MOLINO STEWART ENVIRONMENT & NATURAL HAZARDS

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35 McPherson Road, Mardi Flood Emergency Response Plan Final



35 McPherson Road, Mardi

Flood Emergency Response Plan Final

Client: Yerin Aboriginal Health Services

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1 | Introduction

1.1 Context

This work pertains to the proposed development involving the adaptive reuse of a vacant former nursing home to an Aboriginal community services facility. The site is located at 35 McPherson Road, Mardi NSW 2259 (Lot 1 Sec 1 DP3368), on the banks of the Wyong River.

Central Coast Council (Council) has undertaken an initial review of the proposed application and has issued pre-development advice (dated 2 December 2020) including the need to address the flood-related requirements of the Wyong Local Environmental Plan 2013 (WLEP 2013) and Development Control Plan 2013 (DCP 2013). Due to the flood risk onsite and its identification as a flood island Council advised:

"...that early evacuation through application of the emergency response plan is the best option for managing the existing flood risk across this property."

Furthermore, Council has indicated that the development application lodgement requirements must provide:

- A Flood Risk Management Report (FRMR), and
- A Flood Emergency Response Plan (FERP).

1.2 Scope of this Report

This document is a Flood Emergency Response Plan (FERP) for 35 McPherson Road, Mardi and follows the Flood Risk Management Report (FRMR) prepared by Molino Stewart (August 2021). The FRMR describes the nature of flooding on site, flood warnings available, the requirements of flood evacuation, and all flood-related development constraints that pertain to the site from the Wyong Local Environmental Plan 2013 (WLEP 2013) and the Wyong Development Control Plan 2013 (WDCP 2013).

This FERP builds on the Flood Risk Management Report and provides a detailed procedure for safe evacuation based on the assessment set out in the Flood Risk Management Report. It demonstrates how Council's requirements will be satisfied and how the occupants of the site will evacuate early in the event of a flood. The report covers:

- Site description;
- The nature of flooding on the site and how it will affect the property;
- Available flood warnings;
- Vehicular evacuation route;
- Evacuation triggers and actions;
- A Flood Emergency Response Plan (FERP).

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2 | Site Details

2.1 Locality

The proposed development involves the adaptive reuse of a vacant former nursing home to an Aboriginal community services facility. The site is located at 35 McPherson Road, Mardi NSW 2259 (Lot 1 Sec 1 DP3368), on the banks of the Wyong River (Figure 1). The site is bordered by the Wyong River to its east and McPherson Road to its southwest. It is zoned E3 Environmental Management under the Wyong Local Environmental Plan 2013 (WLEP 2013) and is identified as flood prone land in Council's mapping.



Figure 1. Site location (from Central Coast Council Record of Pre-Development Advice, December 2020)

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2.2 Site Layout and Access

The proposed development includes a parking area accommodating up to 100 vehicles in the southern part of the site, and a single-storey building in the northern part of the site. The site is accessed via a driveway off McPherson Road (Figure 2). As shown in Figure 3 and Figure 4, the ground floor includes a northern and southern wing which will have a number of rooms including a reception, a multipurpose function room, a staff kitchen, a gym, a children's area, consultation rooms, offices, meeting rooms, interview rooms, treatment rooms, store rooms, utility rooms, waiting areas, bathrooms, and a courtyard. There is a primary client entry, as well as staff entries and external doors to several of the offices, consultation rooms and the gym. The intention is to reuse the existing buildings on site and not construct new buildings.

Existing floor levels are:

- Basement storage area under southern part of the ground floor, and shed: 2.2 m AHD
- Ground flood northern building wing: 3.5 m AHD
- Ground floor southern building wing: 4.4 m AHD



Figure 2. Proposed Site Plan





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GROUND FLOOR PLAN PLAN KEY - SOUTH

Figure 3. Proposed ground floor plan - South

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Figure 4. Proposed ground floor plan - North

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2.3 Topography and Drainage

The lowest part of the entire site is approximately 1.2 m AHD in its southwest corner, close to McPherson Road. The lowest part of the proposed parking lot is 1.3 m AHD and the lowest point on the driveway to the parking lot is 1.5 m AHD close to McPherson Road. The north-eastern part of the site, including where the building is located, is at a higher level of between approximately 2 and 4 m AHD. There is an existing drainage path across the southern part of the site towards the Wyong River, in the northwest to southeast direction. The Wyong River runs roughly north-south along the site's eastern boundary, and along the site's south-eastern boundary. Therefore, the part of the site adjacent to McPherson Road will flood first, and flooding can occur from both the Wyong River, and from the drainage flowing from the northwest towards the river.

2.4 Facility Details

2.4.1 Services

Yerin Eleanor Duncan Aboriginal Health Services (YEDAHS) is a community-controlled organisation that provides culturally appropriate health and community programs to the Aboriginal and Torres Strait Islander community on the New South Wales Central Coast (Darkinjung Country). The proposed facility aims to provide a culturally enriching and engaging space for Yerin Aboriginal Health Services to provide an integrated community service to the local Aboriginal community, promoting ownership of assets and self-empowerment of local Aboriginal services.

It will offer a range of health and community services to the Aboriginal community to address physical, mental, cultural, and spiritual needs, with the ultimate goal to empower the local community to lead strong, healthy, long lives. The facility provides a community connected space that is located on the riverfront and provides a welcoming place for clients, visitors and staff.

The proposed community facility would accommodate and streamline a range of community services including:

- A community hub service providing support through trauma informed programs;
- Appointment space for a number of outreach services;
- Ample parking for clients, visitors and staff;
- A community connection point for families and individuals;
- Connections to other NGOs including Lifeline, Wesley Mission, NDIS Providers, visiting health providers, education, training and other community and government-based services;
- Collaboration with other Aboriginal organisations;
- Community activities and forums.

Services provided include routine health and wellbeing checks, targeted support for chronic disease, mental health and alcohol and drugs, oral health, family wellbeing, disability and homelessness supports. The service also provides specialist programs for family preservation and permanency support, and a range of community education and empowerment activities to increase family and social participation.

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2.4.2 Governance

YEDAHS's Board of Management is governed under the rules of Yerin Aboriginal Health Services Limited Constitution. Board meetings are scheduled bi-monthly. Management reports including a compliance register are provided to the Board to support the corporate governance of the organisation.

The Board consists of Board Members elected by the members (community board members) and members elected by the Board (skills based positions). Currently, the Board has 5 community Board Members and one skills-based Board Member, all providing their volunteer time and expertise in corporate and community governance

YEDAHS has an Executive Leadership Team consisting of experienced professionals from government, non-government, and the community.

2.4.3 Operations and Staffing

Staff will be present primarily during work hours, with staggered rostering from 8am to 6pm Monday to Friday.

The number of staff employed at the facility is 89 with additional 6 visiting staff on a weekly or fortnightly basis.

The Predominant use of the facility as a community service is for a range of wellbeing and targeted programs which require staff to conduct a combination of outreach support, phone support and in-reach access. The community health education and social connection programs provide for weekly or fortnightly group activities that will be rotated between varying locations on the Central Coast.

A maximum of approximately 133 total daily in-reach clients could be expected over an entire day at the site, with a weekly total of approximately 520 in-reach clients.

However changes with COVID-19 has seen a dramatic increase in tele-health services, and so the number of estimated clients above may be an overestimate, not accounting for tele-health appointments and no-shows.



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3 | Flood Risks

3.1 Flood Generating Weather

Coastal areas of eastern Australia mostly receive flooding rains from so-called "east coast lows" that develop from time to time over the adjacent Tasman Sea. These are intense depressions off the coast and can produce thunderstorm activity associated with troughs. Depressions can develop at any time of year but are most likely when sea surface temperatures are high and the air is humid. Therefore, these events usually occur in the summer months and over the first half of the year.

Flooding can also be a winter-spring phenomenon, associated with unusually frequent or active extratropical depressions and fronts. However, some major events have occurred in the summer half-year as systems of tropical origin extend or move south. Flooding over inland areas is usually associated with southward-moving tropical systems, but in the cooler months, it may occur when well-developed cloud bands extend across the interior from the oceans north and northwest of Australia.

Rainfall patterns are also dependent on longer term weather patterns. Flooding is more prevalent in a La Nina year when rainfall is significantly greater than the mean average rainfall. Thunderstorms, which generally occur during the summer, can also result in localised flooding which could impact specifically on the site.

In summary, there are many different weather events which could cause flooding on the site.

3.2 Flood Probabilities

Flood probability can be expressed in more than one way. For example, a flood may be described as having a 100-year Average Recurrence Interval (ARI). This means that over many thousands of years, a flood of this magnitude would occur on average once in 100 years. This does not mean that a flood of this size only occurs once every 100 years. It is possible to have floods of this size in consecutive years or even two in the same year. This happened in several locations in Queensland and Victoria in 2010 and 2011.

Another way of expressing flood probability is in terms of Annual Exceedance Probability (AEP). A 100year ARI flood has roughly a 1 in 100 AEP. That is, each year and every year it has a 1 in 100 or 1% chance of being reached or exceeded. This is perhaps a more helpful way of thinking about flood probabilities. A flood with a 1% AEP has about a 1 in 2 chance of being reached or exceeded in the average person's lifetime, the same probability of tossing a coin and getting a head. Flooding of the Wyong River at or approaching the 1% AEP levels was reported in 1927, 1949 and 1964. Other major floods occurred in 1930, 1977 and 2007 (Catchment Simulation Solutions, 2020). This underlines the randomness of flood frequency.

Bigger floods can and do occur. There were several floods with greater than a 1% AEP experienced in Eastern Australia in early 2011. Some reached levels which have a 1 in 2,000 (0.05%) AEP. A flood with a 1 in 500 (0.2%) AEP has about a 1 in 6 chance of being reached or exceeded in the average person's lifetime, the same as tossing a die and getting a 6.

The largest flood that can occur is referred to as the Probable Maximum Flood (PMF). Although it has a very low probability of occurring in any one year (1 in 10,000 or less), events approaching a PMF have been recorded. Flooding may occur at any time of year and at any time of day.

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3.3 Flooding on Site

The Wyong River Catchment Floodplain Risk Management Study & Draft Plan (FRMSP) (Catchment Simulation Solutions, 2020) identifies the subject site as a 'low flood island' with access is cut in a 20% AEP (i.e. 1 in 5 chance per year) event. This means that access to the site is cut before the site itself floods.

The flood levels on site provided in the Flood Information from Council dated 23 November 2020 are:

- 20% AEP: 2.21 m AHD (Figure 5)
- 5% AEP: 3.82 m AHD (Figure 6)
- 1% AEP: 4.57 m AHD (Figure 7)
- Probable Maximum Flood (PMF): 7.79 m AHD (Figure 8)

Based on analysis of the Wyong River FRMSP flood mapping files provided by Council, the above levels appear to be from the part of the site closest to McPherson Road, where flood levels are the highest, not the levels where the building is located. **Error! Reference source not found.** summarises floor levels in different parts of the building and the corresponding flood levels in those locations based on the Wyong River FRMSP flood mapping provided by Council.

Location	Floor Level (m AHD)	20% AEP Flood Level (m AHD)	5% AEP Flood Level (m AHD)	1% AEP Flood Level (m AHD)	PMF Level (m AHD)
Basement and shed	2.2 m AHD	2.07	3.53	4.43	7.63
Ground flood northern building wing	3.5 m AHD	N/A	3.69	4.40	7.64
Ground floor southern building wing	4.4 m AHD	N/A	3.49	4.37	7.59

Table 1. Flood and floor levels

As the southern part of the site along McPherson Road is the lowest part of the site, access to the site is cut before the part of the site where the building is located floods. There is flooding of the site's driveway and parking area with up to 1 m water depth in events as frequent as the 20% AEP flood. In the 20% AEP flood, the northern part of the site (including the building) is above floodwaters. The 5% AEP would be 1.3 m deep in the basement and 0.19 m deep in the ground floor of the northern building wing.

In the 1% AEP flood, the majority of the site except for the ground floor of the building's southern wing is inundated; the driveway is inundated by approximately 3 m depth and the northern part of the site would be inundated by between approximately 0.6 to 2.6 m. The basement flooding would be more than 2.3 m deep and the northern wing ground floor flooding would be 0.9m deep. Although the modelling shows a 1% AEP flood level just below the floor level of the ground floor of the southern wing, this does not take into account any inaccuracies in the modelling or the fact that there may be surface irregularities in the flood flow which is unlikely to be a smooth surface as modelled. Council's development control plan requires a 0.5 m freeboard between the 1% AEP flood and new building floor levels to account for these uncertainties. Therefore, in a flood equivalent to the 1% AEP flood, some floodwater might enter the ground floor of the southern wing.

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Figure 5. 20% AEP flood extent (Source: Council's Flood Information letter)



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Figure 6. 5% AEP flood extent (Source: Council's Flood Information letter)



Figure 7. 1% AEP flood extent (Source: Council's Flood Information letter)

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Figure 8. PMF extent (Source: Council's Flood Information letter)

Figure 9 shows the 1% AEP hydraulic flood precincts from Council's flood mapping. It shows that the site is a combination of a floodway, Precinct 4: High Hazard and Precinct 3: Flood storage.



Figure 9. Council flood precinct mapping (from: https://maps.centralcoast.nsw.gov.au/public/)

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3.4 Flood Risk Identified in the Wyong River Catchment FRMSP

According to the Wyong River Catchment FRMSP, the existing building is predicted to be inundated above floor level during events equal to and greater than the 2% AEP flood. As shown in Section 3.3, some of the buildings flood more frequently than this.

The FRMSP states that the duration of lost access (i.e. duration of road cut) for the Mardi rural residential area, which includes 35 McPherson Road, are:

- 20% AEP: 1 to 7 hours
- 1% AEP: 21 to 23.5 hours
- PMF: 35.5 to 37 hours

This implies that the site could be isolated and cut off from emergency services for up to a work day or overnight in the 20% AEP flood, for almost one day during the 1% AEP flood, and a day and a half in the PMF.

The FRMSP also indicates that the site would experience high hydraulic hazard. Hydraulic hazard is a function of flood depth and velocity and represents the threats posed by floodwaters to life and property. The Australian Rainfall and Runoff Manual classifies hydraulic hazard in six categories based on the type of impacts that floodwaters may be able to cause. These are shown in Figure 10.



Figure 10. Flood hazard vulnerability curves (source: Smith et al., 2015).

In the 1% AEP flood the site would have a hydraulic hazard of up to H5 (Figure 11) which is unsafe for people and vehicles, and buildings would require special engineering design and construction to withstand. In the PMF there would be hydraulic hazard H6 which is unsafe for people and vehicles, and all buildings types are considered vulnerable to failure.

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Figure 11. Flood hazard in the 1% AEP flood from the Wyong River Catchment FRMSP (black arrow points to the site)

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4 | Flood Forecasts and Warnings

4.1 Bureau of Meteorology (BoM) Data and Warnings

4.1.1 Flood Warnings

The Bureau of Meteorology (BoM) Service Level Specification for Flood Forecasting and Warning Services for New South Wales and the Australian Capital Territory indicates that the Bureau aims to provide 6 hours' warning prior to 2.7 m at the Wyong Bridge gauge (downstream of the bridge), which is located approximately 250 m downstream from the site. However, this level is too high to provide any warning time before access to the site is cut by floodwaters, and, additionally, flood levels at the site would be higher than levels experienced at this gauge location. This means that the site is isolated significantly before there will be an official BoM flood warning issued, and the BoM warnings are too late to be used as evacuation triggers for the site.

4.1.2 River Level Monitoring

Despite not having an official warning from the BoM, evacuation can be informed by published realtime river levels from the BoM, which can be used to help ensure that there is enough time to evacuate the site before the driveway access is cut. This would use the BoM published river heights for the Wyong River Upstream of the Wyong Bridge, which is approximately 200 m downstream of the site. Published levels are found here: http://www.bom.gov.au/fwo/IDN60233/IDN60233.061386.plt.shtml

4.1.3 Weather Monitoring

Due to the lack of timely formal flood warnings for this area, the Wyong River Catchment FRMSP states that evacuation may need to commence based on another trigger such as issuance of a Flood Watch or Severe Weather Warning. These general warnings could be used as triggers to evacuate the site, or advise people not to attend the site, acknowledging that it is possible that no flooding occurs following these warnings. Such general warnings are nevertheless useful as alerts to closely monitor the river behaviour in preparation for a possible evacuation, as described in this FERP.

The Bureau of Meteorology (BoM) has generalised weather and warning products that could provide an indication of an increased flood threat. The BoM issues weather warnings for NSW found at the following link: http://www.bom.gov.au/nsw/warnings/. These include a number of generalised warning products that could provide an indication of an increased flood threat at the site, namely:

- Severe Weather Warnings
 - The BoM issues Severe Weather Warnings whenever severe weather is occurring in an area or is expected to move into an area. The warnings describe the area under threat and the expected hazards. Warnings are issued with varying lead-times, depending on the weather situation, and range from just an hour or two to 24 hours or sometimes more. The key subtype of Severe Weather Warning to be monitored for the site are for very heavy rain with reference the Central Coast. Severe Weather Warnings may also include other conditions such as flash flooding and damaging winds.

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- Severe Thunderstorm Warnings
 - A severe thunderstorm may produce intense rain and flash floods, hail, damaging winds, and even tornadoes. The BoM provides two types of Severe Thunderstorm Warnings:
 - Detailed Severe Thunderstorm Warnings. These are issued for capital cities only with up to 60 minutes of notice, and provide more specific information on individual severe thunderstorm locations;
 - Broad-based State-wide Warnings. These are based on broad areas such as the Bureau's weather forecast districts (i.e. the Central Coast), and are issued with up to 3 hours' notice.

In addition, the BoM has forecast rainfall maps which can be used to estimate the amount of rain expected to fall over the next eight and four days, as well as the next 24 hours. This information is available at the following website: http://www.bom.gov.au/jsp/watl/rainfall/pme.jsp

The radar service on the BoM website also shows current rainfall locations and intensities. The radar station to be used for the site would be the Newcastle Radar (http://www.bom.gov.au/products/IDR043.loop.shtml#skip).

4.2 On-Site Flood Alarm

While monitoring water levels based on the BoM gauge will be an important piece of information in identifying potential flood conditions, it must also be recognised that it might not always be possible to access the BoM gauge levels online. This may be due to a failure of the gauge or its telemetry or due to local failures in the electricity or telecommunications networks which prevent internet access.

Therefore, the facility is to install a flood gauge next to the river which could easily be read from within the premises and also have a flood alarm system for the site. This would work by having an alarm system that alerts the site when Wyong River levels reach **0.6 m AHD**, such as at the site's south eastern boundary along the Wyong River. As described in the FRMR (Molino Stewart, 2021), this alarm would be designed to provide for enough time to evacuate the site (i.e. 1 hour) prior to the parking lot beginning to flood (i.e. lowest point floods at 1.3 m AHD). Figure **12** shows a possible location for the flood gauge along the Wyong River. It is noted that installation of this flood gauge will have to be discussed with Council and relevant agencies, as it is outside of the site's property boundary and is in the riparian area along the river.



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Figure 12. Potential location (yellow arrow) for a flood gauge at 0.6 m AHD adjacent to the river



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5 | Emergency Management Considerations

5.1 Emergency Response Philosophy

This FERP recognises that protection of life is of critical and primary importance.

Consistent with any emergency protocol, the protection of all lives is the first priority, the comfort of staff, clients and visitors is second, and protection of site property is third.

Whilst there may be financial consequences arising from flood events, the facility is operating in full knowledge that there is a likelihood that flooding can occur.

It is incumbent on the owners and operators to take all necessary measures outside of this Plan to manage the financial risks which flooding poses. Any measures to protect property must be permanent measures such as using flood resistant building materials, fixtures, fittings and furnishings or storing valuable items off the ground because there may be insufficient time to move items when a flood is rising.

5.2 Flood Emergency Response Strategy

Due to the high flood levels, high flood hazard, and potential long duration of site isolation, the proposed flood emergency response strategy is to evacuate the site early, with enough time for all people to leave the site before access is cut off, even in the worst-case flooding scenario.

5.2.1 Time Required for Site Evacuation

The time required to evacuate depends on how quickly site occupants can respond to a flood evacuation trigger and the number of vehicles on site requiring evacuation. Based on the Timeline Evacuation Model developed by the NSW State Emergency Service, evacuation route capacity is based on 600 vehicles per lane per hour.

In a worst-case scenario of the site being at full capacity before flooding, there could be a maximum of 100 vehicles on site at the time of evacuation. If there were 100 cars parked on site it would take about 10 minutes for them all to leave the site at a rate of 600 vehicles per lane per hour.

In addition to the 10 minutes required for the vehicles to leave the site, the time required to evacuate must account for the additional time it may take to communicate the evacuation order to all people on site, for all people to accept the evacuation order, and any lag time before people on site evacuate in their vehicles. It is expected that this can be completed within 50 minutes.

Therefore, given that the site will not be occupied by residents and most people on site will be make short duration visits, it would be reasonable to assume that the site can be fully evacuated within 1 hour of being notified.

It is noted that this plan accounts for all site occupants having one hour to evacuate before the lowest point of the parking lot begins to flood. After this point is inundated in the fastest rising flood, there would still be approximately 25 minutes before the lowest point on the evacuation route (which is the low point on the property's driveway, close to McPherson Road) is inundated. It is more likely that in the case that flood evacuation is triggered, the site would not be fully occupied and no vehicles would be parked in the lowest part of the parking lot (which is in the southwest corner, furthest from the

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building, and would presumably would only be used if the parking lot was nearly full). Based on the flood evacuation triggers set out in this FERP, the site would then have a total of 1 hour and 25 minutes for vehicles to evacuate before driveway access is cut.

5.2.2 Evacuation Triggers

The FRMR (Molino Stewart, 2021) describes the process of deriving the flood evacuation trigger, which is designed so that the time available to evacuate exceeds the time required to evacuate. Full evacuation must occur before the lowest part of the parking lot begins to flood at a level of 1.3 m AHD. The plan provides one hour to entirely evacuate the site, which accounts for a worst-case scenario of the site being at full capacity (i.e. 100 vehicles on site) at the time of evacuation.

As detailed in the FRMR, when there is a water level of **0.6 m AHD** at the site's boundary along the Wyong River, the facility would have **1 hour to evacuate** prior to its parking lot flooding in a flood rising as fast as the 2 hour design PMF, which is the fastest rising flood representing the worst-case flooding scenario. In slower rising floods there would be more time to evacuate but this should be considered to be a safety margin rather than a reason to delay evacuation.

This FERP has adopted the key flood emergency response triggers shown in Table 2. The triggers make use of the live readings of the river heights for the Wyong River Upstream of the Wyong Bridge, as well as of a set of additional triggers based on observation of the water level at the site. Visual triggers are important in the chance that any telemetered gauge system fails during a flood.

BoM Tigger	On-Site Visual Trigger	Action
Severe Weather Warning for very heavy rain that may lead to flash flooding or Severe Thunderstorm Warnings with reference the Central Coast issued by the BoM	Heavy rainfall	Flood Wardens alert all staff that flood evacuation may occur and start monitoring Wyong River levels on BoM site at four hourly intervals.
Flood Watch for the Wyong River issued by the BoM	Heavy rainfall and the on- site gauge reaches 0.6 m AHD.	Evacuation order is issued and all people on site evacuate. Those not already at the site are informed that they should not attend the site.
Wyong River Level = 0.6 m AHD based on the BoM online river levels for the Wyong River Upstream of the Wyong Bridge or at the site's flood gauge along the Wyong River	Heavy rainfall and the on- site gauge reaches 0.6 m AHD.	Evacuation order is issued and all people on site evacuate. Those not already at the site are informed that they should not attend the site.

Table 2.Flood evacuation triggers

5.2.3 Evacuation Route

Figure 13 shows the evacuation route for the site, which heads south to the Pacific Motorway southbound, as identified by the Wyong River Catchment FRMSP. The evacuation directions are:

- Turn right out of the property to head west on McPherson Road
- Turn left on Gavenlock Road



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- Turn right on Woodbury Park Drive
- Follow Woodbury Park Drive until the roundabout at the intersection with Wyong Road
- Take the third exit on the roundabout to travel west on Wyong Road
- Turn left onto the Pacific Motorway M1 towards Sydney

Figure 13 also shows the locations of early road cut points from the Wyong River Catchment FRMSP. As the site itself floods before the evacuation route, the flood evacuation procedures provide enough to be fully evacuated before the evacuation route is flooded.

It is noted that the evacuation from this development will need to occur before other surrounding areas need to evacuate because it floods earlier than surrounding areas. It therefore will not take up capacity of existing evacuation routes for areas that need to evacuate at later times, and major evacuation traffic bottlenecks should not be encountered.



Figure 13. Site evacuation route and flood extents

5.3 Priorities

This FERP recognises that protection of life is of critical and primary importance. This FERP is principally concerned with the safety and comfort of all occupants on site. All flood emergency responses recommended in this FERP are to recognise the primacy of life and wellbeing over protection of property.

Nonetheless, it is recommended that the site management and staff take all necessary measures outside of this FERP to manage the risks which flooding poses to the site and its property.

The FERP sets emergency management prevention, preparedness and response measures that are relevant to a flood emergency. It does not cover broader emergency management guidance for any other type of hazard that could affect the site.

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5.4 Protection of Property from Flooding

The following measures are to be implemented to help in protection of property in the event of flooding:

- No dangerous materials, chemicals, or fuel will be stored in the basement storage area or shed due to their low floor levels.
- No valuable property will be stored in the basement or shed, and any goods stored within them will be elevated off of the ground on shelving.
- Within the building, all valuable goods will be stored elevated on shelving or in cabinets above the floor level.
- The main electrical distributor hub for the building as well as distributor box 1 are located is at an approximate level of 5.4 m AHD, which is above the 1% AEP floor level plus free board (0.5 m).
- Where possible, internal walls, fixtures, fittings, furniture and flooring will be made of flood compatible materials.

5.5 Roles and Responsibilities

5.5.1 NSW State Emergency Services (NSWSES)

The NSWSES is the lead combat agency for flooding in NSW. It can command resources from other government organisations including local councils, Transport for NSW and the Police to assist in flood operations under its command.

Under the State Emergency and Rescue Management Act, 1989, the NSWSES has the power to direct any citizen or organisation to take actions in response to flooding. This includes the power to order evacuations.

Any flood response directive issued by the NSWSES or by delegated authority to others acting on its behalf must be followed by site management and staff. This includes any order to evacuate the site or not evacuate the site, irrespective of what decisions have been made by management in accordance with this FERP.

5.5.2Site Management

(a) Yerin Eleanor Duncan Aboriginal Health Service

Yerin Eleanor Duncan Aboriginal Health Service will own and manage the development. They are responsible for ensuring:

- The flood gauge and warning system with an integrated warning siren or a Public Address (PA) system is functioning at all times;
- The flood warning system is tested annually along with the fire warning system;
- There is visible and legible flood warning signage at the entrance of the facility at all times;
- The FERP is kept up to date;
- The FERP is reviewed every 5 years or following a flood which enters the site;
- Post-flood site clean-up and recovery;
- A computer, tablet or smartphone with 4g/5g internet access and at least 8 hours independent power supply will be kept on site, fully charged, at all times and links to the BoM warnings

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page and Wyong River U/S Wyong Br gauge readings page will be saved in the device for easy access;

- Sufficient financial resources for the above;
- Staff position descriptions identify specific responsibilities in a flood emergency, and flood emergency response training is provided to all staff members;
- There is a dedicated parking spot for the Chief Flood Warden's vehicle, the facility's 10-seater van with wheelchair access and any other facility vehicles close to the building, ensuring that they are always parked in a relatively high point in the parking lot and readily accessible to assist with evacuation;
- There is an adequately trained delegated Chief Flood Warden and/or Flood Warden(s) on site when flooding is possible.

While some of the above tasks may be delegated to the Chief Flood Warden, Yerin would be responsible for ensuring all above procedures are in place and actions are occurring.

(b) Chief Flood Warden

The facility's CEO will be appointed as the Chief Flood Warden. They are responsible for:

- Being familiar with all flood emergency response procedures set out in this document;
- Appointing additional Flood Wardens from the Work Health and Safety (WHS) Committee such that there will be a Chief Flood Warden or Flood Warden who will act as a Chief Flood Warden on site at all times that the facility is open;
- Organising training for all Flood Wardens including themselves in the maintenance of the flood warning system and the implementation of the flood emergency response procedures set out in this FERP;
- Ensuring the Chief Flood Warden and Flood Wardens have the BoM Weather App on their phones with notifications turned on;
- Monitoring weather forecasts and flood warnings through the Bureau of Meteorology website;
- If possible, with the flood warning system requirements, ensuring any alerts from the on-site warning system are sent directly to the Chief Flood Warden and Flood Wardens;
- Maintaining the Emergency Contact List in Appendix B of this report;
- Keeping a soft and hard copy of the FERP on site (i.e. printed and posted in the staff kitchen areas with the WHS and Risk Management Policy) so it is readily accessible to the Flood Wardens at all times;
- Implementing this FERP in the event of a flood;
- Directing Flood Wardens to implement various aspects of this FERP, as required;
- Liaising with emergency service organisations and other external stakeholders, as required;
- Reviewing the FERP every 5 years or following a flood which enters the property;
- Organising for the annual testing of the flood warning system with the fire warning system;
- Organising for all staff to undertake annual flood emergency response drills;
- Reporting annually, and as requested, to the Board on implementation and maintenance of the flood warning system and FERP;
- Providing all staff members with a copy of this FERP;
- Ensuring all staff are briefed on the FERP as a part of their site induction and they are aware of what to do in the event of flooding.
- (c) Flood Wardens

Members of the WHS Committee will be appointed as Flood Wardens, so that there will always be a Flood Warden on site whenever the facility is open, and who can act as Chief Flood Warden if required. The Flood Wardens are responsible for:

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- Being familiar with the flood emergency response procedures set out in the FERP;
- Following the procedures set out in this FERP in the event of a flood;
- Following the directions of the Chief Flood Warden;
- A Flood Warden on site will fulfil the role of the Chief Flood Warden in the absence of the Chief Flood Warden.

(d) All Staff

All staff will:

- Be familiar with this FERP;
- Follow the directions of Flood Wardens during a flood response operation;
- Help inform and direct all site occupants including clients and visitors to evacuate as required.

(e) Clients and Visitors

All facility clients and visitors will follow the directions of Flood Wardens and staff members during a flood response operation. Everyone on site will be made aware of the possibility of flooding through visible signage on site.



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6 | Flood Emergency Response Plan

This section describes the actions to be undertaken before, during and after a flood to reduce risks to the facility to an acceptable level. Appendix A summarises these actions as a check list and should be used as a guide in flood emergencies.

6.1 Prepare: Before a Flood

TRIGGER FOR ACTION — Always

ACTIONS:

- Ensure the proper functioning and annual testing of the flood alarm system, including the river level gauge and associated warning siren and/or Public Address (PA) system;
- Ensure there is a visible warning sign installed at the entrance of the facility's driveway and at reception alerting entering vehicles and people about the possibility of flooding;
- A flood warning sign will be kept on the premises. The sign should read a message to this effect:

The site is temporarily closed due to flood risk. For your own safety, leave the area immediately. The Facility will re-open once it is safe to do so.

- Appoint a Chief Flood Warden and Flood Wardens and ensure that there is always someone in these roles, so that one would always be present on site if flooding is possible;
- Ensure the Chief Flood Warden and Flood Wardens are trained, including in how to monitor and interpret weather warnings and flood forecasts;
- Chief Flood Warden on site is to park in their dedicated parking spot at a relatively high point in the parking lot, close to the building;
- Ensure the facility's vehicles, including the 10-seater van with wheelchair access, are parked at a relatively high point in the parking lot, close to the building;
- Ensure the Chief Flood Warden and Flood Warden have the BoM Weather App on their phones with notifications turned on and are subscribed to any other available weather warning alert service so that they receive BoM severe weather warnings direct to their mobile phones;
- The Bureau of Meteorology weather forecast and warnings will be checked each morning by the Chief Flood Warden and Flood Wardens;
- A computer, tablet or smartphone with 4g/5g internet access and at least 8 hours independent power supply will be kept on site, fully charged, at all times and links to the BoM warnings page and Wyong River U/S Wyong Br gauge readings page will be saved in the device for easy access;
- Facility management will maintain an updated register of all staff and visitors on site at any time, including names and phone numbers;
- The Chief Flood Warden is to maintain the Emergency Contact List in Appendix B of this report;
- The Chief Flood Warden will discuss the FERP with all staff members in their staff inductions FERP and brief them on the flood evacuation procedures;
- The facility is to keep a posted copy of this FERP in the staff kitchen and send all staff members electronic copies;
- All staff will undertake annual flood emergency response drills;
- Review this FERP every five years or following a flood.

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6.2 Alert: When a Flood is Possible

TRIGGER FOR ACTION — Either:

- Severe Weather Warning issued by the BoM for very heavy rain that may lead to flash flooding for the Central Coast, OR
- Severe Thunderstorm Warnings for the Central Coast issued by the BoM, OR
- Heavy local rainfall observed

ACTIONS (during working hours):

- If the Chief Flood Warden is not on site, a Flood Warden on site will be nominated to act as the Chief Flood Warden;
- The Chief Flood Warden will monitor flood warnings, forecasts, and the BoM online river levels for the Wyong River Upstream of the Wyong Bridge every four hours;
- The Chief Flood Warden will alert all staff on site that the facility is actively monitoring for flooding, and evacuation may need to occur;
- The Chief Flood Warden will make sure that all staff are familiar with this FERP and the actions to be undertaken should a flood eventuate;
- The Chief Flood Warden will ensure that, if required, the facility's 10-seater van with wheelchair access and any other facility vehicles, as well as the required drivers are available to transport clients and visitors without their own transport;
- The Chief Flood Warden will inform all of the facility's managers not on site of the possibility of flooding;
- All facility managers will be informed to alert their staff who are not present on site that there is the possibility of flooding;
- Staff on and off site will alert all clients and visitors scheduled for the day of the possibility of flooding;
- Staff present with clients or visitors in the facility will inform them of the possibility of flooding and ensure that they and their clients can begin to evacuate the facility immediately if told to do so.

ACTIONS (outside of working hours):

- The Chief Flood Warden will check flood warnings, forecasts, and the BoM online river levels for the Wyong River Upstream of the Wyong Bridge one hour before facility opening to ensure the flood triggers have not been reached;
- Upon opening of the facility, the actions listed above will apply.

6.3 Respond: During a Flood

TRIGGER FOR ACTION — Either:

- There is heavy rainfall and water is observed flooding the southern end of the parking lot close to McPherson Road, OR
- A Flood Watch for the Wyong River/ Tuggerah Lake is issued by the BoM, OR
- The Wyong River reaches a level of 0.6 m AHD based on the BoM online river levels for the Wyong River Upstream of the Wyong Bridge, OR
- The site's flood alarm system is activated by Wyong River levels reaching a level of 0.6 m AHD

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ACTIONS (during working hours):

- Evacuation is triggered and all site occupants are informed via the Public Address (PA) system or by the site's flood alarm system that they must evacuate immediately via the reception area;
- The Chief Flood Warden will be at the reception area with the register of all people on site;
- As per the site inundation training, all staff, clients and visitors (as directed by the staff) will exit the site via the client entry by the reception and check out with the Chief Flood Warden upon exit;
- The Chief Flood Warden will record every person who has left in the register and will remind all drivers that under no circumstances they should drive through floodwaters;
- Any visitors without their own transport will be evacuated off site in the facility's vehicles driven by staff, including the 10-seater van with wheelchair access;
- The Chief Flood Warden will ensure that all people in the register have left the site, and contact anyone who has not been registered as having left the site;
- The Chief Flood Warden will check the site for any remaining people for no more than ten minutes to ensure that no one is left on the premises before closing access to the site;
- The Chief Flood Warden will switch off the site's electricity at the main switchboard and the gas and water at the meters;
- Upon leaving, the Chief Flood Warden will post the sign at the property's driveway that states that the site is closed until further notice due to flood risk;
- Once the Chief Flood Warden has evacuated, they will contact all of the facility's managers and communicate that the site is closed due to flood risk until further notice;
- All facility managers will inform their staff that the site is closed and no one is to attend facility until flooding has passed;
- Staff members will inform their clients or expected visitors that the facility is closed and that they should not go to the facility until informed that is it open again;
- The facility will only re-open once there are no active weather warnings for the area, the rain has subsided, the driveway is not flooded, and Wyong River levels drop below 1.2 m AHD.

ACTIONS (outside of working hours):

- The Chief Flood Warden will contact all facility managers expected to go to the facility later in the day/ on the following day and communicate that the site will be closed due to flood risk until further notice;
- All facility managers will inform their staff and arrange for all clients and visitors to be notified that the facility is closed;
- The Chief Flood Warden will keep monitoring the BoM weather warnings and flood watch notifications every two hours.

6.4 Recover: After a Flood

TRIGGER FOR ACTION — All:

- There is no flooding over the facility's driveway, AND
- Wyong River levels drop below 1.2 m AHD, AND
- There are no active flood watches or weather warnings for the area, AND
- The rain has subsided.

ACTIONS:

- No one is to return to site if the NSW SES or Council advises it is unsafe to do so;
- The Chief Flood Warden will inspect the site to check if access roads and the driveway are clear and if the site was affected by flooding;





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- If access roads or the driveway are not clear of floodwaters, the Chief Flood Warden will return for an inspection after at least one hour, and under no circumstances should anyone drive through floodwaters;
- If the roads and the site's driveway are clear of floodwaters but the driveway is blocked by debris, the Chief Flood Warden will organise for removal of the debris;
- If all roads and the site's driveway are clear of floodwaters and debris, and there was no above floor flooding, the emergency has passed and the site can re-open;
- The Chief Flood Warden will advise all site managers that they can inform their staff that the site is open, and that clients and visitors can be informed that it is again possible to attend the site;
- In all messaging, it will be reiterated that under no circumstances should anyone drive through flood waters;
- If roads are clear but the building was affected by flooding, the buildings cannot be reoccupied until they have been properly cleaned and utilities checked by professionals before anyone can return to the site;
- When the Chief Flood Warden enacts the post-flood clean-up procedures for either external areas or the buildings:
 - A hazard assessment will be undertaken for the clean-up, safe work methods statements will be prepared and personal protective equipment supplied consistent with the known hazards which can be associated with floods:
 - Slips, trips and falls;
 - Sharp debris;
 - Venomous animals;
 - Contaminated water and sediments;
 - All flood-affected parts of the premises will be appropriately cleaned and utilities checked by professionals before anyone can return to the site;
- Following the re-commencement of the site activities, a de-brief will be held with key management staff and potentially Council flood staff or the NSWSES to discuss the flood event and response, including the use of this FERP, and review any emergency procedures;
- Changes may be made to the FERP and the requirements for future emergency response should the review identify any improvements which may be made.







References

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- Molino Stewart, 2021. 35 McPherson Road, Mardi Flood Risk Management Report. Prepared for: Yerin Aboriginal Health Services.
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Appendix A | Flood Emergency Response Plan Action Checklist

Stage	Trigger for Action	Action	Who is responsible	What is needed
Before a flood		Ensure the proper functioning and annual testing of the flood alarm system, including the river level gauge and associated warning siren and/or Public Address (PA) system	Yerin/ Chief Flood Warden	Flood alarm system components
		Ensure there is a visible warning sign installed at the entrance of the facility's driveway and at reception alerting entering vehicles and people about the possibility of flooding	Yerin/ Chief Flood Warden	Warning sign
		A flood warning sign will be kept on the premises. The sign should read a message to this effect: <i>The site is temporarily closed due to</i> <i>flood risk. For your own safety, leave the area immediately. The</i> <i>Facility will re-open once it is safe to do so.</i>	Chief Flood Warden	Warning sign
	a Always	Appoint a Chief Flood Warden and Flood Wardens and ensure that there is always someone in these roles, so that one would always be present on site if flooding is possible	Yerin/ Chief Flood Warden	
		Ensure the Chief Flood Warden and Flood Wardens are trained, including in how to monitor and interpret weather warnings and flood forecasts	Yerin/ Chief Flood Warden	
		Chief Flood Warden on site is to park in their dedicated parking spot at a relatively high point in the parking lot, close to the building	Chief Flood Warden	
		Ensure the facility's vehicles, including the 10-seater van with wheelchair access, are parked at a relatively high point in the parking lot, close to the building	Chief Flood Warden	
		Ensure the Chief Flood Warden and Flood Warden have the BoM Weather App on their phones with notifications turned on and are subscribed to any other available weather warning alert service so that they receive BoM severe weather warnings direct to their mobile phones	Chief Flood Warden/ Flood Wardens	Smart phones

The Bureau of Meteorology weather forecast and warnings will be checked each morning by the Chief Flood Warden and Flood Wardens	Chief Flood Warden/ Flood Wardens	Mobile phones/ computers with internet connections
A computer, tablet or smartphone with 4g/5g internet access and at least 8 hours independent power supply will be kept on site, fully charged, at all times and links to the BoM warnings page and Wyong River U/S Wyong Br gauge readings page will be saved in the device for easy access	Chief Flood Warden/ Flood Wardens	Computer, tablet or smartphone with internet connections
Facility management will maintain an updated register of all staff and visitors on site at any time, including names and phone numbers	Chief Flood Warden/ Flood Wardens/ Mangers	Register
The Chief Flood Warden is to maintain the Emergency Contact List in Appendix B of this report	Chief Flood Warden	Flood Emergency Response Plan/ Emergency Contact List
The Chief Flood Warden will discuss the FERP with all staff members in their staff inductions FERP and brief them on the flood evacuation procedures	Chief Flood Warden	Flood Emergency Response Plan
The facility is to keep a posted copy of this FERP in the staff kitchen and send all staff members electronic copies	Chief Flood Warden	Flood Emergency Response Plan
All staff will undertake annual flood emergency response drills	Yerin/ Chief Flood Warden	
Review this FERP every five years or following a flood	Yerin/ Chief Flood Warden	Flood Emergency Response Plan

	 Either: Severe Weather Warning issued by the BoM for very heavy rain that may lead to flash flooding for the Central Coast, OR Severe Thunderstorm Warnings for the Central Coast issued by the BoM, OR Heavy local rainfall observed 	During working hours: If the Chief Flood Warden is not on site, a Flood Warden on site will be nominated to act as the Chief Flood Warden	Chief Flood Warden	
		The Chief Flood Warden will monitor flood warnings, forecasts, and the BoM online river levels for the Wyong River Upstream of the Wyong Bridge every four hours	Chief Flood Warden	Mobile phone/ computer/ tablet with internet connections
		The Chief Flood Warden will alert all staff on site that the facility is actively monitoring for flooding, and evacuation may need to occur	Chief Flood Warden	
		The Chief Flood Warden will make sure that all staff are familiar with this FERP and the actions to be undertaken should a flood eventuate	Chief Flood Warden	Flood Emergency Response Plan
When a flood is possible		The Chief Flood Warden will ensure that, if required, the facility's 10- seater van with wheelchair access and any other facility vehicles, as well as the required drivers are available to transport clients and visitors without their own transport	Chief Flood Warden	Van
		The Chief Flood Warden will inform all of the facility's managers not on site of the possibility of flooding	Chief Flood Warden	Phones
		All facility managers will be informed to alert their staff who are not present on site that there is the possibility of flooding	All managers	Phones
		Staff on and off site will alert all clients and visitors scheduled for the day of the possibility of flooding	Staff	Phones
		Staff present with clients or visitors in the facility will inform them of the possibility of flooding and ensure that they and their clients can begin to evacuate the facility immediately if told to do so	Staff	
		Outside of working hours: The Chief Flood Warden will check flood warnings, forecasts, and the BoM online river levels for the Wyong River Upstream of the Wyong	Chief Flood Warden	Mobile phone/ computer/ tablet with internet connections

		Bridge one hour before facility opening to ensure the flood triggers have not been reached		
		Upon opening of the facility, the actions listed above will apply	All	
	Either:	During working hours: Evacuation is triggered and all site occupants are informed via the Public Address (PA) system or by the site's flood alarm system that they must evacuate immediately via the reception area	Chief Flood Warden	PA System and Flood Alarm System
During a flood	 There is heavy rainfall and water is observed flooding the southern end of the parking lot close to McPherson Road, OR A Flood Watch for the Wyong River/ Tuggerah Lake is issued by the BoM, OR The Wyong River reaches a level of 0.6 m AHD based on the BoM online river levels for the Wyong River Upstream of the Wyong Bridge, OR The site's flood alarm system is activated by Wyong River levels reaching a level of 0.6 m AHD 	The Chief Flood Warden will be at the reception area with the register of all people on site	Chief Flood Warden	Register
		As per the site inundation training, all staff, clients and visitors (as directed by the staff) will exit the site via the client entry by the reception and check out with the Chief Flood Warden upon exit	All	
		The Chief Flood Warden will record every person who has left in the register and will remind all drivers that under no circumstances they should drive through floodwaters	Chief Flood Warden	Register
		Any visitors without their own transport will be evacuated off site in the facility's vehicles driven by staff, including the 10-seater van with wheelchair access	Chief Flood Warden	Van
		The Chief Flood Warden will ensure that all people in the register have left the site, and contact anyone who has not been registered as having left the site	Chief Flood Warden	Register and phone
		The Chief Flood Warden will check the site for any remaining people for no more than ten minutes to ensure that no one is left on the premises before closing access to the site	Chief Flood Warden	
		The Chief Flood Warden will switch off the site's electricity at the main switchboard and the gas and water at the meters	Chief Flood Warden	Builing switchboard/ meters

Upon leaving, the Chief Flood Warden will post the sign at the property's driveway that states that the site is closed until further notice due to flood risk	Chief Flood Warden	Sign
Once the Chief Flood Warden has evacuated, they will contact all of the facility's managers and communicate that the site is closed due to flood risk until further notice	Chief Flood Warden	Phones
All facility managers will inform their staff that the site is closed and no one is to attend facility until flooding has passed	All managers	Phones
Staff members will inform their clients or expected visitors that the facility is closed and that they should not go to the facility until informed that is it open again	Staff	Phones
The facility will only re-open once there are no active weather warnings for the area, the rain has subsided, the driveway is not flooded, and Wyong River levels drop below 1.2 m AHD	All	
Outside of working hours: The Chief Flood Warden will contact all facility managers expected to go to the facility later in the day/ on the following day and communicate that the site will be closed due to flood risk until further notice	Chief Flood Warden	Phones
All facility managers will inform their staff and arrange for all clients and visitors to be notified that the facility is closed	All managers	Phones
The Chief Flood Warden will keep monitoring the BoM weather warnings and flood watch notifications every two hours	Chief Flood Warden	Mobile phone/ computer/ tablet with internet connections

	 All: There is no flooding over the facility's driveway, AND Wyong River levels drop below 1.2 m AHD, AND There are no active flood watches or weather warnings for the area, AND The rain has subsided. 	No one is to return to site if the NSW SES or Council advises it is unsafe to do so	All	
		The Chief Flood Warden will inspect the site to check if access roads and the driveway are clear and if the site was affected by flooding	Chief Flood Warden	
		If access roads or the driveway are not clear of floodwaters, the Chief Flood Warden will return for an inspection after at least one hour, and under no circumstances should anyone drive through floodwaters	Chief Flood Warden	
After a flood		If the roads and the site's driveway are clear of floodwaters but the driveway is blocked by debris, the Chief Flood Warden will organise for removal of the debris	Chief Flood Warden	Phones and contact information for clean up assistance
		If all roads and the site's driveway are clear of floodwaters and debris, and there was no above floor flooding, the emergency has passed and the site can re-open	Chief Flood Warden	
		The Chief Flood Warden will advise all site managers that they can inform their staff that the site is open, and that clients and visitors can be informed that it is again possible to attend the site	Chief Flood Warden	Phones
		In all messaging, it will be reiterated that under no circumstances should anyone drive through flood waters	All	
		If roads are clear but the building was affected by flooding, the buildings cannot be reoccupied until they have been properly cleaned and utilities checked by professionals before anyone can return to the site	Chief Flood Warden	Phones and contact information for clean up assistance

 When the Chief Flood Warden enacts the post-flood clean-up procedures for either external areas or the buildings: A hazard assessment will be undertaken for the clean-up, safe work methods statements will be prepared and persona protective equipment supplied consistent with the known hazards which can be associated with floods: Slips, trips and falls; Sharp debris; Venomous animals; Contaminated water and sediments; All flood-affected parts of the premises will be appropriately cleaned and utilities checked by professionals before anyone can return to the site; 	Chief Flood Warden	Cleaning supplies
Following the re-commencement of the site activities, a de-brief will be held with key management staff and potentially Council flood staff or the NSWSES to discuss the flood event and response, including the use of this FERP, and review any emergency procedures;	Chief Flood Warden/ Council/ NSWSES	Flood Emergency Response Plan
Changes may be made to the FERP and the requirements for future emergency response should the review identify any improvements which may be made.	Phones and contact information for clean up assistance	Flood Emergency Response Plan

Appendix B | Emergency Contact List

Name	Organisation	Role	Contact Details
Belinda Field	Yerin Eleanor Duncan Aboriginal Health Service	Chief Flood Warden	0431 545 667
Paul Hussein			0423 502 765
Jessica Wheeler			0422 179 970
Vicki Field	Yerin Eleanor Duncan Aboriginal Health Service	Flood Warden(s)	0405 440 715
Madeline Davey			0451 769 877
Breannon Field			0421 464 386
	Emergency Services	Fire/ambulance/police	000
	State Emergency Service	SES Local Controller	132 500
	Bureau of Meteorology	NSW Flood Warning Centre	02 9296 1511
	Central Coast Council	Customer Service Centre	1300 463 954
	Wyong Public Hospital	Medical	02 4394 8000
		Electricity Supplier	
		Gas Supplier	
		Water and Sewage Supplier	
		Telecommunications	
		Waste Collection	