision of assistance to NSW SES. – Property protection and sandbagging of Council owned facilities. – Assist with the removal of caravans from Council managed caravan parks. – Warning of residents and other people in flood liable areas. – Technical advice on the impacts of flooding. – Close and reopen council roads (and other roads nominated by agreement with Transport for NSW) and advise NSW SES, NSW Police Force and people who contact the council for road information. – Assist NSW SES to provide sandbag filling facilities to residents and businesses in areas where flooding is expected. <ul style="list-style-type: none"> • Assist with making facilities available for domestic pets and companion animals of evacuees during evacuations. • Maintain and operate established flash flood warning systems. • Operate established flood mitigation works including critical structures such as flood pumps, flood gates and levees and advise NSW SES regarding their operation. • Manage and protect council-owned infrastructure facilities during floods. • Provide advice to 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. • Manage the disruption to water supply and sewage services. • Work with NSW SES and NSW Department of Planning and Environment to collect flood related data during and after flood events. <p>Recovery</p> <ul style="list-style-type: none"> • Provide for the management of health hazards associated with flooding including removing debris and waste from public lands under the care and control of Council. • Ensure all Council owned, and managed facilities 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.

AGENCY	RESPONSIBILITIES
Caravan Park Proprietor(s)	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> – Provide the manager 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). • Ensure that occupiers are informed of Flood Information. At this time, occupiers should be advised to: <ul style="list-style-type: none"> – 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. • Assist with the evacuation of people when floods are rising and their return when flood waters have subsided. • Inform 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	<ul style="list-style-type: none"> • When notified of possible flooding or isolation, childcare centres and preschools should. <ul style="list-style-type: none"> – Liaise with 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.

AGENCY	RESPONSIBILITIES
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	<p>The roles and responsibilities for Energy and Utilities Services are outlined in the Energy and Utility Services Supporting Plan (EUSPLAN).</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p> <ul style="list-style-type: none"> • Assist NSW SES with identification of infrastructure at risk of flood damage where resources are available. • Facilitate local utility service distribution providers (electricity, gas, water, wastewater) to: <ul style="list-style-type: none"> – Provide advice to NSW SES of any need to disconnect power/gas/water/wastewater supplies or of any timetable for reconnection. – Advise 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 NSW SES to identify infrastructure at risk of flooding for incorporation into planning and intelligence.
Engineering Services Functional Area	The roles and responsibilities for Engineering Services are outlined in the Engineering Services Supporting Plan and NSW State Flood Plan.
Environmental Services Functional Area	The roles and responsibilities for Environmental Services are outlined in the Environmental Services (ENVIROPLAN) Supporting Plan.
Floodplain Management Australia	The roles and responsibilities 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 Forestry Corporation of NSW are outlined in the NSW State Flood Plan.

AGENCY	RESPONSIBILITIES
Health Services Functional Area	The roles and responsibilities for Health Services are outlined in the Health Services (HEALTHPLAN) Supporting Plan and NSW State Flood Plan.
Local Emergency Operations Controller (LEOCON)	<ul style="list-style-type: none"> • Monitor flood operations. • If requested, coordinate support for the NSW SES Incident Controller.
Local Emergency Management Officer (LEMO)	<ul style="list-style-type: none"> • 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.
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 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 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 NSW Department of Planning and Environment (Water) are outlined in the NSW State Flood Plan.
NSW Food Authority	The roles and responsibilities for NSW Food Authority are outlined in the Food Safety Emergency Sub Plan.
NSW National Parks and Wildlife Services	<p>The roles and responsibilities for NSW National Parks and Wildlife Services are outlined in the NSW State Flood Plan.</p> <p>Maintain Dam Emergency Plan for the Korrumbyn Creek Dam and provide a copy to NSW SES.</p>
NSW Police Force	The roles and responsibilities for NSW Police Force are outlined in the NSW State Flood Plan.
NSW Rural Fire Service	The roles and responsibilities for NSW Rural Fire Service are outlined in the NSW State Flood Plan.
Public Information Services Functional Area	The roles and responsibilities for Public Information Services are outlined in the Public Information Services Supporting Plan and NSW State Flood Plan.

AGENCY	RESPONSIBILITIES
NSW Reconstruction Authority	The roles and responsibilities for the NSW Reconstruction Authority are outlined in the NSW State Flood Plan.
SEOCN/SEOC	The roles and responsibilities for the SEOCN/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 Telecommunications Services are outlined in the Telecommunications Services (TELCOPLAN) Supporting Plan.
Transport for NSW (TfNSW)	<ul style="list-style-type: none"> • Transport for NSW (TfNSW) coordinates information on road conditions for Emergency Services access. • Transport for NSW (TfNSW) coordinates the management of the road network across all modes of transport. • Transport for NSW (TfNSW) in conjunction will assist NSW SES with the evacuation of at-risk communities by maintaining access and egress routes. • Assist 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 NSW SES with identification of road infrastructure at risk of flooding.
Transport Services Functional Area	The roles and responsibilities for Transport Services 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 Welfare Services are outlined in the Welfare Services Functional Area Supporting Plan and NSW State Flood Plan.

11 Appendix C – Community Specific Roles and Responsibilities

<p>NSW SES Community Action Teams (CATs)</p> <p>Current CATs – Uki Tumbulgum</p>	<p>Prevention</p> <ul style="list-style-type: none"> • Maintain awareness of land use and development in their local community that may become a flood hazard or be impacted by flooding and inform the SES Unit Commander of any concerns. <p>Preparedness</p> <ul style="list-style-type: none"> • Be involved in local emergency planning processes – set up communication links and phone trees. • Inform new residents of any flood threat and local procedures. • Act as the point of contact between the NSW SES and the community. <p>Response</p> <ul style="list-style-type: none"> • Inform local NSW SES about flood conditions and response needs. Where able, support community with low skill level tasks e.g. sandbagging, assisting the vulnerable and neighbours. • Disseminate flood information to local community, including flood and evacuation warnings. <p>Recovery</p> <ul style="list-style-type: none"> • Assist with community clean-up if required and able to do so. • Participate in After Action Reviews if required.
<p>Community Resilience Networks</p>	<ul style="list-style-type: none"> • The Council has a Community Resilience Network (CRN) that brings together local community organisations such as sporting clubs, community recreation and cultural groups, school groups, faith-based groups, Landcare groups, surf clubs and Progress Associations. • These act as a community reference connection to the Local Emergency Management Committee, contributing to emergency planning activities and the development of local Recovery Plans. • This enables community capabilities and resources to be incorporated into emergency and recovery planning and support an all-hazards approach to emergency preparedness. • During an emergency, the CRN also acts as a community reference network when a recovery committee is established, to facilitate collaboration between the committee and community services and assist with coordination of recovery initiatives.

	<ul style="list-style-type: none"> • They operate under the auspices of the Local Recovery Officer and are integral to the Local Recovery Sub-Plan. • Provide awareness of local hazards and risks. • Provide awareness of Emergency Management arrangements in NSW. • Conduct tabletop exercises to practice recovery processes. • Share recovery needs between communities and the formal recovery system if established.
<p>Community Resilience Teams</p>	<ul style="list-style-type: none"> • Community Resilience Teams (CRT's) are a Red Cross initiative. They form at a local level to prepare their communities before emergencies using the all-hazards approach, the PPRR model and local knowledge. • Emergency Service Organisations can use the CRT communication systems to convey warnings and obtain feedback from the community during an event. • This boosts resilience during an emergency and provides a platform to begin recovering after an emergency. Establishing telephone trees and street coordinators to create community and neighbourhood connections are strategies used to disseminate warnings and to collect information. • Some CRT's are formalised by Incorporation and have/are seeking funding for local resilience projects.
<p>Community Members</p>	<p>Preparedness</p> <ul style="list-style-type: none"> • 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. <p>Recovery</p> <ul style="list-style-type: none"> • Assist with community clean-up if required and able to do so. • Participate in After Action Reviews if required.

<p>Cross-border assistance arrangement</p>	<ul style="list-style-type: none"> • A formal Cross-Border Sub Plan between the Tweed Byron LEMC and the City of Gold Coast Local Disaster Management Group to facilitate information sharing via Liaison Officers participating in each other's Local EOC's when established and as appropriate. • There is a governmental level agreement between NSW and Qld that establishes a cross border mutual aid zone that extends 50kms on each side of the NSW/Qld border. Requests for assistance are managed at the state level of each government department of agency.
<p>Aboriginal organisations or groups</p>	<ul style="list-style-type: none"> • Act as the point of contact between NSW SES and the Bundjalung community. • Disseminate flood information, including flood and evacuation warnings, to the Bundjalung community