

# NOTICE OF MEETING



## COMMUNICATIONS PANEL MEETING

A Communications Panel Meeting of Byron Shire Council will be held as follows:

Venue	<b>Conference Room, Station Street, Mullumbimby</b>
Date	<b>Thursday, 14 September 2017</b>
Time	<b>10.00am</b>

A handwritten signature in black ink, appearing to read 'Ken Gainger', is located in the bottom left area of the page.

Ken Gainger  
General Manager

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## CONFLICT OF INTERESTS

**What is a “Conflict of Interests”** - A conflict of interests can be of two types:

**Pecuniary** - an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to the person or another person with whom the person is associated.

**Non-pecuniary** – a private or personal interest that a Council official has that does not amount to a pecuniary interest as defined in the Local Government Act (eg. A friendship, membership of an association, society or trade union or involvement or interest in an activity and may include an interest of a financial nature).

**Remoteness** – a person does not have a pecuniary interest in a matter if the interest is so remote or insignificant that it could not reasonably be regarded as likely to influence any decision the person might make in relation to a matter or if the interest is of a kind specified in Section 448 of the Local Government Act.

**Who has a Pecuniary Interest?** - a person has a pecuniary interest in a matter if the pecuniary interest is the interest of the person, or another person with whom the person is associated (see below).

**Relatives, Partners** - a person is taken to have a pecuniary interest in a matter if:

- The person's spouse or de facto partner or a relative of the person has a pecuniary interest in the matter, or
- The person, or a nominee, partners or employer of the person, is a member of a company or other body that has a pecuniary interest in the matter.

N.B. “Relative”, in relation to a person means any of the following:

- (a) the parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descends or adopted child of the person or of the person's spouse;
- (b) the spouse or de facto partners of the person or of a person referred to in paragraph (a)

**No Interest in the Matter** - however, a person is not taken to have a pecuniary interest in a matter:

- If the person is unaware of the relevant pecuniary interest of the spouse, de facto partner, relative or company or other body, or
- Just because the person is a member of, or is employed by, the Council.
- Just because the person is a member of, or a delegate of the Council to, a company or other body that has a pecuniary interest in the matter provided that the person has no beneficial interest in any shares of the company or body.

### Disclosure and participation in meetings

- A Councillor or a member of a Council Committee who has a pecuniary interest in any matter with which the Council is concerned and who is present at a meeting of the Council or Committee at which the matter is being considered must disclose the nature of the interest to the meeting as soon as practicable.
- The Councillor or member must not be present at, or in sight of, the meeting of the Council or Committee:
  - (a) at any time during which the matter is being considered or discussed by the Council or Committee, or
  - (b) at any time during which the Council or Committee is voting on any question in relation to the matter.

**No Knowledge** - a person does not breach this Clause if the person did not know and could not reasonably be expected to have known that the matter under consideration at the meeting was a matter in which he or she had a pecuniary interest.

### Participation in Meetings Despite Pecuniary Interest (S 452 Act)

A Councillor is not prevented from taking part in the consideration or discussion of, or from voting on, any of the matters/questions detailed in Section 452 of the Local Government Act.

**Non-pecuniary Interests** - Must be disclosed in meetings.

There are a broad range of options available for managing conflicts & the option chosen will depend on an assessment of the circumstances of the matter, the nature of the interest and the significance of the issue being dealt with. Non-pecuniary conflicts of interests must be dealt with in at least one of the following ways:

- It may be appropriate that no action be taken where the potential for conflict is minimal. However, Councillors should consider providing an explanation of why they consider a conflict does not exist.
- Limit involvement if practical (eg. Participate in discussion but not in decision making or vice-versa). Care needs to be taken when exercising this option.
- Remove the source of the conflict (eg. Relinquishing or divesting the personal interest that creates the conflict)
- Have no involvement by absenting yourself from and not taking part in any debate or voting on the issue as if the provisions in S451 of the Local Government Act apply (particularly if you have a significant non-pecuniary interest)

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## RECORDING OF VOTING ON PLANNING MATTERS

### Clause 375A of the Local Government Act 1993 – Recording of voting on planning matters

- (1) In this section, **planning decision** means a decision made in the exercise of a function of a council under the Environmental Planning and Assessment Act 1979:
  - (a) including a decision relating to a development application, an environmental planning instrument, a development control plan or a development contribution plan under that Act, but
  - (b) not including the making of an order under Division 2A of Part 6 of that Act.
- (2) The general manager is required to keep a register containing, for each planning decision made at a meeting of the council or a council committee, the names of the councillors who supported the decision and the names of any councillors who opposed (or are taken to have opposed) the decision.
- (3) For the purpose of maintaining the register, a division is required to be called whenever a motion for a planning decision is put at a meeting of the council or a council committee.
- (4) Each decision recorded in the register is to be described in the register or identified in a manner that enables the description to be obtained from another publicly available document, and is to include the information required by the regulations.
- (5) This section extends to a meeting that is closed to the public.

**BYRON SHIRE COUNCIL**  
**COMMUNICATIONS PANEL MEETING**

**BUSINESS OF MEETING**

**1. APOLOGIES**

**2. DECLARATIONS OF INTEREST – PECUNIARY AND NON-PECUNIARY**

**3. ADOPTION OF MINUTES FROM PREVIOUS MEETINGS**

3.1 Communications Panel Meeting held on 6 July 2017

**4. STAFF REPORTS**

**General Manager**

4.1 Draft Emergency Communications Plan .....4

STAFF REPORTS - GENERAL MANAGER

**Report No. 4.1**      **Draft Emergency Communications Plan**  
**Directorate:**      General Manager  
**Report Author:**      Annie Lewis, Media and Communications Coordinator  
**File No:**      I2017/1285  
**Theme:**      Corporate Management  
                         Organisation Development

**Summary:**


The Draft Emergency Communications Strategy has been reviewed by ET and is ready to be placed on public exhibition.

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**RECOMMENDATION:**

**The Communications Panel recommends the Draft Emergency Communications Plan be put on public exhibition and if no non-supportive submissions are received, that it is adopted.**

**Attachments:**

1      E2017 64654 DRAFT Emergency Communication Plan(2), E2017/87747 , page 7  

**Report**

Donna Johnston wrote/updated the Draft Emergency Communication Plan (20 June 2017) prior to her leaving and it was discussed at the Communications Panel Meeting held on 6 July 2017. The recommendation from that meeting was:

*That the Draft Emergency Communication Plan is reported to Council as part of the Review of Natural Disaster Protocols Report.*

The plan was developed as part of the review of Ex Cyclone Debbie to provide guidance and support for future events.

While recognising that the administration is in the progress of developing a Business Continuity Plan, the Emergency Communication Plan has been developed to act as an interim internal document.

The plan also acts to support Part 1 the Council resolution 17-130 from 20 April, 2017.

**Mayoral Minute No. 8.1      Review of Natural Disaster Response Protocols  
17-130**

**Resolved** that a Natural Disaster report be brought to Council prior to the Winter that:

1. *Reviews and reports on Council extreme weather and disaster communication protocols, including:*
  - a) *Investigation on the use of SMS messaging to update, inform and alert residents at times of extreme weather events*
  - b) *Liaising with other high subscriber media outlets to provide as broad coverage as possible*
  - c) *Considering regularity of community updates that may include updates at least four times daily that include*
    - i) *status updates on Council controlled assets (including sporting centres, libraries and pools)*
    - ii) *infrastructure (including roads, bridges, causeways, parks and cycleways)*
    - iii) *updates provided by external organisations and essential and emergency service providers*
  - d) *Contracting extra temporary communication staff to support the work of permanent communication staff*
  - e) *Consideration of a register of residents located in close proximity to critical points be listed as a community contact*

The DRAFT Emergency Communication Plan is in addition to the Tweed Byron Local Emergency Management Plan (EMPLAN); the EMPLAN details arrangements for, prevention of, preparation for, response to and recovery from emergencies within the Tweed/Byron Local Government Areas.

Council's DRAFT Emergency Communication Plan details key personnel, actions, key message requirements and example messages; it is broken into three sections of:

- Prepare
- Response
- Recovery

The Communications Panel was asked to review the plan for input and support prior to it being reported to Council as part of the report to Resolution 17-130.

The Draft Plan was discussed at a Communications Panel meeting on 6 July where it was recommended it be deferred and reported back to the next meeting in August.

The Draft Plan also needed to be reviewed by the Executive Team and their staff. This has occurred and there have been no changes.

**5 Financial Implications**

Actions within the plan will require resources should they occur.

**Statutory and Policy Compliance Implications**

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None



# Emergency Communication Plan



DRAFT Byron Shire Council Emergency Communication Plan

#E2017/64654

## INFORMATION ABOUT THIS DOCUMENT

## (INTERNAL USE ONLY)

Endorsed by Byron Shire Council Executive team: XX

Document lead: Media Communications Coordinator

Review Timeframe: Yearly

## Document History

Doc No.	Date Amended	Details Comments eg Resolution No.
#E2017/6454		New

The Byron Shire Council Emergency Communication Plan is to be reviewed on a yearly basis by the Media Communications Coordinator in conjunction with the Local Emergency Management Officer, General Manager and Key Personnel.



DRAFT Byron Shire Council Emergency Communication Plan

#E2017/64654

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DRAFT Byron Shire Council Emergency Communication Plan

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## Purpose

This emergency communication plan is a guideline for Byron Shire Council in the event of an emergency.

This plan is in addition to the Tweed Byron Local Emergency Management Plan (EMPLAN); the EMPLAN details arrangements for, prevention of, preparation for, response to and recovery from emergencies within the Tweed/Byron Local Government Areas.

Reference:

<http://www.byron.nsw.gov.au/publications/local-emergency-management-plan-for-tweed-byron-emplan>

The Byron Shire Council Emergency Communication Plan supports the Tweed Byron Local Emergency Management Plan; it does not play a lead role other than when the emergency relates to infrastructure failure of water and sewerage.

## Definition - Emergency

An emergency is a situation that occurs within Byron Shire and is likely to result in harm to persons or damage to property or disruption Byron Shire Council services. This can include (but is not limited to) floods, storms, tsunamis, tidal inundation, fire, hazardous materials accident, health and terrorist event.

Examples of emergency events can include:

Minor	Loss of power to Council building BOM weather warning
Moderate	BOM severe weather warning Council infrastructure failure
Major	Fire in Council building Utilities failure Bush fire Flood Storm Coastal inundation / tsunami Pandemic Health event Act of violence - terror

## Trigger

The Emergency Communication Plan will be triggered at the request of the Local Emergency Management Officer or the General Manager.

## Media and communications focus

During an emergency event, Byron Shire Council's media and communication priority focus will be based on the following audiences:

1. Residents, visitors and staff
2. Local media
3. National media

**Media enquiries, Council communication tasks and engagement programs that are unrelated to the emergency event will be answered/resumed after the emergency event has passed.**

## Media spokes people

1. Mayor
2. General Manager
3. Local Emergency Management Officer

## What we know



No two emergencies will be alike.



Communication will need to be flexible.



Most emergencies occur with limited or no warning and can present an immediate threat to Byron Shire residents, visitors and staff.



An emergency may completely incapacitate Byron Shire Council operations and therefore, staff may not be able to respond or support the lead combat/responsible agency.



At the outset of an emergency, people expect authorities to have more information than they do.

Efforts to communicate accurately and quickly may mean some communications are incomplete.



Through social media, information and speculation can spread within minutes of an event.

## Communication aims

Within its media and communications, Byron Shire will aim to be:

<b>Specific</b>	<p>Specific about what is or is not known about the hazard.</p> <p>If the message is not specific enough about the "Who? What? When? Where? Why? How?" the public will spend more time seeking specific information to confirm the risk.</p>
<b>Consistent</b>	<p>A warning or update should be internally consistent; that is, one part of the message should not contradict another part. It should be consistent with messages that are distributed via other channels.</p> <p>To the extent possible, alerts/warnings should be consistent from event to event, to the degree that the hazard is similar.</p>
<b>Certain</b>	<p>Avoid conveying a sense of uncertainty, either in content or in tone.</p> <p>Confine the message to what is known, or if necessary, describe what is unknown in certain terms.</p> <p>Do not guess or speculate.</p>
<b>Clarity</b>	<p>Use common words that can easily be understood.</p> <p>Do not use technical terminology or jargon.</p>
<b>Accurate</b>	<p>Do not overstate or understate the facts.</p> <p>Do not omit important information.</p>

## Key personnel

For the purpose of communication during an emergency, key personnel are considered:

- General Manager
- Directors
- Manager Infrastructure Works
- Manager Community Services
- Manager Utilities
- Manager Open Spaces & Resource Recovery
- Manager Governance
- Manager IT
- Manager People and Culture
- Media Communications Coordinator
- Digital Media Communications Officer
- Team Leader Resource Recovery
- Customer Service Coordinator
- Manager Special Projects

## **Prepare – prior to emergency event**

The following key messages and actions will occur if an emergency event has forewarning eg. weather events

Key messages to include:

- What is the event
- When is it likely to occur
- Who is likely to be impacted
- How can people prepare
- Who are the emergency contacts
- How can people contact Council before and during the event

Staff who have a laptop to be reminded to take it home!

Mobile Wi-Fi services to be distributed to key personnel.

Cars to be fuelled.



Event level	Actions	Tasked to
Minor to moderate	1. Social media – organic post	Media & Communications
Minor to moderate	2. Council website Emergency Alert banner <ul style="list-style-type: none"> <li>• Check key information and hyperlinks are current and active within the Byron Shire Council website Emergency Alert</li> </ul>	Media & Communications
Minor to moderate	3. Council website home page <ul style="list-style-type: none"> <li>• Update Council website home page with information on access to services and council administration building and details of event and possible ramifications</li> </ul>	Media & Communications
Minor to moderate	4. Afterhours phone message <ul style="list-style-type: none"> <li>• If required, change the afterhours phone message to include known event information and who the caller should contact for additional assistance or where to go to find out more. See Appendix 4 for example</li> </ul>	Media & Communications
Moderate to major	5. Social Media - boost original post for 24 hours prior to the known event	Media & Communications
Moderate to major	6. Media release informing of potential emergency event	Media & Communications
Moderate to major	7. Council e-news – See Appendix 3 for example	Media & Communications
Moderate to major	8. Send SMS to available mobile phone numbers Mobile phone number source: pay parking	IT
Moderate to major	9. All staff email <ul style="list-style-type: none"> <li>• what to do</li> <li>• how to find out about access to work facilities</li> </ul>	People and culture



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Moderate to major	<p>10. Key staff – on standby</p> <ul style="list-style-type: none"> <li>Identify staff that will be on standby to support emergency services - infrastructure and administration.</li> <li>Inform where the potential emergency administration centre will be run from.</li> <li>Establish phone tree of who will contact who to relay changes in location</li> </ul>	Infrastructure Services and Corporate Management
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## **Response - during emergency event**

Key messages to include:

- What is the event
- Who is being impacted
- What should people do / What should they avoid
- Where should people go
- Who are the emergency contacts
- Where can people find out more information
- How can people contact Council before and during the event

### **Note:**

Due to the nature of the emergency event and the impact on Council staff, resources, facilities and utilities, the following actions may not be possible to undertake.

If emergency management headquarters cannot be established, Council staff will endeavour to operate remotely.

If no internet or power is available, Council staff will endeavour to be available by phone and setup Outreach Crews in areas of priority need to help relay key information to the community.

Event level	Actions	Tasked to
Minor to moderate	1. Update council website – front page info	Media & Communications
Minor to moderate	2. Social media – organic post <ul style="list-style-type: none"> <li>cross share lead combat agency posts</li> </ul>	Media & Communications
Moderate to major	3. Key staff and Councillors <ul style="list-style-type: none"> <li>SMS notification of emergency administration location centre</li> </ul>	Infrastructure Services
Moderate to major	4. Council website <ul style="list-style-type: none"> <li>Activate Byron Shire Council website Emergency Alert banner</li> <li>Create and or update web pages with key emergency information as required</li> </ul>	Infrastructure services / Media & Communications
Moderate to major	5. After hour's phone message	IT / Customer Service

# BYRON SHIRE COUNCIL

## STAFF REPORTS - GENERAL MANAGER

## 4.1 - ATTACHMENT 1

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Event level	Actions	Tasked to
	<ul style="list-style-type: none"> <li>Change the after hour's phone message to include known event information and who the caller should contact for additional assistance, and where to go to find out more. See Appendix 4 for example.</li> </ul>	
Moderate to major	6. Social Media – paid posts <ul style="list-style-type: none"> <li>Boost three update posts (AM , Midday and PM) for 6 hours</li> </ul>	Media & Communications
Moderate to major	7. Social Media – third party <ul style="list-style-type: none"> <li>contact local Facebook groups and encourage cross sharing</li> </ul>	Media & Communications
Moderate to major	8. Media releases <ul style="list-style-type: none"> <li>4 per day during the event and one day after – even if no updated information available</li> <li>See examples at Appendix 1 and 2</li> </ul>	Media & Communications
Moderate to major	9. Council e-news <ul style="list-style-type: none"> <li>Send AM and PM. See example at Appendix 3</li> </ul>	Media & Communications
Moderate to major	10. Send SMS to available mobile phone numbers <ul style="list-style-type: none"> <li>Mobile phone number source: pay parking</li> <li>One piece of information per alert</li> </ul>	IT / Media & Communications
Moderate to major	11. Key staff verbal debrief (end of day, or as required) <ul style="list-style-type: none"> <li>what occurred during the day</li> <li>what services are compromised (locality basis)</li> <li>what services are functioning</li> <li>continuing service priority focus</li> <li>hand over notes to be compiled and made available for following shift/day and sent to Councillors</li> </ul>	Infrastructure Services and General Manager
Moderate to major	12. Staff - email <ul style="list-style-type: none"> <li>what is happening</li> <li>how to find out about access to work facilities</li> </ul>	People and culture
Moderate to major	13. Staff - intranet <ul style="list-style-type: none"> <li>what is happening</li> <li>how to find out about access to work facilities</li> </ul>	People and culture
Moderate to major	14. Staff - SMS <ul style="list-style-type: none"> <li>what is happening</li> <li>how to find out about access to work facilities</li> </ul>	IT / People and culture
Moderate to major	15. Councillor update	Councillor Support /

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# BYRON SHIRE COUNCIL

## STAFF REPORTS - GENERAL MANAGER

## 4.1 - ATTACHMENT 1

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Event level	Actions	Tasked to
	<ul style="list-style-type: none"> <li>email and or phone AM and PM</li> </ul>	Infrastructure Services
Moderate to major	16. Council administration centre <ul style="list-style-type: none"> <li>place signage on front door if building is CLOSED or services are limited</li> </ul>	Customer Service / Community Services
Moderate to major	17. Council run services such as Childcare and libraries <ul style="list-style-type: none"> <li>Alert clients and customers via established communication channels and place signage on front door if building is CLOSED or services are limited</li> </ul>	Customer Service / Community Services
Moderate to major	17. Call centre <ul style="list-style-type: none"> <li>as soon as possible establish call centre for residents.</li> <li>Provide daily briefing notes for FAQs (as per media releases, and Council E-news = Community Update)</li> </ul>	Customer Service
Moderate to major	18. Council Outreach Crews <ul style="list-style-type: none"> <li>as soon as possible establish Outreach Crews to be deployed to priority areas to gather residents' priority needs.</li> </ul> Crews to have <ul style="list-style-type: none"> <li>Community Update</li> <li>Contact register (Name, address, mobile phone, email)</li> </ul>	Community Services
Moderate to major	19. Impact Survey <ul style="list-style-type: none"> <li>Consider need for impact survey to help provide information for government funding and or forward planning (eg water level heights)</li> <li>How will this be distributed? Web, E-news, Social media, Council Outreach Crews, Emergency Service Rapid Response Teams, Recovery Centres (when established)</li> <li>See Appendix 6 for example</li> </ul>	Community Services / Economic Development / Infrastructure
Moderate to major	20. Council administration centre <ul style="list-style-type: none"> <li>place signage on front door if building is CLOSED or services are limited</li> </ul>	Customer Service



## **Recovery - post emergency event**

Key messages to include:

- What was the event
- Who was impacted
- What is happening with the recovery process
- What support is available
- Where should people go for support
- What they need to do to qualify for support
- What should people do / What should they avoid  
what they can do if they have questions, concerns or complaints

Event level	Actions	Tasked to
Minor to moderate	1. Update council website – front page	Media & Communications
Minor to moderate	2. Social media – organic post <ul style="list-style-type: none"> <li>• cross share lead combat agency posts</li> <li>• Cross promote NSW Emergency response updates</li> </ul>	Media & Communications
Moderate to major	3. Social Media – paid posts <ul style="list-style-type: none"> <li>• Boost essential key services – 24 hours</li> <li>• Cross promote NSW Emergency response updates</li> </ul>	Media & Communications
Moderate to major	4. Social Media – third party <ul style="list-style-type: none"> <li>• contact local Facebook groups and encourage cross sharing</li> </ul>	Media & Communications
Moderate to major	5. Media releases <ul style="list-style-type: none"> <li>• As required when service changes to updates to network damage</li> </ul>	Media & Communications
Moderate to major	6. Council e-news <ul style="list-style-type: none"> <li>• As required when service changes to updates to network damage</li> <li>• Cross promote NSW Emergency response updates</li> </ul>	Media & Communications
Moderate to major	7. Staff - weekly email <ul style="list-style-type: none"> <li>• Update on damage and service availability</li> </ul>	People and culture / all managers
Moderate to major	8. Staff - manager update <ul style="list-style-type: none"> <li>• Weekly telephone Skype meeting for manager update</li> </ul>	Infrastructure Services / Community Services
Moderate to major	9. Staff - intranet <ul style="list-style-type: none"> <li>• Update on damage and service availability</li> <li>• Cross promote NSW Emergency response updates</li> </ul>	People and culture
Moderate to major	10. Councillor update	Councillor Support /

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Event level	Actions	Tasked to
	<ul style="list-style-type: none"> <li>Update on damage and service availability</li> <li>Cross promote NSW Emergency response updates</li> </ul>	Infrastructure Services
Moderate to major	11. Council run services such as Childcare and libraries <ul style="list-style-type: none"> <li>Alert clients and customers via established communication channels of available services and any damage to infrastructure that may impact services going forward</li> </ul>	Customer Service / Community Services
Moderate to major	12. Internal debrief meetings <ul style="list-style-type: none"> <li>Held on a weekly basis to enable sharing of information and to support community, media and councillor updates</li> </ul>	Infrastructure Services / Community Services
Moderate to major	13. Community debrief meetings <ul style="list-style-type: none"> <li>Co-host independently facilitated sessions in partnership with SES at impacted locations</li> </ul>	Infrastructure Services / Community Services
Moderate to major	14. Impact Survey – if not already undertaken during response phase <ul style="list-style-type: none"> <li>Consider need for impact survey to help provide information for government funding and or forward planning (eg water level heights)</li> <li>How will this be distributed? Web, E-news, Social media, Council Outreach Crews, Emergency Service Rapid Response Teams, Recovery Centres (when established)</li> <li>See Appendix 6 for example</li> </ul>	Community Services / Economic Development / Infrastructure

## Appendix 1 – Media release messages

Primary message to include:

- Identifying known hazards
- Where evacuation centres are located (if applicable)
- Where to get help
- How to report damage
- What Council infrastructure and services have been impacted
- What Council services are still operating as per usual
- Where else to get information
- How can residents help

### Roads

- What roads are closed or have caution
- Where to find information – My Road Info - <http://www.myroadinfo.com.au/landing.asp>
- How to report damage – Works Depot Phone 6685 9300 or Snap Send Solve app <http://www.snapendsolve.com/>
- Safety messages

### Example statements

*Byron Shire Council is urging residents and motorists to take care and plan ahead as severe weather hits the Shire.*

*A number of road closures are now in place, and **MyRoadInfo.com.au** is the best source of information for the latest updates on impacted roads.*

*"Traffic controllers are in place assisting local traffic .*

*XXX urged motorists to take notice of all signage and please do not try to access roads that have barricades and or signage that advises that roads are closed or water is across the road.*

*"Signage and barricades are put in place for safety reasons. We have had reports of people shifting the barricades and trying to gain access to roads.*

*"Whilst we appreciate that it can be frustrating in not being able to get to your destination, signage and barricades are put in place for safety.*

*"Due to the volume of call outs over the weekend, work crews need to prioritise work and some roads need to be closed whilst work is being carried out," he said.*

*Motorists are requested to phone the depot on 6685 9300 between 8am and 4pm to report concerns. You can also use the app Snap, Send, Solve to report information to council.*

### Waste

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- Domestic waste collection services – as per normal service, delayed or cancelled
- Byron Resource Recovery Centre – what waste is being collected, cost , opening hours
- Kerbside pick-up - locations, days, what to put out – what not to put out
- Skip bins – locations, what will we collect – warning about chemicals, gas bottles and asbestos

**Example statements**

*Council crews are also still continuing with the green waste kerbside collection as a result of XXXX. Additional contractors were put on last week to assist with the pickup, but the consistent wet weather is slowing the pickup down.*

*"The green waste collection is a one-off service. Council crews and contractors will not be returning to the areas that have already had their green waste collected," XXX said.*

**Water supply**

- All good to drink or no? => boil, bottle, other
- Service interruptions?

**Sewerage**

- Over flows?
- Working as per normal?
- Onsite septic systems – if impacted what should people do?

**Example statements**

*XXXX urged property owners with backyard septs to have their system checked by a licenced plumber.*

*Anyone with a septic system that has been compromised should avoid areas where sewage has overflowed. Agricultural or garden lime spread on the affected area can be used to minimise the likelihood of pathogens being transferred to humans and or the environment.*

*Septic systems and private pump stations that include an electricity supply, may need to have the system assessed by your regular service technician.*

**Flood pumps**

- Operational or not? What are the consequences?

**Community Infrastructure**

- Buildings

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- Libraries – damage, open, closed?
- Pools – damage, open, closed?

**Sports Fields**

- Open or closed?

**Beaches**

- Open or closed?

Example statements

*Beach accesses have also been affected, particularly in the .....*

*Many of the beach access are closed and residents and visitors are being asked to stay away from the beach escarpment.*

*XXXXXX said in some areas, there is a XX metre drop from the top of the dune escarpment down to the beach.*

*"The dunes are saturated, and especially during high tide, are likely to slump. People should not go to the edge of the dune to 'have a look' and take the risk of the dune collapsing under their weight.*

*"If a beach access is closed, please do not move the signage or disregard and try to reach the beach," XX said.*

**Community services Support**

- Disaster Welfare Assistance Information –locations
- Key hotline numbers

**Environmental Health**

- Are there health warnings in place? Mosquitoes?
- Low lying water?
- Sewage in flood water?

**Council administration centre**

- Are we open? If not, when?
- Business as usual or limited services

**Thank you to first responders**

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**Holding statements**

Example statements

*"We have implemented our emergency management plan, which places the highest priority on the safety of our residents and visitors."*

*"Our thoughts are with those who were in harm's way, and we hope that they are well."*

*"We will be supplying additional information when it is available and posting it on our website and Facebook..."*

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## Appendix 2 - Example media releases

### **Prepare - Severe Weather Warning- take care and plan ahead**

Byron Shire Council is urging residents and motorists to take care and plan ahead as severe weather hits the Shire.

A number of road closures are now in place and **MyRoadInfo.com.au** is the best source of information for the latest updates on impacted roads.

"With the Bureau warning of heavy rainfall and damaging winds across the Northern Rivers over the next two days, it is possible there will be road damage, including the formation of potholes, fallen trees and other debris blocking roads.

"Please beware that the condition of unsealed gravel roads may change very quickly," XXXX said.

"We urge the public to contact Council to advise of any unsafe conditions they come across in their travels.

"Do not under any circumstances drive through floodwaters.

"Please plan your journey, by checking the latest road information before you leave home," XXX said.

Byron Shire Council staff will continue to monitor the roads, coastline and waterways and erect signage and barricades where needed.

The SES are now taking calls for sandbagging assistance across the Shire, and can be contacted on **132 500**.

Keep up to date with weather warnings from the Bureau of Meteorology at <http://www.bom.gov.au/nsw/warnings/>.

For local emergency updates listen to ABC Radio.

To find out if the beaches are open or closed, visit [www.beachsafe.org.au](http://www.beachsafe.org.au).

If you need help during a wet weather event, please call the **NSW SES on 132 500**.

For **life threatening emergencies** call triple zero 000.

Fallen trees and road damage can be reported to Council during weekdays 8.30am to 4pm on 6685 9300. On weekends and after hours, phone 6622 7022.

Find out how you can prepare you home at NSW SES <http://www.floodsafe.com.au/>

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**Severe weather warning for the weekend**

A severe weather warning has been forecasted for the Northern Rivers coastline for the next two days.

According to the Bureau of Meteorology (<http://www.bom.gov.au/products/IDN20032.shtml>) damaging winds from the North East will average 60 to 65 kilometres with peak gusts in excess of 90 kilometres per hour, are possible Saturday afternoon through to Sunday.

Byron Shire Council's director of infrastructure services XXX said staff would be out monitoring roads, beaches and on call to help remove potential road hazards and put signage in place.

"Residents and visitors are reminded to be careful when driving, take notice of all signage and not cross flood waters.

"We're also expecting abnormally high tides and heavy surf which could see some damage to beach accesses and the coastal escarpment.

"If you are going for a beach walk, check the tides to make sure it is low and the access to the beach is available," XXX said.

To find out if the beaches are open or closed, visit [www.beachsafe.org.au](http://www.beachsafe.org.au).

Byron Shire Council staff will continue to monitor the coastline over the week and erect signage as needed.

**Severe weather could cause coastal erosion – people urged to watch for closure signs**

Byron Shire Council director of infrastructure services, XXXX, is urging residents and visitors to take extreme care when visiting the shire's beaches and take notice of signage at beach accesses over the coming days.

"The severe weather, east coast low and king tides, could result in rough and dangerous conditions and see our beaches closed due to coastal erosion.

"Whilst currently our beach profiles have a healthy amount of sand present, this could change quickly," he said.

XXX said staff would be monitoring the beach accesses over the coming days and put signage in place if the beach accesses needed to be closed.

"Even when the weather has eased, check the tides to make sure it is low and the access to the beach is available," XXX said.

Council crews have also inspected pumping stations and key drains in preparation for the heavy rainfall.

Residents and visitors are cautioned to stay away from swollen creeks and waterways and not cross flooded causeways or roads with water lying over the top.

Byron Shire Council staff will continue to monitor the roads, coastline and waterways and erect signage and barricades where needed.

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Keep up to date with weather warning at the Bureau of Meteorology at <http://www.bom.gov.au/nsw/warnings/>.

To find out if the beaches are open or closed, visit [www.beachsafe.org.au](http://www.beachsafe.org.au).

If you need help during a wet weather event phone the **NSW SES on 132 500**.

**For life threatening emergencies call triple zero 000.**

Fallen trees and road damage can be reported to Council during weekdays 8.30am to 4pm on 6685 9300. On weekends and after hours, phone 6622 7022.

Find out how you can be prepared for flood (<http://www.floodsafe.com.au/>) and storm events (<http://www.stormsafe.com.au/>) and put together your emergency plan (<http://www.seshomeemergencyplan.com.au/>).

### **Severe weather warning issued – Abnormally high tides**

Abnormally high tides have been forecasted for the Northern Rivers coastline.

According to the Bureau of Meteorology, the tides are expected to exceed the highest tide of the year and they have issued a severe weather warning. [www.bom.gov.au/nsw/warnings/severe.shtml](http://www.bom.gov.au/nsw/warnings/severe.shtml)

Council's director of infrastructure services, XXX said residents and visitors are reminded to be careful over the coming days when visiting the beach.

He said while it is human curiosity to "check out the beach" during these types of events, he cautioned people to be very careful.

"High tides could see someone caught against a coastal escarpment which can be a frightening and dangerous experience. If you are going for a beach walk, check the tides to make sure it is low and the access to the beach is available."

He also cautioned jumping off or sitting near the beach escarpments after a king tide event, as sand slumping could occur.

To find out if the beaches are open or closed, visit [www.beachsafe.org.au](http://www.beachsafe.org.au).

Byron Shire Council staff will continue to monitor the coastline over the weekend and erect signage where needed.

### **Flood waters – the smell, mould, septic and water**

As the flood waters recede and Byron Shire starts to dry out, we can expect our low lying areas to smell.

Byron Shire Council's environmental health officer, XXXX, said while the breaking down of organic matter and mud does smell, residents should contact Council if they are concerned or suspect another source of the odour e.g. sewage, pollution.

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"People should also stay out of stagnant puddles and pools of water as they could contain pathogens that can cause health problems," he said.

Pets can also transfer pathogens from polluted water, so keep them clean too.

XXXX urged property owners with backyard septic systems to have their system checked by a licenced plumber.

Anyone with a septic system that has been compromised should avoid areas where sewage has overflowed. Agricultural or garden lime spread on the affected area can be used to minimise the likelihood of pathogens being transferred to humans and or the environment.

Septic systems and private pump stations that include an electricity supply, may need to have the system assessed by your regular service technician.

XXXX said the other issue that may arise over the coming weeks was mould.

"For some people, mould and mildew can cause health issues and should be carefully removed and controlled as soon as possible. Also check beneath your house where water may lie stagnant undetected," XXX said.

For mould management advice, check NSW Health's website – <http://www.health.nsw.gov.au/environment/factsheets/Pages/mould.aspx> NSW Health also has information for Maintaining health during and after floods and storms see: [http://www.health.nsw.gov.au/emergency\\_preparedness/weather/Pages/yard-and-garden.aspx](http://www.health.nsw.gov.au/emergency_preparedness/weather/Pages/yard-and-garden.aspx)

Residents are also reminded that Council is recommending residents and visitors not to swim at local beaches, waterways and creeks following the recent flood because of water quality and submerged hazards. Beach water quality will be tested next week but submerged hazards can remain a long time.

Given the combined impact of flooding across the Tweed, Richmond and Brunswick Rivers, water quality could be compromised for a week or more.

People extracting water from creeks, waterways and rain water tanks that have been compromised by floodwater, are advised to bring their water to a rolling boil for several minutes before consumption. Rainwater tanks affected by flood waters should be emptied and cleaned before consumption or cooking.

Food businesses that have been compromised by flood water or electricity supply, are advised that food that has been out of temperature control longer than 4 hours should be disposed of. Food business owners needing advice on cleaning and sanitation of their premises can also contact Council for a risk assessment of their business.

Consumers should not consume food including packaged food, drinks and alcohol if they suspect it has been flood affected.

Call Council's Environmental Health Officers on 6626 7000 for further advice.

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## Appendix 3 - Example E-news

### Prepare – Flood warning

<http://www.byron.nsw.gov.au/newsletters/general-manager/2017-06-11>

### Flood warning and key information links

Please share with your family, friends and neighbours

- Flood information and road closures
- Flood Warning - Brunswick River at Billinudgel

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#### Flood information and road closures

Up to date road information for Byron Shire and surrounding areas is available at RoadInfo - you can also download the app.

For Byron Shire Council's after hours emergency number please contact 02 6622 7022.

For information on the Pacific Highway please contact the Roads and Traffic Authority on 132 701 or visit [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au).

Motorists are advised to proceed with caution on Byron Shire Roads as flash flooding may occur very quickly.

**UNDER NO CIRCUMSTANCES SHOULD MOTORISTS DRIVE INTO FLOOD WATERS.**

For emergency assistance contact the NSW State Emergency Service on **132 500**.

FloodSafe advice is available at <http://www.ses.nsw.gov.au/>

**Follow the NSW SES Facebook page** - <https://www.facebook.com/NSW.SES>

BPlus the Richmond-Tweed SES Facebook page - <https://www.facebook.com/NSW.SES.Lismore.City/>

**For life threatening emergencies, call 000.**

For the latest weather and flooding information listen to ABC Local Radio - 94.5 FM.

Additional information is available from the Australian Government Bureau of Meteorology:

- NSW Flood Warning Centre
  - River Heights
  - Radar
-

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**Flood Warning - Brunswick River at Billinudgel**Australian Government Bureau of Meteorology, **New South Wales****Minor Flood Warning for the Brunswick River Valley at Billinudgel**

Issued at 2:59 pm EST on Sunday 11 June 2017

Flood Warning Number: 2

Up to 132 millimetres has been observed in the past 24 hours to 2:30 pm this afternoon over the Brunswick River Valley.

Further rainfall is forecast for the next 24 to 48 hours and at this stage it is not possible to predict flood peaks because of uncertainty over how much more rain will fall.

**Marshall's Creek:**

Minor flooding is predicted along the Marshall's Creek at Billinudgel.

The Marshall's Creek at Billinudgel may reach the minor flood level (2.50 metres) Sunday evening.

**Flood Safety Advice:**

FloodSafe advice is available at [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au)

For emergency assistance call the SES on telephone number 132 500.

For life threatening emergencies, call 000 immediately.

**Next Issue:**

The next warning from the BOM will be issued by 08:00 pm EST on Sunday 11 June 2017.

**Latest River Heights:**

Location	Height of River (m)	Tendency	Date/Time of Observation
Marshall's Creek at The Pocket	2.18	Falling	02:55 PM SUN 11/06/17
Lacks Creek at Middle Pocket	2.99	Falling	02:41 PM SUN 11/06/17
Marshall's Creek at Billinudgel	1.68	Rising	02:51 PM SUN 11/06/17
Mullumbimby Creek at Mullumbimby Creek	0.92	Rising	02:53 PM SUN 11/06/17
Brunswick River at Durrumbul	2.72	Falling	02:55 PM SUN 11/06/17
Brunswick River at Mullumbimby (Federation Bridge)	1.11	Rising	02:55 PM SUN 11/06/17

This advice is also available by dialling 1300 659 218. Warning, rainfall and river information are available at [www.bom.gov.au/nsw/flood](http://www.bom.gov.au/nsw/flood). The latest weather forecast is available at [www.bom.gov.au/nsw/forecasts](http://www.bom.gov.au/nsw/forecasts).

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**Response – Flood update**<http://www.byron.nsw.gov.au/newsletters/general-manager/2017-06-13>**Flood weather update - Tuesday 13 June 2017**

Please share with your family, friends and neighbours.

- Byron Shire weather update – roads closed but no substantial damage to date
- Where can you get ongoing flood information?

**Byron Shire weather update – roads closed but no substantial damage to date**

Whilst no substantial damage was caused over the long weekend, road crews were out checking drains, pumps and filling potholes. The area of most concern over the past three days was the road works currently in progress on Ewingsdale Road, Byron Bay.

Crews attended the work site on Ewingsdale Road and filled potholes on two occasions at the Sunrise Boulevard intersection. However, pothole filling is only a temporary fix and with additional heavy down pours, they may reappear and need further filling until we can recommence the road works.

Staff also attended Orana Road in Ocean Shores following concerns over road work fill leaving the site during the heavy down pours. Investigations have shown that the temporary seal placed on Friday in an attempt to help protect the road construction works during the weather event, had unfortunately scoured away during the heavy rainfall and caused sediment runoff. Works are not expected to continue at this site for a number of days.

Most of the sewerage pump stations were working at capacity early this morning and at this stage there have been no reported overflows.

The flood pump at South Golden Beach was working over the long weekend and staff have been monitoring its performance.

Council has also delivered sand to the NSW SES Mullumbimby Unit should the heavy rain persist and sandbags are needed.

Council roads staff are continuing to assess known localised flooding locations, investigating enquiries from the public and collecting data about road closures; plus, attending blocked drains due to excess litter and palm fronds.

Information about road closures is being updated to MyRoadInfo (<http://www.myroadinfo.com.au/landing.asp>) and the following roads are currently closed in Byron Shire:

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**Closed**

**1. Blackbean Road (Closed)**

Water over road - DO NOT ENTER FLOOD WATER.

**2. Blindmouth Road (Closed)**

Water over road. Do not enter floodwaters.

**3. Coopers Shoot Road - at Byron Creek Rd (Closed)**

Water over road. Do not enter flood waters.

**4. Durrumbul Road (Closed)**

Water over road. Do not enter floodwaters.

**5. Left Bank Road (Closed)**

Water over road past Frasers Road - DO NOT ENTER FLOOD WATER.

**6. Palmwoods Road (Closed)**

Water over road. Please do not enter flood waters.

**7. The Pocket Road (Closed)**

Water over road. Please do not enter flood waters.

**8. Ticks Road (Closed)**

Water over causeway. Do not enter floodwaters.

**9. Upper Main Arm Road (Closed)**

Water over road at Leeson's Farm. Please do not enter flood waters.

**10. Upper Wilsons Creek Road (Closed)**

Water over causeways. Please do not enter flood waters.

**11. Whian Road - Lismore Shire border (Closed)**

Water over causeway. Do not enter flood waters. Closed at Lismore Shire border (Coopers Creek crossing).



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Motorists are advised to proceed with caution on all Byron Shire Roads as flash flooding may occur very quickly.

For information on the Pacific Highway please contact the Roads and Traffic Authority on 132 701 or visit [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au).

**Sports fields**

All sporting fields in Byron Shire are CLOSED.

**Waste**

Byron Shire Council's waste collection services are as per normal. Byron Resource Recovery Centre is currently open.

**Flood Warning**

Whilst the rain is easing, there is still a Flood Warning in place for the Brunswick River and Marshalls Creek catchments. Marshalls Creek at Billinudgel is expected to peak below minor flood level Tuesday afternoon.

**Emergency**

Life threatening emergencies, call 000

For emergency assistance contact the NSW State Emergency Service on **132 500**.

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Where can you get ongoing flood information?

**Bureau of Meteorology**

Warnings - <http://www.bom.gov.au/nsw/warnings/>

Weather forecast - [www.bom.gov.au/nsw/forecasts/](http://www.bom.gov.au/nsw/forecasts/)

And you can also download their weather app

**NSW SES**

For emergency assistance phone the NSW State Emergency Service on **132 500**.

Follow the NSW SES Facebook page - <https://www.facebook.com/NSW.SES>

Plus the Richmond-Tweed SES Facebook page- <https://www.facebook.com/NSW.SES.Lismore.City/> and Mullumbimby SES <https://www.facebook.com/SESMullumbimby/>

NSWS SES Richmond Tweed website - <https://www.ses.nsw.gov.au/regions/richmond-tweed/>

**Byron Shire Council**

Byron Shire Council website - <http://www.byron.nsw.gov.au/>

And find us on Facebook at <https://www.facebook.com/byronshire.council>

After hours emergency number: 6622 7022

During the week, Monday to Friday: 6626 7000

**ABC Local Radio - 94.5 FM**

ABC website - <http://www.abc.net.au/northcoast/>

ABC Facebook - <https://www.facebook.com/ABCNorthCoast/>

**Be Prepared**

The SES has some great information for how your home and business can be prepared and download their App. Go to <http://www.floodsafe.com.au/>



### Critical Information to remember

- Never drive, ride or walk through floodwater.
- Stack possessions, records, stock or equipment on benches and tables, placing electrical items on top.
- Secure objects that are likely to float and cause damage.
- Relocate waste containers, chemicals and poisons well above floor level.
- Activate your [Home or Business Emergency Plan](#).
- Keep listening to your local radio station for information, updates and advice.
- Keep in contact with your neighbours.
- Be prepared to evacuate if advised by emergency services.
- Act early as roads may become congested or close.

Source: NSW SES Critical information

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## Appendix 4 – After hours phone message

### Example – adapt to incident

Byron Shire Council is now closed.

Council's after hours emergency phone number is 6622 7022.

Information on the weather and flood warnings can be found on the Bureau of Meteorology's website under New South Wales at [www.bom.gov.au](http://www.bom.gov.au)

There is currently a minor flood watch warning in place for the Brunswick River and Marshalls Creek catchments.

For life threatening emergencies phone triple 0

For emergency assistance, phone the NSW State Emergency Service on **132 500**.

You can also find storm and flood information at the SES website at [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au)

And SES and Byron Shire Council are also on Facebook.

Please remember that we are all in this together and check in on your family, friends and neighbours

## Appendix 5 - key external information websites

### **Bureau of Meteorology**

<http://www.bom.gov.au>

- NSW warnings <http://www.bom.gov.au/nsw/warnings/>

### **NSW SES**

<https://www.ses.nsw.gov.au/>

- Storm safe <http://www.stormsafe.com.au/>
- Flood safe <http://www.floodsafe.com.au/>
- Tsunami <http://www.tsunamisafe.com.au/>
- Facebook page <https://www.facebook.com/NSW.SES>

### **NSW Rural Fire Service**

<http://www.rfs.nsw.gov.au/>

- Bush Survival Plan <http://www.rfs.nsw.gov.au/resources/bush-fire-survival-plan> ... includes app link on page
- Fires near me <http://www.rfs.nsw.gov.au/fire-information/fires-near-me>

### **Roads**

- My Road Info <http://www.myroadinfo.com.au/landing.asp>
- Live Traffic NSW <http://m.livetraffic.rta.nsw.gov.au/Search.aspx>
- Snap Send Solve <http://www.snapendsolve.com/>

### **Rous Water**

[https://www.rous.nsw.gov.au/cp\\_themes/default/home.asp](https://www.rous.nsw.gov.au/cp_themes/default/home.asp)

### **NSW Health**

<http://www.health.nsw.gov.au/Infectious/alerts/Pages/default.aspx>

### **Surf Life Saving**

<http://www.surflifesaving.com.au/>

- Beach safe <https://beachsafe.org.au/>

### **ABC Local Radio**

**94.5 FM**

- ABC website <http://www.abc.net.au/northcoast/>
- ABC Facebook <https://www.facebook.com/ABCNorthCoast/>

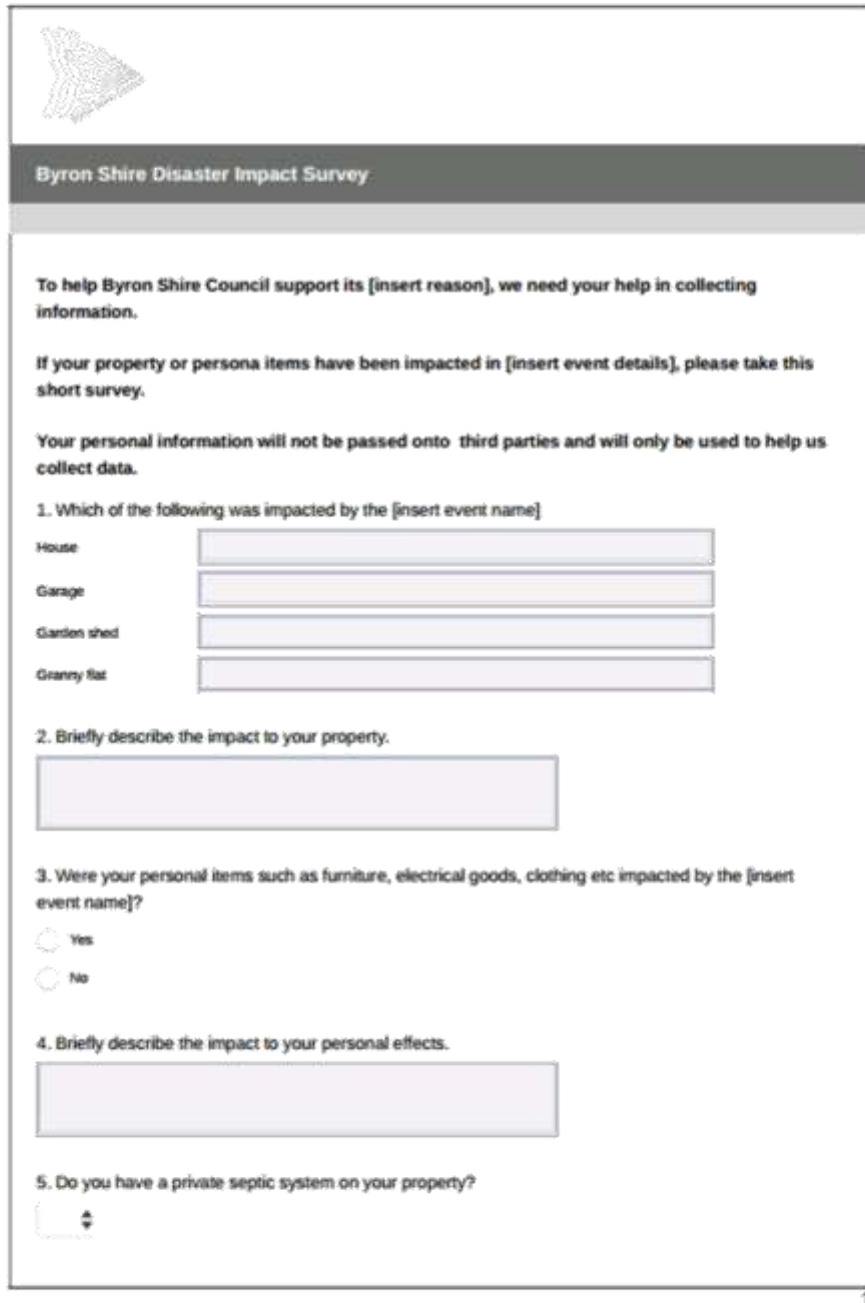


Northern Rivers Flood Recovery Services

Australian Government Disaster Relief Payment	The Disaster Recovery Payment is a one-off payment to provide immediate, short-term assistance to Australian residents adversely affected by disaster. To check for eligibility, please contact the Department of Human Services.	180 22 66
Department of Human Services - Centrelink	DHS provide Australian Government services and payments, and information on Government assistance available to people in crisis or whose circumstances have changed.	180 22 66
Disaster Welfare Services	DWS provide disaster relief grants to eligible individuals and families whose homes have been significantly damaged or destroyed. Provides assistance for those with limited financial resources and no insurance.	1800 018 444
Housing NSW	Housing NSW provides assistance with housing and accommodation for those affected by the floods.	1800 422 322
Australian Red Cross	Australian Red Cross provide personal support to those affected by the floods.	1800 812 028
NSW Mental Health	A free service has been established to help those affected by the floods and is available Mon to Fri 8am – 6pm. In person and telephone counselling is available and no referral is needed.	1300 137 934
Lifeline	Lifeline is available 24 hours for people experiencing personal crisis.	13 11 44
Small Business NSW	The Business Connect program provides advice on managing your business and accessing financial assistance.	1300 134 359
Services NSW	Services NSW will replace certificates and drivers licences at no cost to those affected by the floods.	13 77 88
Legal Aid	Legal Aid can provide free legal advice and minor assistance to people affected by disasters on a range of issues including insurance, tenancy and credit and debt problems.	1300 888 529
NSW Fair Trading	Fair Trading provides assistance & advice to consumers, tenants and businesses regarding fair and ethical practice.	13 32 20
NSW Rural Assistance Authority	RAA provide disaster relief low interest loans of up to \$130,000 to eligible primary producers and small businesses to eligible primary producers. They can also assist with Category C grant applications and enquiries.	1800 678 593
Insurance Council of Australia	ICA can help policyholders with general inquiries about the insurance claims process.	1800 734 621
NSW Environment Protection Authority	The EPA provide advice regarding waste disposal and contaminated land concerns.	131 555
Tweed Shire Council	<b>If you are unsure who to contact about an issue, please call your local council for assistance...</b> <a href="http://www.tweed.nsw.gov.au">www.tweed.nsw.gov.au</a>	02 6670 2400
Lismore City Council	<a href="http://www.lismore.nsw.gov.au">www.lismore.nsw.gov.au</a>	1300 87 83 87
Byron Shire Council	<a href="http://www.byron.nsw.gov.au">www.byron.nsw.gov.au</a>	02 6626 7000
Kyogle Shire Council	<a href="http://www.kyogle.nsw.gov.au">www.kyogle.nsw.gov.au</a>	02 6632 1611
Richmond Valley Council	<a href="http://www.richmondvalley.nsw.gov.au">www.richmondvalley.nsw.gov.au</a>	02 6660 0300
Ballina Shire Council	<a href="http://www.ballina.nsw.gov.au">www.ballina.nsw.gov.au</a>	02 6686 4444

## Appendix 6 – Impact Survey example

Available at: [https://www.surveymonkey.com/r/bsc\\_impact\\_survey](https://www.surveymonkey.com/r/bsc_impact_survey)



The image shows a screenshot of a survey form titled "Byron Shire Disaster Impact Survey". The form is designed to collect information about the impact of a disaster on property and personal items. It includes a header with the Byron Shire Council logo and title, followed by an introduction and a list of five questions. Questions 1 and 2 are about property impact, question 3 is about personal items, question 4 is about personal effects, and question 5 is about a private septic system. The form includes text input fields, a list of property types with corresponding input fields, and radio buttons for yes/no answers.

**Byron Shire Disaster Impact Survey**

To help Byron Shire Council support its [insert reason], we need your help in collecting information.

If your property or persona items have been impacted in [insert event details], please take this short survey.

Your personal information will not be passed onto third parties and will only be used to help us collect data.

1. Which of the following was impacted by the [insert event name]

House

Garage

Garden shed

Granny flat

2. Briefly describe the impact to your property.

3. Were your personal items such as furniture, electrical goods, clothing etc impacted by the [insert event name]?

☐ Yes

☐ No

4. Briefly describe the impact to your personal effects.

5. Do you have a private septic system on your property?

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6. If yes, was the septic system damaged or did it overflow?

7. Has your livelihood, ability to work or business been impacted by the [insert event name]?

8. Is your property covered by house insurance?

9. Do you have contents insurance?

10. Is there anything else you would like to let us know?

\* 11. What is the address of your impacted property?

House number

Street name

Suburb

12. How can we contact you?

Your name

Email

Phone

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