

# NORTHERN RIVERS FLOOD UPDATE

Tuesday 8 March 2022

Flood waters are beginning to ease and our teams are assessing damage and clearing hazards so you can return home safely.

Clean-up is in full swing in some areas and NSW SES volunteers are also resupplying isolated communities and helping other agencies to restore road access after significant damage from floods and landslides. We know this is a difficult and stressful time and thank our community for your patience.

There is still risk of increased rainfall and flooding over coming days and you need to stay vigilant and check the weather forecasts.

## Stay up to date with the latest official information:

All current warnings, including remaining Evacuation Orders in place and All Clears: [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au)

Find your Local Radio Station: [www.abc.net.au/local](http://www.abc.net.au/local)

Check the weather situation: [www.bom.gov.au/nsw/warnings](http://www.bom.gov.au/nsw/warnings)



## RETURN SAFELY WITH CAUTION

Once NSW SES issue a Return Safely with Caution for your area, keep in mind that hazards are still present and utilities may not yet be in service.



Find out more about what to do if your property has been affected by floodwater at [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au) or scan the QR code.

## WHEN RETURNING HOME

Look after your safety when returning to flood-affected areas including:

- **Avoid contact with floodwater** due to possible contamination. Never drink from taps or hoses that may have been exposed to floodwater.
- **Wear protective clothing** including gloves, masks, long sleeved shirts, long pants and sturdy boots.
- **Wash your hands regularly** and before eating or handling food.
- **Treat, disinfect and cover wounds immediately** ideally with water-proof dressings.
- **Take care around wildlife** including snakes and spiders in houses and sheds. Contact the local council or wildlife rescue to arrange for their care if needed.
- **Driving conditions may be dangerous** due to flood damage and local roads may remain closed.
- If you see **fallen power lines**, move away slowly and calmly and contact the energy authorities.
- **Watch out for electrical hazards.** If you have to step in water to get to the fuse box or circuit breaker, call an electrician first for advice. All electrical equipment should also be dried and checked by an electrician.
- **Be careful around trees** as branches may have become loose and can fall without warning.

For emergency help in floods and storms, call the NSW SES on 132 500 or call 000 if life-threatening.



## IMPORTANT INFORMATION FOR RESIDENTS FROM THE NSW SES

### WHAT NSW SES TEAMS ARE DOING

Our focus right now is clearing debris, re-supplying isolated communities, and responding to requests for assistance.

Our NSW SES volunteers have completed a mammoth 4,878 calls for assistance in the Northern Rivers area, including more than 1,500 rescues. We are working through about 260 outstanding calls.

Aerial support has been deployed to support ground crews including Helos and Defence Force aircraft.

More than 5,000 packs of food and essential supplies have been delivered by air to isolated communities over the last few days. This includes 1,000 packs to Coraki and Bora Ridge, 700 to Uki and 900 to Woodburn, and many more supplies also delivered by road.

### WHERE TO GET HELP AND SUPPORT

A good place to start is to visit [service.nsw.gov.au/floods](http://service.nsw.gov.au/floods) and answer some quick questions to see what services and financial support you may be eligible for.

#### Recovery centres

Resilience NSW has opened a Recovery Centre at Murwillumbah with more to open soon. Access many services in one place including accommodation advice, replacing lost documents and financial, legal and wellbeing support.

**Murwillumbah Recovery Centre**  
10-14 Tumbulgum Road, Murwillumbah.  
Open 9am to 5pm, 7 days a week

### Stock and animal welfare

Call the Agricultural and Animal Services Hotline on **1800 814 647** for help with:

- Livestock assessments and veterinary assistance.
- Emergency fodder where access allows.
- Euthanasia and burial if required.
- If you find lost, injured or dead livestock.

### Resupply of essential items

If you need resupply of essentials like food and water please call Service NSW on **13 77 88** to register. NSW SES are coordinating this with help from the Australian Defence Force and other agencies.

### Cleaning up

Help will be provided to remove waste regardless of insurance status. Check with your local council to confirm how waste will be collected in your area.

### LOOKING AFTER YOURSELF

This has been a traumatic event and it is normal to feel stressed and unsettled. Returning to normal life may feel far off, but there are a number of things you can do and people you can turn to for help.

- Seek support from family and friends, you don't need to go through this alone.
- Contact your insurance company, they may be able to help you with crisis accommodation, food and incidentals.
- If you need to chat or you're struggling, Lifeline provide crisis support calls on **13 11 14**. You can reach them 24/7 or visit [lifeline.org.au](http://lifeline.org.au) for resources.



#### KEEP IN TOUCH

Use the Red Cross Reunite Service to let family and friends know you are okay. You can also register to find someone affected – visit [register.redcross.org.au](http://register.redcross.org.au) or scan the QR code.

### KEY CONTACTS

**NSW SES 132 500 or 000** if life threatening

#### Service NSW

13 77 88 [service.nsw.gov.au/floods](http://service.nsw.gov.au/floods)

#### National Relay Service

SSR: 1300 555 727 and then ask for 132 500

TTY: 13 36 77 and then ask for 132 500

**Police Assistance Line 131 444**

**Lifeline 13 11 14**

#### LiveTraffic

132 701  
[livetraffic.com](http://livetraffic.com)

#### Disaster Assistance

1800 018 444

#### Tweed Shire Council

(02) 6670 2400

#### Ballina Shire Council

(02) 6626 6954

#### Byron Shire Council

(02) 6626 7000

#### Richmond Valley

(02) 6660 0300

#### Lismore Council

1300 087 004

#### Kyogle Council

(02) 6632 1611