



Flood Emergency Response Plan

for

25-27 Boyd Street, Tweed Heads 2485

for Homes NSW

Contents

Report Details	3
Flood Response Summary.....	4
Introduction.....	10
Methodology and Available Data	12
Flood Behaviour	13
Flood and Evacuation Warnings	18
Flood Response Personnel.....	21
Site Floor Levels and Flood Immunity.....	22
Flood Response Actions	23
Evacuation Centres and Routes	25
Emergency Contact.....	26
Flood Response Preparation	27
Revision of this Flood Evacuation Plan.....	29
Conclusion.....	30
References	31
Attachment 1 – Example Signage.....	32

Report Details

Project: 25-27 Boyd Street, Tweed Heads

Project Ref: NL223052

File Location: O:\5 Pre-July 24 Projects\Newcastle\YEAR 2022 Jobs\NL223052 - 25-27 Boyd Street, Tweed Heads\E - Reports\E03 - FERP\NL223052_E03_Flood_Emergency_Plan_[2].docx

Revision History

Revision	Report Status	Prepared	Reviewed	Issue Date
1	Draft	T van Koeverden	K Sinclair	11/06/2025
2	Final	T van Koeverden	K Sinclair	23/06/2025
3	Updates	T van Koeverden	K Sinclair	18/07/2025

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		Date
Prepared by	TVK	18/07/2025
Checked by	KS	18/07/2025
Admin	HB	18/07/2025

Flood Response Summary

The following provides a summary of the findings of this Flood Emergency Plan including a summary of the flood behaviour, floor levels with respect to the flood behaviour, the recommended flood response actions, and the recommended off-site flood refuge locations.

Flood behaviour presented herein is based on the Property Flood Report by Tweed Council and the SES Tweed Shire Flood Emergency Sub Plan 2024.

Flood Levels

Table 1 - Summary of Maximum Site Flood Characteristics

Flood Probability (Return Interval)	Flood Depth (m)	Flood Elevation (m AHD)	Flood Velocity (m/s)	Flood Hazard (ARR 2019)
1% AEP	0.0	N/A	N/A	N/A
0.2% AEP	0.11*	2.9*	N/A	N/A
PMF	2.91	5.7	Unknown	Unknown

*Based on the Council Property Flood Report which utilises superseded flooding information. The Council 2024 flood mapping indicates site flood free in this event.

Site Plan and Floor Levels

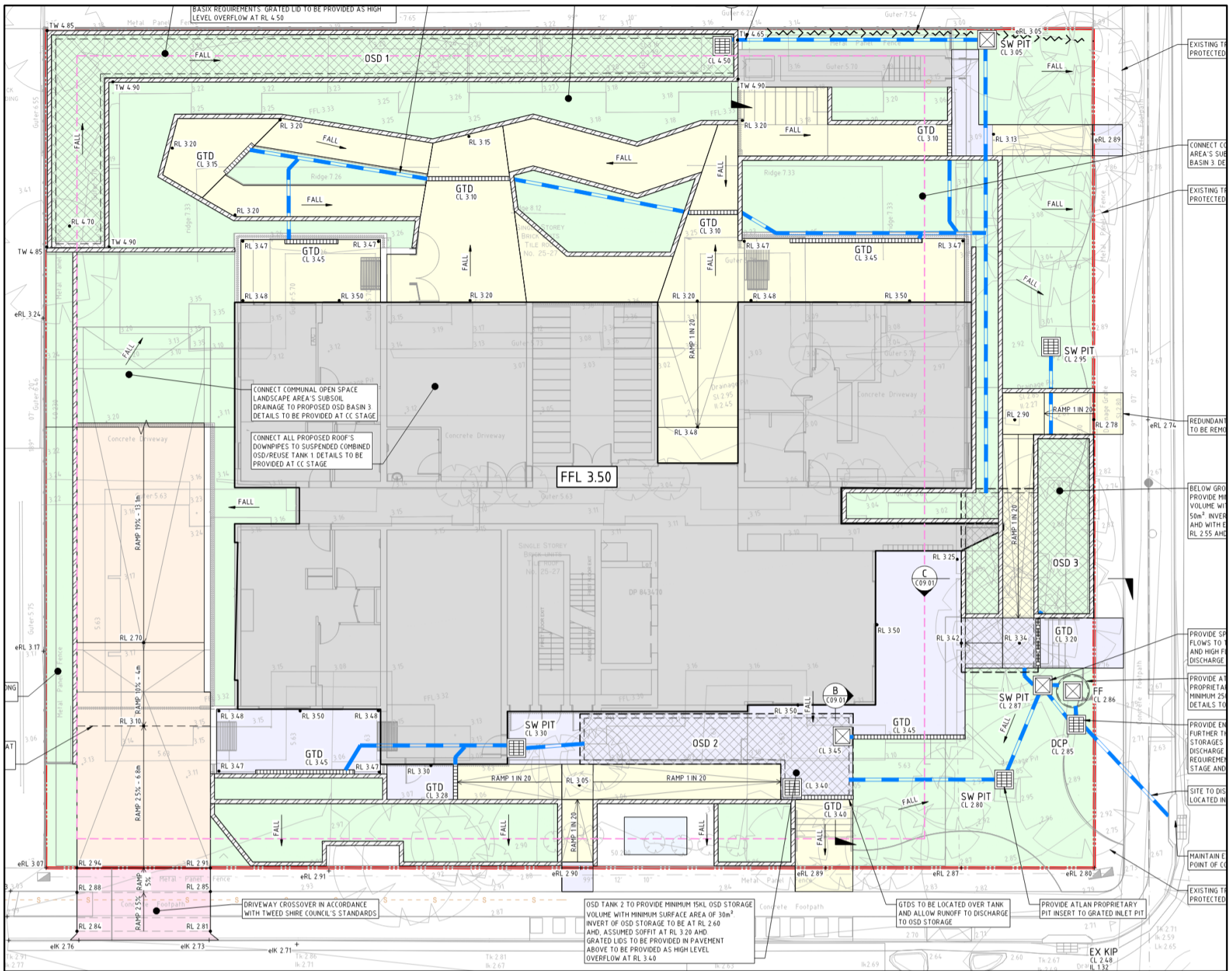


Figure 1 - Site Plan and Building extents (DA-C04.01 REV D - 29/05/2025)

Table 2 – Ground – Level 2 Floor Level and Relationship to Flood Levels

Location	FFL (m AHD)	Relationship to Flood Levels
Ground Floor Level	3.50	0.4m above Flood Planning Level (FPL), At Climate Change Habitable Floor Level (CCHFL), 2.2m below Probable maximum Flood (PMF)
Level 1	7.10	4m above FPL, 3.6m above CCHFL, 1.4m above PMF
Level 2	10.25	7.15m above FPL, 6.75m above CCHFL, 4.55m above PMF

Key Personnel

Table 3 – Key Personal Summary

Person Organisation	Name	Number
Building Manager / Staff	TBC	TBC
SES	-	132 500
Police / Fire / Ambulance	-	000

Flood Response Actions

Table 4 – Flood Response Actions Summary

WHEN	TRIGGER	ACTION	BY WHO
Prior to Flooding	Immediate	Assemble Emergency Kits	Building manager / Residents
	Three monthly	Check Floodsafe Kits	Building Manager
	Twice per year	Coordinate Evacuation Drills	Building Manager
	Immediate and ongoing	Sign up, maintain and review Early Warning Network and Hazard Near Me subscription and warnings	All Onsite staff / Residents
	Daily	Monitor Weather Situation Daily	Residents
Residents Assemble	Receive Flood Warning with a Major Flood Classification including a gauge depth at the Chinderah Gauge of 2.00m .	Assemble all onsite residents and monitor the flood situation for worsening conditions.	Onsite residents
Evacuation	Receive Flood Warning with a Major Flood Classification with the predicted depth at the Chinderah gauge to reach and or exceed 3.5m	Assemble All Residents	Building Manager
		Make Decision to Evacuate and Notify Police / SES	Building Manager
		Communicate the decision to evacuate the site to all users. This may be through activation of an alarm system or direct notification.	Building Manager
		Direct residents and visitors to Emergency assembly Point.	Building Manager
		Confirm availability of nearby Nominated Evacuation Centres / SES.	Building Manager
		Coordinate Evacuation	Building Manager
		Collect Floodsafe Kits and any additional items.	Building Manager / Onsite Staff
		Roll Call to make sure everyone is accounted for.	Building Manager
		Leave signage notifying any responders attending the site	Building Manager

		that evacuation has been undertaken.	
		Evacuate residents and Visitors to Nominated Evacuation Centre / alternative facilities and remain until given all clear.	Building Manager / All onsite staff
		Check all services and structural stability of building/s. Rectify if necessary.	Qualified persons
Once Risk has Passed / After a Flood	Flood has receded and All Clear issued.	Return to site and recommence normal operation	All

Route to Off-Site Evacuation Centre – Tweed Heads PCYC

The PCYC Address is 1/4 Florence St, Tweed Heads NSW 2485.

Flood evacuation from the Site to Tweed Heads PCYC is recommended within the SES Tweed Shire Flood Emergency Sub Plan, with the most direct route being North along Boyd St, then left (west) onto Florence Street for approximately 260m.

If Boyd Street is not accessible an alternative route can be taken via traveling west along Brett St for approximately 130m then North onto Recreation St for 235m, then head west along Florence St for 130m and the PCYC will be to the left (South).

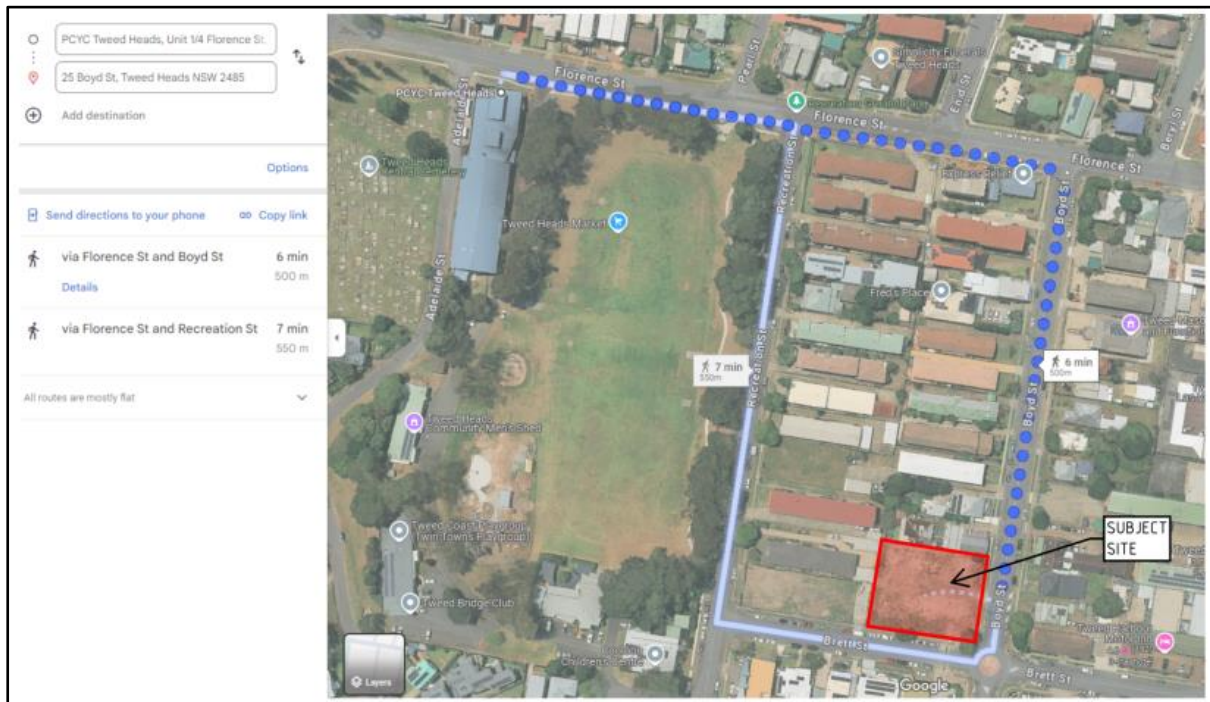


Figure 2 – Evacuation Route to Tweed Heads PCYC

Introduction

Northrop Consulting Engineers have been engaged by Homes NSW to prepare a Flood Emergency Plan (FERP) for 25-27 Boyd Street, Tweed Heads (the subject site).

This plan recommends evacuation of the residential complex during events in excess of the 0.2% AEP design storm event where the Chinderah gauge (558010) is predicted to reach and or exceed 3.5m. This is recommended due to the potential for the residential complex to become flood affected during these events and difficulty with respect to access and egress.

It is important to always follow the advice from emergency services during an emergency. If the SES or other emergency services require evacuation of the residential complex prior to the triggers presented herein, direction received from emergency services takes precedence over any information presented herein. Flood events are dynamic emergencies. It is expected emergency services on the ground at the time of the event will have the most up to date advice.

This plan has been prepared as an operational Flood Emergency Response Plan (FERP) to accompany the Flood Impact and Risk assessment (FIRA) prepared for the purposes of a State Significant Development Application (SSDA) of the construction of a multistorey housing complex. It is intended to be reviewed on a regular basis as updated flood information becomes available and as operational and procedural practices within the development are revised.

Subject Site

The subject site is located within the Tweed Shire Council (TSC) LGA at 25-27 Boyd Street, Tweed Heads otherwise known as Lot 1, DP843470. The site is bound by Brett Street to the South, Boyd Street to the East and Residential Lots to the North and West.

A review of site survey suggests the site is relatively flat with a minimum site elevation of approx. 2.79m AHD observed in the south-eastern corner of the site. Remaining elevations across the site range from approx. 2.80m - 3.35m AHD.

A subject site locality plan is presented below in Figure 3.



Figure 3 - Locality Plan (obtained from Nearmaps <https://www.nearmap.com>)

This Flood Emergency Response Plan (FERP) has been prepared to:

- Promote awareness of expected flood behaviour and flood risks associated with the subject site.
- Outline the procedures for managing a flood event.
- Nominate roles and responsibilities when preparing for and responding to a flood emergency.
- Identify measures to monitor weather forecasts and highlight warning systems available.
- Provide education and awareness material for training programs with respect to flooding of the subject site.
- Identify potential evacuation and evasion procedures including evacuation routes and flood refuge opportunities.

Contained herein is a description of the methodology and information used to prepare this report, a summary of the likely flood behaviour, recommendations for flood preparation and recommended response actions during a flood event.

Methodology and Available Data

This plan was prepared using the flood information referenced within Northrop's Flood Risk Assessment, prepared for the proposed development during the SSDA, Council's Tweed Valley Floodplain Risk Management Study (BMT, Bewsher & Grch) Dated October 2014 and the Tweed Valley Flood Study Update and Expansion (WMA Water) Dated August 2024.

Additional information with respect to the flood behaviour at the subject site, and the site details have been obtained from the following documents:

- Tweed Council Property Flood Report
- SES Tweed Shire Flood Emergency Sub Plan 2024.
- Architectural Plans prepared by CKDS Architects dated 28th May 2025.

The expected flood behaviour for the subject site is based on the above flood study, and site plans and is summarised in the **Flood Behaviour** and **Floor Level** sections of this plan.

A review of the Bureau of Meteorology (BoM), State Emergency Service (SES) guidelines and Tweed Shire Council guidelines has been undertaken to report on the likely warning types described in the **Flood and Evacuation Warnings** section of this plan.

Consideration has been given to the personnel most likely to be on-site and responsible for flood emergency response. This is outlined in the **Flood Response Personal** section of this report.

Analysis of the site and nearby topography, SES Emergency Flood Plan, in combination with the likely flood behaviour has informed the **Evacuation Routes** section of this plan.

Contact numbers for relevant emergency response agencies and the local evacuation centre/s are noted in the **Emergency Contact** section of this plan.

Finally, a review of the aforementioned flood studies and Council's Tweed Valley Floodplain Risk Management Study have contributed to the recommended preparation and response actions outlined in the **Flood Response Preparation** and **Flood Response Actions** sections of this plan.

Flood Behaviour

Flood Source and Behaviour

The subject site is susceptible to riverine flooding from Cobaki and Terranora Broadwaters, which is influenced by flooding of the Tweed River. The Terranora Broadwater is located approximately 185m to the east of the site. Terranora creek flows in a North-Easterly direction.

It is important to note that the flood events discussed herein are rare and extreme flood events that are not expected to occur every time it rains. The 1% AEP and 0.2% AEP design storm events are commonly referred to as the 100-year and 500-year flood events respectively, while the PMF is the Probable Maximum Flood (PMF).

Flood Depth and Elevation

A review of Council's 2024 flood mapping indicates that the site is flood free in all events up to and including the 0.2% event. The Tweed Council Property Flood Report outlines a 0.2% AEP flood level of 2.9m AHD which indicates there may be very localised inundation to the South-Eastern corner of the site up to a maximum of 0.11m, however the report is based on superseded flooding information.

During the PMF Councils flood mapping suggests that flood depths of approximately 2.9m may occur onsite up to RL5.7m AHD. Flooding across Tweed Heads is extensive during the PMF with flood water expected to extend across much of the adjacent land within the Tweed Heads CBD.

Flood Hazard

Flood hazard conditions are based on the latest Australian Rainfall and Runoff (2019) guidelines with a summary of hydraulic behaviour and accessibility during each H1-H6 category presented by the following Figure 4. The site is not inundated during all events up to and including the 0.2% AEP event, as such the hazard is not applicable. There is no flood mapping available from Council depicting the PMF Hazard Categories at the time of preparing this report.

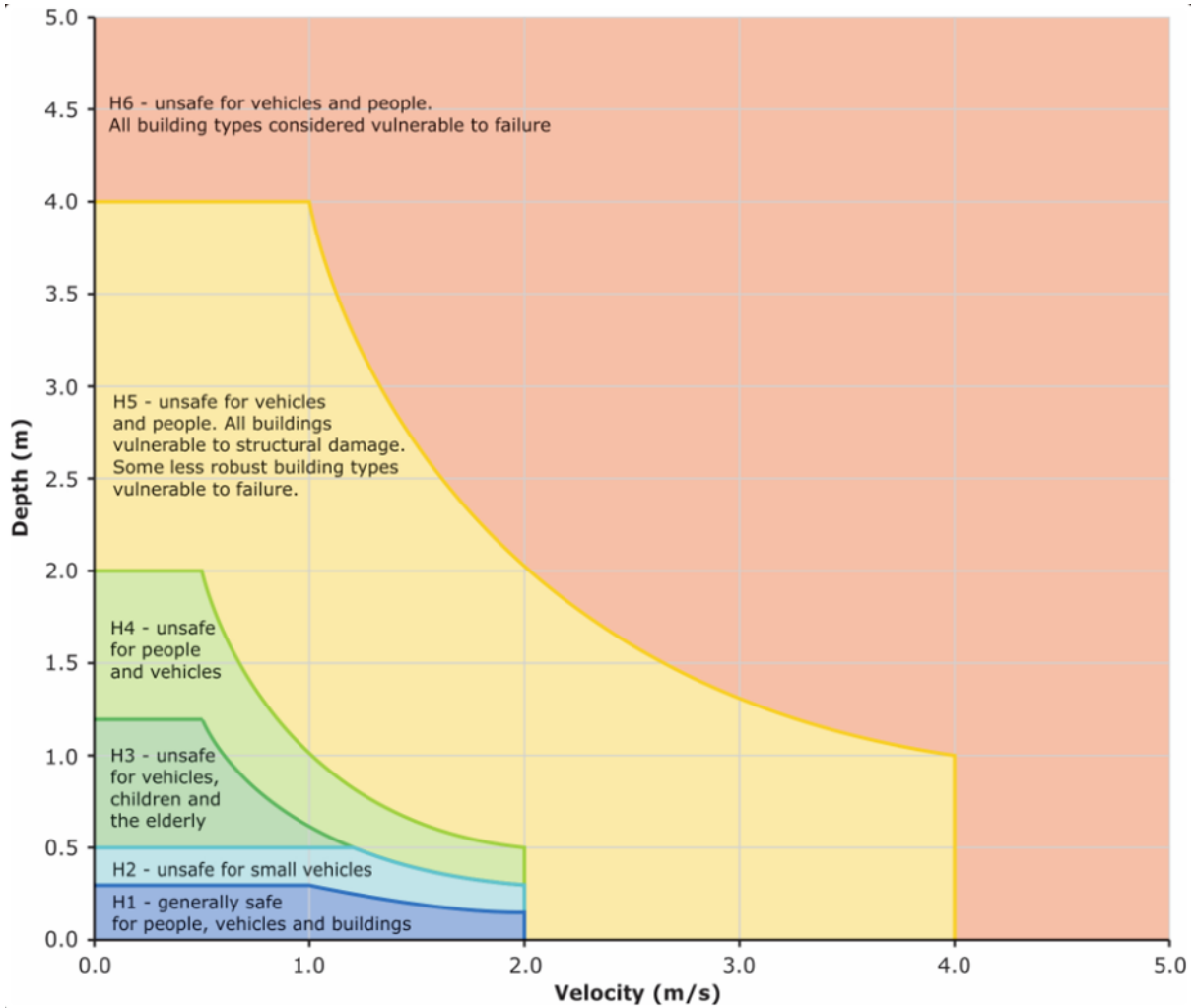


Figure 4 - Australian Rainfall and Runoff (2019) Hazard Categories

Evacuation from the residential complex is expected to become restricted in storm events between the 0.2% AEP and PMF event. Figure 5. suggests that nearby roads such as Boyd and Brett Streets are likely compromised during the peak of the PMF event. As such, it is expected that the site will need to be evacuated during a major flooding event with a predicted depth at the Chinderah gauge in excess of 3.5m.



Figure 5. PMF Extent Tweed Valley Flood Study

Flood Velocity

As per the section above, the site is not indicated to be flood affected in storms below the 0.2% AEP event, and for the PMF there is no flood mapping available from Council available at the time of preparing this report.

Summary of Flood Behaviour

A summary of the expected flood behaviour across the subject site for each return interval is presented in Table 5 below.

Table 5 - Summary of Maximum Site Flood Characteristics

Flood Probability (Return Interval)	Flood Depth (m)	Flood Elevation (m AHD)	Flood Velocity (m/s)	Flood Hazard (ARR 2019)
1% AEP	Not Flooded	Not Flooded	Not Flooded	N/A
0.2% AEP	0.11*	2.9	Unknown	Unknown
PMF	2.91	5.7	Unknown	Unknown

*Based on the Council Property Flood Report which utilises superseded flooding information. The Council 2024 flood mapping indicates site flood free in this event.

Do not Drive or Walk through Floodwater.

Remember, If It's Flooded, Forget It!

Flood and Evacuation Warnings

A rainfall gauge station is maintained throughout the Tweed Shire Council region. This provides information to the Bureau of Meteorology (BoM) as one source of information informing their flood warning system.

The Bureau should issue one of five types of warnings through local radio, television and through their website <http://www.bom.gov.au>. In addition, the SES may issue a flood bulletin, evacuation warning or evacuation order.

Due to the nature of this location, it is recommended the building manager and all residents register for automatic text and email notifications from the Early Warning Network which filters and passes on BoM warnings.

In addition, the Hazards Near Me App and Bureau of Meteorology Weather App/ Website provides information for current flood behaviour and warnings.

Bureau of Meteorology

Severe Weather Warning

Severe weather warnings are issued by the Bureau for potentially dangerous weather conditions. A description of the threat will be included in the warning along with the time for next issue. It is noted that a severe weather warning does not imply that flooding will eventuate. Warnings have varying lead-times, depending on the weather situation, and can range from just an hour or two up to about 24 hours. These warnings are generally updated every six hours, or as the event dictates.

This type of warning should be accompanied with predicted extreme rainfall depth or predicted river gauge levels, as well as observed values from around the state.

Severe Thunderstorm Warning

A severe thunderstorm warning will be issued if there is strong evidence that a severe thunderstorm will develop, or if a severe thunderstorm is reported. Flash flooding may occur during severe thunderstorms. Warnings are generally updated every three hours or shorter as required.

Flood Alert/ Watch/ Advice

A flood alert / watch / advice is one of the earliest warnings that will be issued by the BoM with advice provided up to four days in advance of the expected onset of flooding (BoM). Although four days warning may be available, they are also occasionally issued during and after the rainfall has occurred, depending on the level of maturity of the flood warning systems and services (BoM).

Generalised Flood Warning

A generalised flood warning is typically more specific than the Flood Alert / Watch / Advice and is issued when flooding is expected to occur in a given area. Three hours warning time is expected from issue of warning to peak flood level as per the "Service Level Specification for Flood Forecasting and Warning Services for New South Wales – Version 3.15" (Bureau of Meteorology, 2024).

Minor/ Moderate / Major Flood Warning

A Minor / Moderate / Major Flood Warning typically provides more information than a generalised flood warning and is issued when flooding is expected to occur in a given area. These warnings are usually accompanied by a flood gauge level and timing for the peak to occur.

Twelve (12) to twenty-four (24) hours warning time is expected from issue of warning to peak flood level as per the "Service Level Specification for Flood Forecasting and Warning Services for New

South Wales – Version 3.15” (Bureau of Meteorology, 2024) for the nearby Chinderah Gauge (558010).

This is expected to be the most likely warning for the site that will provide enough information to trigger response actions on the subject site.

All warnings will be issued through the SES / BOM website, radio and television.

Television (Channel Number):

ABC TV (2, 20 & 21), ABC NEWS (24), NBN8 & 81), SBS (3), WIN/10 (5), Seven West (6 & 61), Sky News (53), 10 HD Brisbane (1, 15),

Radio:

ABC Radio [North Coast] (738AM / 94.5FM), ABC News [Richmond / Tweed] (98.5FM), ABC News [Grafton] (Channel 204), Radio 97 [Currumbin/Broadbeach] (104FM), Tweed Coast Country [Murwillumbah] (101FM), ABC North Coast [Richmond/Tweed] (94.5FM), ABC Classic [Richmond/Tweed] (95.3FM), Triple J [Richmond/Tweed] (96.1FM), Radio National [Richmond/Tweed] (96.9FM), ABC News [Richmond/Tweed] (98.5FM).

SES Flood Bulletins

The SES distributes Emergency Bulletins to media outlets and agencies in the event of proposed hazardous conditions. The SES Flood Bulletins may contain the following information.

- Current warnings, together with indications of the likely impact of flooding at any predicted heights.
- Current flood heights and flood behaviour.
- Details of conditions and closures of main roads, and
- Advice on safety matters and means of protecting property.

The NSW SES will issue three levels of warnings.

Advice

The SES will issue flood advice acknowledging that an incident has started and informing people to stay up to date in case the situation changes.

Watch and Act

The SES will issue a Watch and Act warning when flood conditions are changing and the purpose of this warning to prepare for evacuation / isolation or avoid the area that is expected to impact by flooding.

Emergency Warning

The SES will issue an Emergency Warning if evacuation is required. If this occurs **evacuation must be undertaken**. Broadcast will be via radio/ TV, door knock, automated telephone message or SMS.

On-Site Emergency Communication

Onsite Public address system

It is recommended a Public Address (PA) system be installed as part of the new development. The PA is to be configured to sound an emergency tone/s notifying residents, staff and visitors of the impending or current flood conditions at the site. The tone should be tested every three months as a minimum to ensure it remains in working order.

Should the system be unavailable or inoperable in the event of an emergency, an air horn or handheld loudspeaker is located within the reception Flood Emergency Kit. These will be used to obtain people's attention and direct them to the emergency assembly point for further instructions.

Other Warning Types / Resources

Standard Emergency Warning Signal (SEWS)

This signal may be played over radio and television stations to alert communities to Evacuation Warnings Evacuation Orders or Special Warnings or Dam-Failure Warnings.

Early Warning Network Automated Text and Email Services

It is recommended the Incident Controller and all members of the IMT register for automatic alerts within the Early Warning Network (www.ewn.com.au) which will filter the above BoM warnings and send texts and emails to notify of the situation.

Hazards Near Me NSW

Recently the NSW SES and NSW Public Works have created a new tool called [Hazards Near Me App NSW](#) which is both a webpage and Phone Application. The application filters BoM and RFS warnings relevant to the user and may be used by the Incident Controller and all members of the IMT as an additional resource. The Application is free and allows the user to input a radius of interest for receiving notifications.

Hazard Watch

The NSW SES and Australian Federal Government have prepared the [HazardWatch](#) portal that filters BoM warnings and provides advice on locations and magnitude of predicted hazards. This resource is also free and can be accessed via a smart phone, tablet or laptop.

Tweed Shire Council Emergency Dashboard

Tweed Shire Council have an emergency dashboard that outlines all incidents occurring within their LGA. In the event of potential flooding this website should be consulted to obtain further information pertaining to the risk.

The Dashboard can be accessed from the following link:

<https://emergency.tweed.nsw.gov.au/home>

Flood Response Personnel

Summarised in below Table 66 are the facilities nominated personnel, their location and responsibilities in managing the flood response.

Table 6 - Flood Response Personnel and Regional Evacuation Centre

Personnel	Location	Responsibilities
Building Manager	On / Off site	<ul style="list-style-type: none"> • Ensure residents are notified of existing site flood conditions and are trained for evacuation if necessary. • Ensure flood signage is maintained and is visible. • Coordinate flood emergency drills. • Monitor weather daily for upcoming rainfall events. • Prepare and coordinate assistance for residents with mobility difficulties. • Receive notifications from the Early Warning Network / Hazards Near Me App. • Decide if evacuation is required. • Liaison with SES or Emergency Services personnel if they attend site. • Coordinate recovery efforts including check of site conditions post event by qualified and authorised technicians.
Residents / Staff	On-site	<ul style="list-style-type: none"> • Prepare and maintain Floodsafe Emergency Kit. • Monitor weather daily for upcoming extreme rainfall events. • Receive notifications from the Early Warning Network / Hazards Near Me App. • Liaison with SES or Emergency Services personnel if they attend site.
PCYC Tweed Heads	Off-Site Evacuation Centre Florence St Tweed Heads	<p>Offsite Regional Evacuation Centre defined in Tweed Shire Flood Emergency Sub Plan (SES, 2024).</p> <p>Contact the SES prior to seeking refuge here to ensure it is open.</p>

Site Floor Levels and Flood Immunity

Floor Levels / Site Levels

The Ground Floor and each subsequent habitable floor level of the development that is subject to flood effects up to and including the PMF is presented below with respect to the 0.2% AEP, Flood Planning level (FPL), Climate change Habitable Floor Level (CHHFL) and Probable Maximum Flood (PMF) flood levels in Table 7.

Table 7 - Floor Levels of Habitable Spaces

Location	FFL (m AHD)	Relationship to Flood Levels
Ground Floor	3.50	0.6m above 0.2% AEP Flood Level, 0.4m above FPL, At CHHFL, 2.2m below PMF Flood Level
Level 1	7.10	4.2m above 0.2% AEP Flood Level, 4m above FPL, 3.6m above At CHHFL, 1.4m above PMF Flood Level
Level 2	10.25	7.35m above 0.2% AEP Flood Level, 7.15m above FPL, 6.75m above At CHHFL, 4.55m above PMF Flood Level

Flood Response Actions

Response Actions

In the event where a Major Flood Warning of any level is issued from the Bureau of Meteorology, the building manager should contact the SES and assess the situation and escalate actions as necessary.

If a Major Flood Warning is issued by the Bureau of Meteorology event with flood levels likely to exceed a 0.2% AEP event, it is recommended the residential complex be evacuated.

It is noted there are three (3) accessible units in the residential complex, all of which have been located on levels above the PMF level. It is recommended residents of these units and visitors be given priority to ensure a prompt and safe evacuation from the site, and authorities notified to assist with the evacuation of these residents (if required). Other residents should be made aware of the accessible units to ensure prioritisation is awarded to them. Should the residents of the accessible units be physically unable to evacuate the site due to mobility issues or otherwise, on-site refuge may be sought.

Gauge Triggers to Initiate Response Actions

The following Table 8 demonstrates the relationship between the expected Flood warnings (Minor, Moderate and Major), corresponding Tweed Heads gauge levels and the expected site response/flood consequence at each respective gauge level.

These have been based on the information presented in the Tweed Shire Local Flood Plan (2023) and the Zero Gauge Level at the Chinderah Gauge (Site No. 558010).

Table 8 - Flood Classifications, Trigger Heights and Flood Level Response/Consequence

Flood Classification	Gauge Depth (m)	Site Depth (m)	Flood Response/Consequence
Minor	1.3 [^]	Not Flooded	
Moderate	1.7 [^]	Not Flooded	
Major	2.00[^]	Not Flooded	Residents to assemble and monitor the situation for worsening conditions.
1% AEP	2.73	Not Flooded	
Major 0.2% AEP	3.5	0.11*	Evacuation of the Building
Major PMF	7.12	4.33*	

* Based on Landscaping level at boundary of RL2.79m AHD. Note Building FFL 3.50m AHD.

[^] Based on results presented in Tweed Shire Local Flood Plan (SES 2024)

Timing

The Bureau of Meteorology Service Level Specification (Version 3.15) suggests a target warning lead time of 6 hours should be available prior to a flood event with the capability to generate a flood depth at the Chinderah Gauge in excess of 1.3m. This is at the Minor event (1.3m) at the Chinderah Gauge and is well below the nominated trigger evacuation depth of 3.5m as presented in Table 8 above.

Although prior warning, in the order of 6 hours is expected during an evacuation event, it is important to recognise flood events are dynamic and it is possible less time may be available. Evacuation should commence and be completed as soon as possible following receipt of a Major Flood classification with predicted depth at the Chinderah Gauge in excess of 3.50m AHD.

It is recommended the operator review opportunities to make this as quick and efficient as possible.

Evacuation

It is anticipated the residential complex will need to be evacuated following notification of a flood event in excess of 0.2% AEP.

Note the evacuation triggers proposed are expected to be used as a guide only. In the event where emergency services request the site be evacuated at a lower predicted trigger depth, direction from emergency services takes precedence over the findings of this report.

On-Site Refuge

On-site refuge is not recommended during a flood event.

Evacuation of the residential complex is recommended with all residents and any visitors to evacuate the site following receipt of a Major Flood Warning with a quantitative flood depth at the Chinderah Gauge in excess of 3.50m AHD. This is equivalent to a return interval in excess of the 0.2% AEP.

If trapped on-site during a flood event, contact the SES immediately on 132 500.

If you are in a life-threatening situation please call Police, Fire or Ambulance on 000.

Evacuation Centres and Routes

Evacuation Centres

With the evacuation of the residential complex, any visitors who are unable to return home may proceed to the regional evacuation centre at PCYC Tweed Heads, Florence St, Tweed Heads.

The above Evacuation Centre are nominated as Regional Evacuation Shelters for Tweed Heads as outlined in the Tweed Shire Flood Emergency Sub Plan (2024).

It is recommended the SES be contacted prior to proceeding to these facilities to ensure the centres are activated and are accessible. It is recommended those contacting the SES also seek additional advice with respect to the trafficability of nearby roads to ensure a safe route to the evacuation centres is available. As an alternative, Council’s Disaster Dashboard may provide live updates on traffic conditions in the area.

Evacuees seeking refuge in these facilities should take vehicles with them to reduce the potential for property damage due to potential flooding in the lower lying areas of Tweed Heads.

Evacuation Route

Once availability and access to the evacuation centres is confirmed, evacuation should be undertaken to the agreed evacuation centre. A recommended evacuation route is presented in Figure 6 below.

It is imperative that evacuation occur prior to the flood peak. Roads in the vicinity of the site are expected to be inundated by floodwater and evacuation will become increasingly difficult as flood water rises.

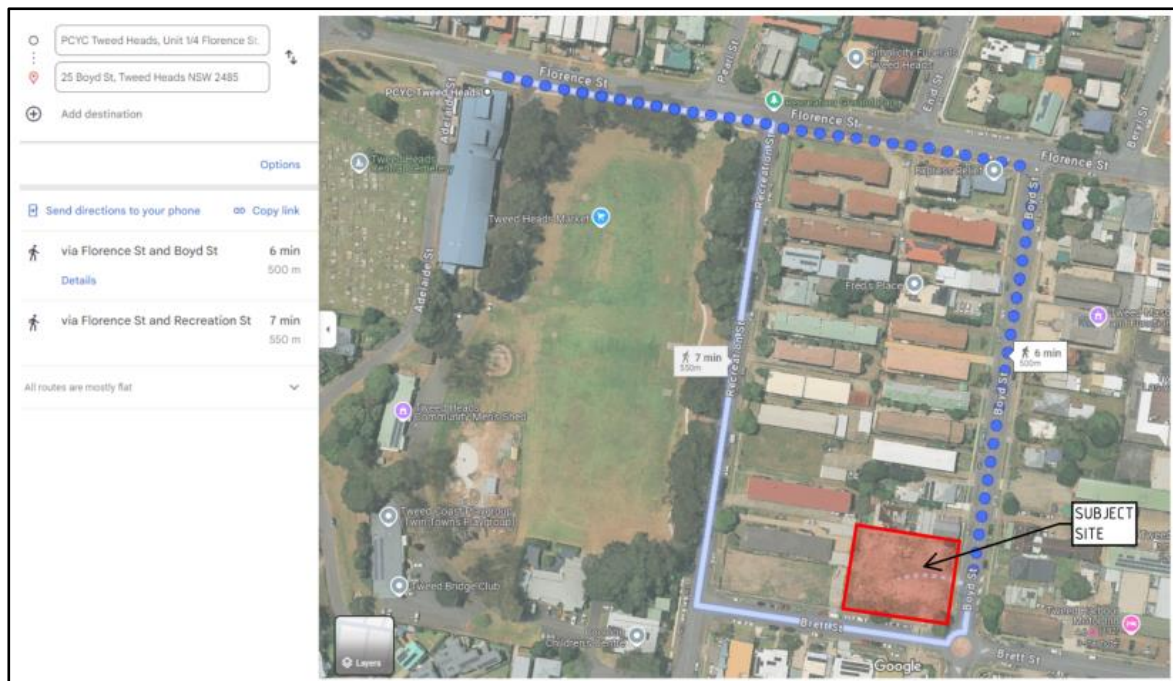


Figure 6 - Evacuation Route to PCYC Tweed Heads

Emergency Contact

For emergency assistance during flood events, please call the **SES on 132 500**.

If anyone becomes **trapped on-site during a flood event**, it is recommended that they contact the **SES on 132 500** immediately to receive advice.

If you are in a life-threatening situation please call **Police, Fire or Ambulance on 000**.

Once the decision is made to evacuate, call SES on 132 500 to ensure that Tweed Heads PCYC is ready to accept the subject site population.

Do not Drive or Walk through Floodwater.

Remember, If It's Flooded, Forget It!

Flood Response Preparation

It is the responsibility of the building manager to prepare the residents for a flood event. This will be achieved through; induction training, drills, education for residents and staff of the flood risks and behaviour on-site and enabling the preparation and maintenance of a Floodsafe Emergency Kits.

The information presented above is a summary of the flood behaviour and is considered key to understanding the risks associated with flooding. This should be displayed in conjunction with other emergency information (such as fire, etc.) throughout the centre.

Flood Emergency Response Drills

Flood Emergency Response Drills are designed to increase flood awareness for residents. These drills should be undertaken twice per year to familiarise residents within the building of the procedures when responding to a flood event.

It is also an opportunity to outline expected flood levels and dangers of entering flood water. The following link can be used as a resource for relocating and/or evacuating residents that are mobility impaired: <https://www.ses.nsw.gov.au/floodsafe/what-floodsafe-means-for-you/mobility-impaired/>.

Induction Training

Induction training provides an opportunity educate residents of the expected flood levels and dangers of entering flood water. For new residents, it is expected they will be made familiar with the site flooding conditions and made familiar with the emergency procedures and response during an initial site induction.

Monitoring of Weather Situation

It is the responsibility of the building manager and residents monitor the weather situation of be aware if a warning has been issued. This will be achieved through automatic text messages and emails from the Early Warning Network, and checking Hazards Near Me App and reviewing local radio stations, TV networks and the Bureau of Meteorology website.

TRIGGER FOR MONITORING:

- Continuous – 4pm daily.

BY WHO; Building Manager

Flood Signage

Signage highlighting the subject site is flood prone should be placed throughout common areas across the site. Example Signage has been provided in Attachment 1.

Floodsafe Emergency Kit

It is recommended the residents each prepare a Floodsafe Emergency Kit in the event where evacuation of the site is required.

All residents are to be familiar with the standards and deployment of the Floodsafe Emergency Kits. These kits shall be located within each residential unit.

Potential items for a flood emergency kit are outlined at:

<https://www.ses.nsw.gov.au/floodsafe/prepare-your-home/emergency-kit/>, and reproduced below:

- Drinking water, medicines and non-perishable food items.
- A copy of the facilities emergency management plan.
- Chemical register.
- Torches with spare batteries.
- Lanterns with spare batteries.
- A first aid kit.
- Candles and waterproof matches.
- Waterproof bag for valuables.
- A copy of emergency numbers.

When leaving or evacuating add the following items:

- **Individual Health Care Plans (if relevant)** including asthma puffers, diabetes medication, epi pens, etc.
- **Drinking water and non-perishable food items.**

Each resident and the commercial manager are responsible for the contents of the kits and management during a flood event.

TRIGGER FOR REVIEW AND EDUCATION:

- Six monthly checking of the emergency kits to ensure all items are in suitable working order.
- Inductions for new residents, highlighting the flood risk associated with the subject site.

BY WHO; Residents.

After a Flood

Once a Final Flood Warning or SES “All Clear” has been received:

- A check of building structural capacity by qualified persons if significant flooding occurred.
- A thorough check of services such as electricity, sewer, water and gas should be undertaken by qualified persons.
- Personal protective equipment should be worn during the clean-up and disinfectant used. Clean up may require specialist assistance and if so a relevant contractor should be engaged to undertake the works.

TRIGGER FOR RETURN:

- All clear given by SES
- Onsite Management to coordinate inspections for buildings & services to be performed by qualified personnel

Revision of this Flood Evacuation Plan

This plan should be revised if the Tweed Valley Floodplain Risk Management Study (BMT, Bewsher & Grch) Dated October 2014 or the Tweed Valley Flood Study Update and Expansion (WMA Water) Dated August 2024 is revised.

Similarly, this plan should be revised if the Tweed Shire Local Flood Plan (SES, 2023) is updated.

Notwithstanding the above, this plan shall be revised.

- Following a flood event.
- After an operational change.
- Every three years as a minimum.

Revisions should be undertaken by a suitably qualified flood emergency response consultant.

Conclusion

The site is expected to be susceptible to flooding during events in excess of the 0.2% AEP.

A review of the subject site and anticipated flood behaviour has been performed to determine the following recommended site flood response emergency response actions:

- The residential complex to be evacuated following receipt of a Flood Warning with a Major Flood Classification and gauge depth at the Chinderah Gauge in excess of 3.50m. This is equivalent to a return interval in excess of the 0.2% AEP.
- It is noted there are three (3) accessible units in the residential complex, all of which have been located on levels above the PMF level. It is recommended residents of these units and visitors be given priority to ensure a prompt and safe evacuation from the site, and authorities notified to assist with the evacuation of these residents (if required). Other residents should be made aware of the accessible units to ensure prioritisation is awarded to them. Should the residents of the accessible units be physically unable to evacuate the site due to mobility issues or otherwise, on-site refuge may be sought.

Additional preparation, response and recovery procedures are presented herein.

Through adoption of this plan, flood risk on site can be minimised as much as possible. The recommendations contained herein are expected to assist the Onsite residents in managing the risk to life of the residents and visitors during a significant flood event.

It is important to always follow the advice from emergency services during a flood emergency. If the SES or other emergency services require evacuation of the residential complex prior to the triggers presented herein, direction received from emergency services takes precedence over information presented herein. Flood events are dynamic emergencies. It is expected emergency services on the ground at the time of the event will have the most up to date advice.

References

- SES (2025) *Flood Disaster Website*
accessed from:
<https://www.ses.nsw.gov.au/disaster-tabs-header/flood/>
June 2025
- SES (2025) *Emergency Business Continuity Plan*
accessed from:
<https://www.ses.nsw.gov.au/plan-and-prepare/business-emergency-planning>
June 2025
- SES (2023) Tweed Shire Local Flood Plan
- Bureau of Meteorology (2025) Service Level Specification for Flood Forecasting and Warning Services for New South Wales – Version 3.15
accessed from:
http://www.bom.gov.au/nsw/NSW_SLS_Current.pdf
June 2025
- Bureau of Meteorology (2025) Chinderah Gauge (Site No. 558010)
Accessed from:
<http://www.bom.gov.au/fwo/IDN60231/IDN60231.558010.plt.shtml>
June 2025
- WMA Water (2024) Tweed Valley Flood Study Update and Expansion
Assessed from :
<https://www.tweed.nsw.gov.au/files/assets/public/v/1/documents/property-and-rates/floods-and-stormwater/flood-risk-management/tweed-valley-flood-study-update-and-expansion.pdf>
June 2025
- BMT/BEWSHER/GRECH (2014) Tweed Valley Floodplain Risk Management Study
Accessed from:
<https://www.tweed.nsw.gov.au/files/assets/public/v/1/documents/property-and-rates/floods-and-stormwater/tweed-valley-floodplain-risk-management-study-final-october-2014.pdf>
June 2025
- NSW Government (2023) Flood risk Management Manual
Accessed from:
<https://www2.environment.nsw.gov.au/topics/water/floodplains/floodplain-risk-management-manual>
June 2025
- AIDR (2020) Flood Emergency Response Classification of the Floodplain
accessed from: <https://knowledge.aidr.org.au/media/3515/adr-guideline-7-2.pdf>
June 2025

Attachment 1 – Example Signage

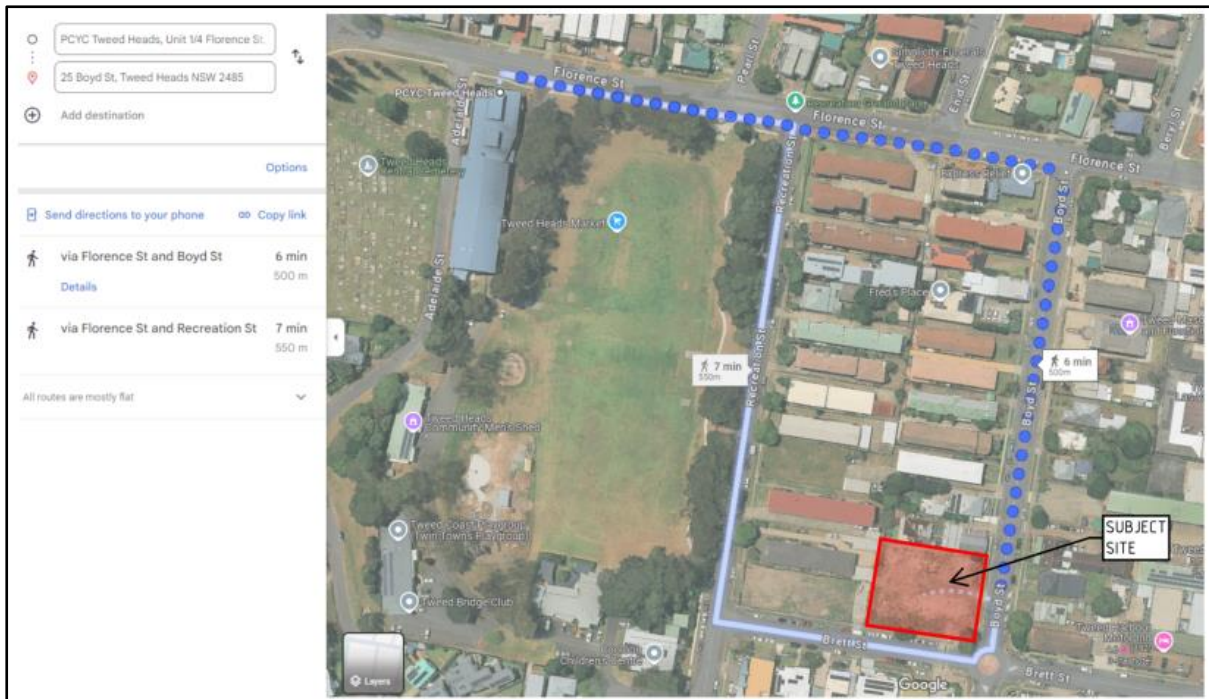
This property is flood prone with predicted depths in adjacent channels of up to 5.70 metres during an extreme flood event.

In the event of a predicted flood event, residents are to proceed to the off-site Regional Evacuation Shelter located at PCYC Tweed Heads.

With the evacuation of the residential complex, any non-essential staff or visitors who are unable to return home may proceed to the following Regional Evacuation Centre.

1. PCYC Tweed Heads, Florence Street, Tweed Heads

If directed, please proceed straight to these facilities and remain until the flood emergency is cancelled. Directions to these facilities is presented below.



For Emergency Assistance during a flood event, contact the SES on 132 500.

If in a life-threatening situation, call 000.