

Disaster and Emergency Committee Meeting

Date of meeting: 31 March 2022 Location: Council Chambers and by Audio-Visual Link Time: 6:30 p.m.

Meeting Date: 31 March 2022

AGENDA

- WELCOME
- APOLOGIES
- DECLARATION OF INTERESTS
- SECTION 1 Confirmation of Minutes
- SECTION 2 Reports for Determination

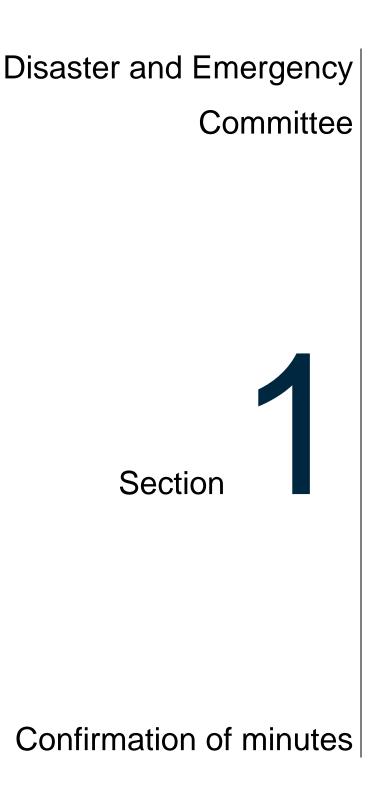
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DISASTER AND EMERGENCY COMMITTEE Meeting Date: 31 March 2022

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SECTION 1 - Confirmation of Minutes

ROC - Disaster and Emergency Committee Minutes - 7 September 2021 - (151940)

Minutes of the Meeting of the Disaster and Emergency Committee held by Audio-Visual link, on 7 September 2021, commencing at 5:30pm.

Present:	Councillor Barry Calvert, Hawkesbury City Council Councillor Patrick Conolly, Mayor, Hawkesbury City Council - Chairperson Councillor Emma-Jane Garrow, Hawkesbury City Council Councillor Amanda Kotlash, Hawkesbury City Council Councillor Mary Lyons-Buckett, Deputy Mayor, Hawkesbury City Council Councillor Paul Rasmussen, Hawkesbury City Council Councillor Peter Reynolds, Hawkesbury City Council Councillor Sarah Richards, Hawkesbury City Council Councillor John Ross, Hawkesbury City Council Councillor Tiffany Tree, Hawkesbury City Council Councillor Danielle Wheeler, Hawkesbury City Council Councillor Nathan Zamprogno, Hawkesbury City Council
In Attendance:	Mr Phil Bow, New South Wales Police Force Mr Jim Stewart, New South Wales Police Force Mr Kevin Jones, NSW State Emergency Service Ms Anne Leadbeater, Leadbeater Group Ms Karen Hodges, Rural Fire Service NSW Mr Stephen Yeo, Infrastructure NSW Mr Dean Betts, Resilience NSW Ms Elizabeth Richardson, Hawkesbury City Council Mr Laurie Mifsud, Hawkesbury City Council Mr Jeff Organ, Hawkesbury City Council Ms Linda Perrine, Hawkesbury City Council Ms Suzanne Stuart, Hawkesbury City Council Ms Meagan Ang, Hawkesbury City Council Ms Jackie Carr, Hawkesbury City Council Mr Charles McElroy, Hawkesbury City Council Ms Melissa Simpson, Hawkesbury City Council Ms Tracey Easterbrook, Hawkesbury City Council

APOLOGIES AND LEAVE OF ABSENCE

There were no apologies of leave of absence.

Councillor Calvert arrived at the meeting at 5:38pm.

Councillor Garrow arrived at the meeting at 5:42pm.

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Member	14/04/2021	7/9/2021
Councillor Barry Calvert	✓	✓
Councillor Patrick Conolly	✓	✓
Councillor Emma-Jane Garrow	✓	~
Councillor Amanda Kotlash	✓	✓
Councillor Mary Lyons-Buckett	✓	✓
Councillor Paul Rasmussen	Α	✓
Councillor Peter Reynolds	Α	✓
Councillor Sarah Richards	✓	✓
Councillor John Ross	✓	✓
Councillor Tiffany Tree	Α	✓
Councillor Danielle Wheeler	✓	✓
Councillor Nathan Zamprogno	✓	✓

Attendance Register of Disaster and Emergency Committee

Key: A = Formal Apology \checkmark = Present X = Absent - no apology

DECLARATION OF INTERESTS

There were no Declarations of Interests made.

CONFIRMATION OF MINUTES

RESOLVED on the motion of Councillor Zamprogno, seconded by Councillor Kotlash that the Minutes of the Disaster and Emergency Committee held on the 14 April 2021, be confirmed.

Item: 1	DE - Emergency Management - (151940, 95495)
Previous Item:	162, Ordinary (24 August 2021)
Directorate:	Infrastructure Services

Ms Anne Leadbeater from the Leadbeater Group provided the Disaster and Emergency Committee with a presentation on Reflection of Council's role in Emergency Management.

The Mayor, Councillor Patrick Conolly tabled a community member submission received from Council through YourHawkesbury-YourSay, attached as Attachment 2 to Item 1.

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OFFICER'S RECOMMENDATION:

That:

- 1. The Committee consider the information in the report addressing each part of the Resolution.
- 2. Identify matters for further action or resolution by Council.

COMMITTEE RECOMMENDATION

RESOLVED on the motion of Councillor Richards, seconded by Councillor Lyons-Buckett.

The Committee recommends that Council:

- 1. Receive and note the information in the Committee Business Paper Report.
- 2. Endorse, in principle, the establishment of the position of a dedicated Emergency Management Coordinator, to provide oversight and control of Councils role and responsibilities in Emergency Management including Planning, Preparedness, Response and Recovery.
- 3. Receive a report providing details of that role and the financial aspects of establishing that role on a permanent basis.
- 4. Receive an update on the advocacy seeking increased resilience for infrastructure, in particular electricity, during extreme weather events.
- 5. Allocate \$12,000 for the preparation and printing of the Emergency Management Guide to be distributed with the rates notices and highlight the Dashboard and seek a price from staff regarding a separate mailout as soon as possible.
- 6. Hold a workshop for Councillors, and invite Robyn Preston MP and Susan Templeman MP to participate:
 - a) To establish a protocol around engagement at the representative level between the 3 levels of government:
 - b) To define the role of Councillors in Emergency Management;
 - c) To compile a list of frequently asked questions received by Councillors from residents during and after extreme events, which can be incorporated into existing, or if necessary, new plans or policies;
 - d) To assess the need for sub-committees or working groups to address any identified gaps which may require further investigation and solutions; and
- 7. Revisit the options as to how we can support vulnerable communities access upgrades to their back up electricity supply for telecommunications towers.
- 8. Place on Council's website a link to Council's Emergency Management reports.

For the Motion:	Councillors Conolly, Lyons-Buckett, Calvert, Garrow, Kotlash, Rasmussen, Reynolds, Richards, Ross, Tree, Wheeler and Zamprogno.
Against the Motion:	Nil.
Absent:	Nil.

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Report for Hawkesbury City Council

REFLECTING ON COUNCIL'S ROLE IN EMERGENCY MANAGEMENT

Leadbeater Group Pty Ltd

Meeting Date: 31 March 2022

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Report for Hawkesbury City Council

Reflecting on Council's Role in Emergency Management

Background

The 2019/20 'Black Summer' bushfires started in the hottest and driest year on record and resulted in more than 24 million hectares of land being burnt acorss multiple Australian jurisdictions.¹

The Gospers Mountain fire is recorded as the largest bushfire in Australia's history from a single point of ignition. With a duration of 79 days, the fire burned more than 512,000 hectares² including 73.3 percent (2,035 square km) of the Hawkesbury local government area.

The impact of the bushfires within the Hawkesbury City Council LGA³ included:

- 1,846 sq km of bushland and forests affected by fire
- 5 sq km of agricultural area
- 13 houses damaged and 19 destroyed
- 29 outbuildings damaged and 65 destroyed

Bushfires were quickly followed by flooding of the Hawkesbury Nepean Valley, resulting in damage to approximately 463 properties, and a range of impacts to the agricultural and toursim industries along the Hawkesbury River that are yet to be quantified.⁴

In December 2020, Councillors of the Hawkesbury City Council were invited to participate in oneon-one telephone interviews to explore the contribution of elected representatives in responding to emergencies. Six councillors participated in interviews that canvassed communication and information-sharing, roles and responsibilities, priorities for response and recovery, contributions by Councillors, and future suggestions from Councillors for emergency management in the Hawkesbury region.

Following is a synopsis of the responses provided by Councillors together with a summary of key issues and observations that may assist in the further development of emergency management arrangements for Hawkesbury City Council.

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¹ Royal Commission into National Natural Disaster Arrangements Report, October 2020

² ABC Gospers Mountain Megablaze investigation, July 2020

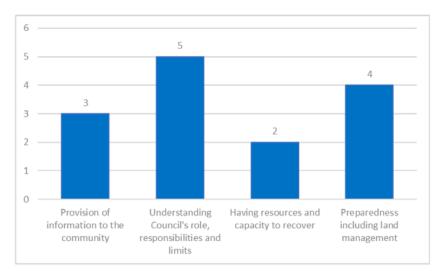
³ https://www.bushfirerecovery.gov.au/your-community/local-area-profiles#/map

⁴ <u>https://mapcentre-nswses.hub.arcgis.com/</u> Damage Assessment

Interview Responses

Top three priorities for emergency management?

Councillors were asked to consider the top three priorities for emergency management.



The most common response related to the importance of having a clear understanding of the role of Council in emergencies, including those things for which Council is responsible and the delineation between responsibilities of Council and other tiers of government. It was also noted that there is an assumption that '*Council can draw on what it needs, but there can be challenges that exceed local capability*,' so a realistic understanding of Council's limitations is also important, as well as a working knowledge of how neighbouring councils are responding.

There was also strong support for Council's role in preparedness. This included encouraging the community to have a level of understanding of the hazards and risks and to be prepared for major emergencies, as well as preventative work such as weed management, that could help to mitigate the impacts of a disaster.

The provision of information to the commity was seen as a priority and this included 'real time' provision of information, warnings and advice, with a *'round the clock'* focus on keeping Council's website and Facebook page up to date. It was observed that while it is not Council's job to run the emergency *'the lay person doesn't understand this and has an expectation of being informed.'* Promotion of the emergency dashboard was also identified as an opportunity to improve communication and information-sharing.

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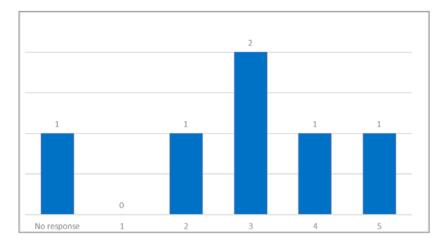
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In terms of developing and maintaining capability, there was a focus on having sufficient resources and capacity within Council to support recovery *'in any ways that Council can help.'* In terms of the type of support that may be needed, it was observed that *'recovery can be physical, mental, community-wide [and] individual; not just a Council perspective, but a community perspective.'*

Other priorities nominated by interview participants included supporting people with disabilities, including during evacuations; establishing centres for evacuation or disaster welfare; and the monitoring and upkeep of warning equipment.

Supporting bushfire response and recovery

Respondents were asked to assign a score out of five in terms of how successful Council had been in supporting bushfire response and recovery, with a score of 1 being 'not at all successful' and a score of 5 being 'highly successful'.



The purpose of this question was not to assess response and recovery but rather to identify the degree of consensus among Councillors about how successful Council's response and recovery efforts had been.

A majority of respondents assigned a score of 3 or above, and while none of the respondents scored the success of Council's support as a '1', there was a degree of variation among respondents' scores. This suggests there is not a consensus view among Councillors about the relative success of Council's response and recovery support.

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Council's contributions to response and recovery

Respondents were asked to identify Council's most important contributions to bushfire response and recovery. These included:

- Attending meetings (led by General Manager) and liaising with
 response agencies and communities
- Support to response agencies (manning phones, etc)
- Release of staff who had RFS responsibilities
- Community consultation meetings and recovery updates
- Local leadership and visibility of Councillors
- Discussion re new location of EM headquarters
- Helping with humanitarian aspects and supporting the community

presence on the ground was important and Council staff provided tremendous support..."

Having a physical

Key challenges

Interview respondents were asked to identify what they felt were the biggest challenges relating to response and recovery from Council's perspective. A summary of responses included:

- Support for people living in unapproved dwellings
- · Equality of access to information and social support
- Failure to call an evacuation
- · People don't understand who is responsible for what
- Unrealistic expectations of Council
- How to effectively use resources to help as many residents as possible
- Political infighting being detrimental to success
- Needed a proper emergency management plan with clear roles
- · Lack of local knowledge of responders, e.g. police
- · Sometimes grants and funding haven't worked for people
- Lack of locally available information via media and radio
- · Clean up response and build up of debris created issues for flooding
- Needed better collaboration with state agencies (including responders)
- Challenging local geography
- Need to create a 'go-to' contact list for emergency management and to consider a 'national cabinet' type model
- Increasingly urbanized society with little local knowledge of risks
- Not having locally-based staff (can look like you care but you don't understand)
- Need to look at the whole risk profile fires and floods
- The potential impacts of a major flood on critical infrastructure
- · Not having an evacuation centre meant that other services were not mobilised

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"Failure to call an evacuation meant that Council had to deal with a lot of issues that should have been the responsibility of state agencies."

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The most important role for Councillors

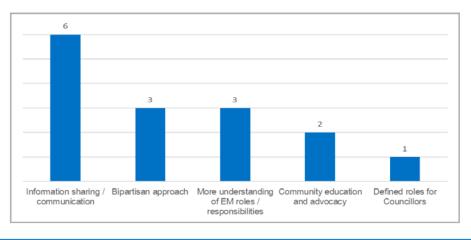
In considering the most important role for Councillors in an emergency, respondents identified a range of potential contributions, including:

- Being briefed regularly and staying informed so everyone is on the same page and knows the same information
- Understanding that people have different skills, knowledge and expertise
- Providing a supportive role identifying gaps, advocacy for residents, animal support, attending public meetings, gathering information and passing it on to the right people
- Providing leadership, expertise and local knowledge and legitimacy
- Demonstrating support and leadership and managing competing demands
- Leading public debate, education campaigns, championing political causes where needed and providing advocacy for those impacted
- Coordination of spontaneous volunteers

All respondents identified the critical importance of communication, and the role Councillors could play in ensuring they were kept up to date and well briefed so they could, in turn, effectively relay current and relevant information to their community and identify any communication / knowledge gaps.

What support do Councillors need

Interview respondents were asked to think about what Councillors need to support them in their roles during an emergency.



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"Be available, listen, be present at public meetings – gather information and pass it to the right people."

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100 percent of respondents felt that information sharing and communication were vital elements in supporting Councillors in their role. Respondents spoke about the need for 'effective, regular briefings – especially in such a dynamic environment,' 'keeping the lines of communication open,' having advance notice of public meetings, 'a single point of truth and presenting consistent information' and 'Councillors being kept informed and in the loop.'

A critical aspect for half the respondents was the need to better understand emergency management plans and responsibilities in order to enhance the effectiveness of Councillors in response and recovery. Suggestions included briefings on the emergency management structure, roles and responsibilities, and/or online training for Councillors to complete that is repeated each election cycle (as with Code of Conduct training).

Another key factor was the importance of a bipartisan approach between Councillors in maintaining trust and confidence within the community. It was noted that 'while Councillors represent different ideologies and parties, politics needs to be put aside during emergencies.' There was also a sense that politics could impede the flow and effective sharing of information.

It was noted by respondents that Councillors have a valuable role in community education and advocacy in relation to emergency management. Being well-informed about hazards, risks and mitigation options and having access to information and talking points that support expert advice can help to build consensus about the best approaches and inform decision making. Having agreed, defined roles during response and recovery could help to build the confidence of Councillors and facilitate their ability to support and advocate for their communities.

Future opportunities for emergency management within the Hawkesbury region

Interview respondents were asked what would make the biggest change to emergency management within the Hawkesbury City Council region. The following suggestions were provided:

'Have a Councillor or staff member based at the emergency coordination centre during a crisis in a liaison and collaboration role so that Council has a voice. A decision maker with delegated authority – the Council 'vest' in the ICC.'

'An emergency management centre complete with other services including ambulance, that fulfills the role of educating our community about vulnerability and risk. People need more education about living in the region and especially about [their] risk profile and impacts, and engagement with the challenges of living in the bush (loss of power, water, sewer, etc).'

^cCommunity electricity storage facility – this would impact on communication as well as utilities.

Overdevelopment is an issue for emergency management – land use planning should articulate why there can be no further development due to emergency risk. More clarity [needed] about whether land use planning rules should align with one in one hundred or probable maximum flood (PMF) levels.'

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Future opportunities (continued)

'Failure to call an evacuation - outside Council's control but this was a real low point.'

'There is a more strategic approach to messaging and clear information about flooding, but there was a degree of hesitancy about messaging re the fire. No sense that this wouldn't happen again.'

'Reliable communication – the current situation in the Northern Rivers with 15 flood rescues points to a failure of communication.'

'All Councillors coming together, understanding their role and working collaboratively.'

Summary

The impacts of the 2019/20 fire season have had a profound effect on individuals and communities within the Hawkesbury region and on Councillors and staff of the Hawkesbury City Council. In considering Council's response to this significant and dynamic disaster, it is important to acknowledge the immense efforts undertaken to implement existing plans and processes and the collaboration and innovation demonstrated in responding to unanticipated challenges.

Throughout the interviews that informed this report, there were some key themes that recurred in almost every conversation:

Information and communication

For Councillors to be effective representatives of their communities in a disaster, the importance of being able to regularly access timely, accurate, consistent information cannot be overstated. The community will look to their elected representatives as a trusted source of information and local knowledge, and in turn, will share their direct knowledge and experience of the disaster. This exchange of information can help build a more comprehensive understanding of impacts and needs during response and early recovery and in the longer-term.

Processes such as twice-daily briefings can be established early in the emergency so that Councillors are informed and up to date with emerging issues and arrangements and can confidently and consistently relay this information to their communities. Council will also be a vital source of local information for response and recovery agencies from other areas and levels of government.

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Recommendation: Establish a communication protocol for implementation during disasters and emergencies that will ensure Councillors have timely access to current information about response and recovery activities, and can provide input from their respective communities into emergency management arrangements. Agreement on a consistent process for communication – for example, twice-daily briefings via teleconference, at a predetermined time - would help emergency managers to know when information would need to be available and support the efficient and effective operation of the communication protocol.

Roles and responsibilities

Having a clear understanding of emergency arrangements, roles and responsibilities helps to build trust and confidence in the disaster response and avoids duplication, gaps and wasted resources. While Councillors may not have operational responsibilities, they can collaborate to play an invaluable role in facilitating communication, providing comfort to those affected, supporting morale and advocating for their communities.

Understanding the roles and responsibilities of other stakeholders can also help Councillors to manage community expectations and to direct the information and requests for assistance they receive from the community to the most appropriate agency or service.

Recommendation: Develop a concise module of training for new Councillors on emergency management arrangements at the local, state and national level and the role of key stakeholders in response and recovery. Provide Councillors with an annual training update, including information on the psychosocial impacts of disaster, and seasonal briefings on predicted disaster risk to help them to be prepared for the potential impacts of disaster on their constituents and the organisation.

Preparedness

The work undertaken in preparedness is a critical aspect in mitigating the effects of disaster. From a local government perspective, preparedness can include everything from encouraging individuals and households to take actions to minimise their risk of disaster through to strategic decisions about land use planning, business continuity, resourcing and protection of critical infrastructure.

Preparedness also includes organisational readiness. Having comprehensive arrangements and processes in place that are well understood, exercised and can be surged according to need help to ensure organisations are able to anticipate potential disaster impacts and respond effectively.

Recommendation: Identify opportunities to partner with relevant agencies (for example, Rural Fire Service, SES, Landcare, Red Cross) to promote a Council and community-wide understanding of risk and to improve preparedness for emergencies within the Hawkesbury region. Consider including *'implications for emergency management'* as a criterion for decision-making within Hawkesbury City Council.

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A bipartisan approach

The political elements of response and recovery represent a particular challenge for those who have been affected by a disaster. In the disruption and uncertainty that occurs during response, and the grief and distress of the recovery environment, differing political ideologies and opinions being expressed by representatives of one organisation can commonly be interpreted by those effected as conflicting information. The impact of receiving conflicting information in periods of high distress is generally increased levels of anxiety and anger, and diminished levels of confidence and trust.

Everyone wants the best outcome for their communities, and this is particularly true following a disaster. The ability to identify and endorse an agreed 'common ground' of principles, priorities and actions to facilitate recovery will help communities to feel universally supported by Council in ways that transcend political imperatives.

Recommendation: Through a collaborative process involving Councillors and staff, identify and endorse a role for Councillors during emergencies that reflects the National Principles for Disaster Recovery, mobilises the leadership skills and capabilities of elected representatives, and maximises the confidence of the community and the cohesion of the recovery effort.

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Acknowledgements

Sincere thanks to Councillors who participated in the interviews that provided the basis for this report. Your engagement with and consideration of the issues raised, and the experience and insights you provided are greatly appreciated.

Resources

National Principles for Disaster Recovery https://knowledge.aidr.org.au/resources/national-principles-disaster-recovery/

Evacuation Planning Handbook https://knowledge.aidr.org.au/resources/handbook-evacuation-planning/

AUS Red Cross - Communicating in Recovery <u>https://www.redcross.org.au/get-help/emergencies/resources-about-disasters/help-for-agencies/communicating-in-recovery</u>

Community Engagement for Disaster Resilience Handbook <u>https://knowledge.aidr.org.au/resources/handbook-community-engagement/</u>

Community Recovery Handbook https://knowledge.aidr.org.au/resources/handbook-2-community-recovery/

Resilience NSW (formerly Office of Emergency Management) Recovery Tool Kit https://www.emergency.nsw.gov.au/Pages/publications/guidelines-legislationpolicies/recovery/community-recovery-toolkit.aspx

Communities Responding to Disasters: Planning for spontaneous volunteers Handbook <u>https://knowledge.aidr.org.au/resources/handbook-spontaneous-volunteers/</u>

National Guidelines for Managing Donated Goods <u>https://dcsi.sa.gov.au/_______data/assets/pdf__file/0004/1894/national-guidelines-for-managing-donated-goods.pdf</u>

NZ Red Cross - Leading in Disaster Recovery: a companion through the chaos https://preparecenter.org/resource/leading-in-disaster-recovery-a-companion-through-the-chaos/

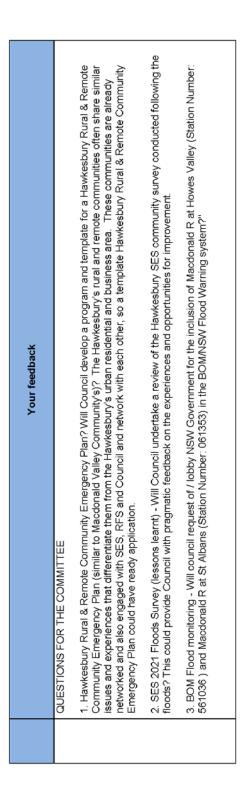
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A couple (A couple of items for the Disaster and Emergency Committee + a few questions.
FLOOD STUD The criticality of highlighted by	FLOOD STUDY- for awareness The criticality of Councils 2019 grant of \$147k for a Flood Study of the Macdonald River, Colo Rivers, Webbs Creek and Greens Creek is highlighted by the following points: 師
 SES Flood Bu River (local floo that at no point advisory, action 	• SES Flood Bulletins / Warning Alerts: in the 2021 floods only Flood Bulletins 1-3 of the 56 bulletins included localised advice for the Macdonald River (local flooding). Flood Bulletin #8, from 21 March onwards, with Colo River advice, included reference to Macdonald River levels. It appears that at no point in the public information distributed by SES was there advice or reference to the Macdonald River geographic area, that was of an advisory, action oriented or warning nature, as compared to other catchment locations. 300
Bureau of Mer system; therefor included in floo included up the issu Federal Govern Floodplain risk	 Bureau of Meteorology Flood Warning Monitoring: The Macdonald River is not included in the BOM/NSW Government flood monitoring/alert system; therefore, we do not receive SES Alerts. Two water level only monitoring stations exist at St Albans and Howes Valley, but are not included in flood alert monitoring. Robyn Preston MP - Member for Hawkeebury, was requested by the Macdonald Valley Association (MVA) to take up the issue of BOM/NSW Flood Warning system in 2020, after the February 2020 floods. Susan Templeman MP took up the issue with Federal Government and provided Federal Minister for the Environment's advice to the MVA, identifying and action under NSW Government Floodplain risk management process.
 Public aware receive the me postbox drops 	 Public awareness: NSW Government's myfloodrisk.nsw.gov.au does not address the extent of the local valleys and locations and residents receive the message "YOUR SUBURB IS NOT IN THE FLOODPLAIN". It's hard to imagine there is value for money in awareness programs, postbox drops and advertising trucks, when the system excludes us.
COMMUNITY	UNITY EMERGENCY MANAGEMENT - for awareness
Macdonald Val Associaiton ha Councils objec protection of lif and after an er Macdonald Val	Macdonald Valley community has a project underway to create a Community Emergency Response Plan. This initiative of the Macdonald Valley Association has some funding support from Council and the intent is that this compliments Council's Delivery Program 2017-2021 and to achieve Councils objective of "Meet the needs of our community through effective flood, fine and other natural disaster management plans that promote the protection of life, property and infrastructure." We know from experience that communities that plan and manage their own needs before, during and after an emergency recover more quickly and suffer less long term effects. The over-arching objective for this project is to support the Macdonald Valley community to become safer and more resilient toward the impacts from emergency events.

AT - 2 Tabled submissions received from Council through YourHawkesbury-YourSay

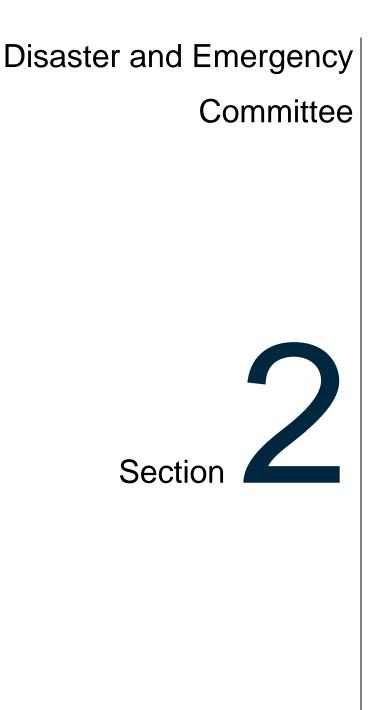
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Reports for determination

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Item: 001 DE - Emergency Planning Response March 2022 Flood - (151940, 95495)

Directorate: Infrastructure Services

PURPOSE OF THE REPORT:

The purpose of this report is to provide an update on the March 2022 flood event, including emergency management response and recovery activities. Representatives of key agencies including NSW SES, NSW Police, Transport for NSW, Fire and Rescue NSW, Resilience NSW and Infrastructure NSW have been invited to address the Committee and/or answer questions.

EXECUTIVE SUMMARY:

The Hawkesbury Local Government Area suffered from extensive inundation in the recent flood event with flood waters exceeding the March 2021 event to reach 13.8m at Windsor (the peak in the March 2021 event was 12.93m). This affected private properties, businesses, agriculture as well as Council managed public infrastructure and assets.

The clean-up and repair process is continuing and assessment of the full financial impact is not yet finalised.

At this stage, After Action Reviews have not been undertaken. The Emergency Operation Centre (EOC) was operational up until Monday 28 March and remains at standby, at the time of writing this report, with the Hawkesbury and Colo Rivers currently under flood warning. Information to inform the After Action Reviews will continue to be collated.

Whilst on standby for further rainfall, management of the flood impact has moved largely to the recovery phase with local and regional recovery committees now established. Council in conjunction with NSW Engineering Services (Public Works Authority) is now coordinating the flood waste removal.

RECOMMENDATION:

That the Disaster and Emergency Committee:

- 1. Consider the information in the report relating to Emergency Planning and Response.
- 2. Receive the presentations from relevant agencies; and
- 3. Identify matters for further action or resolution by Council.

BACKGROUND

This report outlines general information on aspects and status of the flood, response and current recovery works.

1. Key learnings from the 2022 floods

Council and agencies applied many of the learnings from the 2021 Flood to the March 2022 event. Whilst efforts are currently directed to ongoing clean-up and recovery, there will be a number of "After Action Reviews" undertaken (by agencies and Council) to collate the issues and identify any deficiencies or areas that can be improved on in future events.

The Committee may wish to identify any issues that can then be listed for consideration in those reviews.

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At this stage it is considered too early to identify learnings, and further reports will be prepared for Council to consider.

2. Scale of Damage across the Local Government Area

The following information on damage is provided.

NSW SES, NSW RFS and NSW Fire and Rescue have undertaken an area wide impact assessment (including private properties).

٠	Building Impact assessments	3,516
٠	Water Inundation	805
٠	Not Habitable	288

3. Scale of Damage to Council's Assets and Sources of Recovery Funding

Council managed assets have also suffered significant impacts and damage.

Impact assessments are continuing, however the following outlines some of the key assets affected: -

Council Buildings

Whilst the extent to which Council buildings were inundated by flood waters was higher than 2021, the impact to Council was significantly reduced by Building Services preparatory works which included the removal of critical equipment from buildings prior to inundation.

At the time of writing this report:

- 45 Buildings were affected
- 26 Reopened
- 4 Partially opened

15 buildings have suffered significant damage or have safety issues. These are estimated to be operational progressively over the next six weeks.

With respect to funding the restoration works, insurance claims will be made for eligible works.

Significantly damaged buildings (including electrical boards and controls) include sports and amenity buildings at:

- Colbee Park (three buildings)
- Deerubbin Park
- Bensons Lane (four buildings)
- In a number of cases floodlighting and irrigation systems have been impacted due to inundation and this is impacting on grounds use.
- Significant damage to Lower Portland Boat ramp public toilets and Macquarie Park House.
- Significant damage also remains from last Flood to the Power Boat Clubhouse (Governor Phillip Park).

Parks/Reserves

Damage has occurred to riverside parks, including sedimentation build up, playground damage, bank slump/erosion and amenity building damage. Key sites affected include:

• Navua Reserve - Contractors have started to clean mud from the roadway, car park, shelters and toilet block.

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- Yarramundi Reserve Contractors have started to clean mud from the roadway, shelters and toilet block. Further works planned include the regrading of the car park, replacing signs and bitumen surface on the southern side.
- Hanna/Hawkesbury Park Contractors have cleared pathways, cleaned toilets and shelters. Further works planned include the reconnection of BBQ's. The canoe launching facility will be assessed as water levels recede.
- Governor Phillip Park Contractors have cleared pathways, cleaned toilets and shelters. Further works planned include repairs to the playground, reconnection of BBQ's, toilets made operational and jetty cleaned.
- Macquarie Park Contractors have cleared pathways, cleaned toilets and shelters. Further works planned include repairs to the playground, reconnection of BBQ's and the cleaning of the canoe launching facility.
- Church Street Reserve Contractors have cleared pathways, cleaned toilets and shelters. Further works include repairs to the playground.
- Howe Park Bank slump expanded.
- Windsor Wharf Contractors have cleared roads and pathways. Further works planned include the reconnection of the sewer pump. Arrangements have been made with the EPA to retrieve the pontoon which was located at Gunderman.
- Smith Park Contractors have cleared pathways, cleaned toilets and shelters. Further works planned include the reconnection of BBQ's and toilets made operational.
- Churchills Wharf Reserve Major slump to be reinstated.
- Bradley Road Reserve Works planned include repairs to the playground.

These facilities were closed for public use due to health and safety risks and lack of operational amenities. Works are underway to enable reopening.

Waste Management

No damage to Council's Waste Management Facility (WMF) at South Windsor occurred and the WMF is currently accepting flood damaged waste free of charge. The WMF is also operating as a transfer station accepting flood waste transported by Defence and Public Works Authority (PWA). Use of the transfer station by PWA allows for increased turnaround times for properties where bins are the appropriate waste strategy e.g. caravan parks and sites where kerbside rubbish collection is not safe.

To date over 1,000 tonnes of flood waste has been removed and transported by PWA either directly to Kemps Creek or via the temporary transfer station at South Windsor.

In order to manage a number of risks, including WHS, productivity and impact on the general community, a booking system has been implemented for the WMF for all waste streams and the winding back of this will be reviewed as the peak of the Flood clean up passes.

Sewer Assets

<u>Network</u>

With the exception of some minor damage to access roads, retaining walls and a pump, 20 of 27 pump stations remained operational throughout the flood event, excepting some minor interruptions of generally less than 3 hours, most commonly due to blown fuses. Seven pump stations lost power and could not be accessed to refuel generators or did not have backup generators.

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There was a sewer choke which occurred in North Street, South Windsor. Due to the inundation of the pump station, it was only once river levels had receded that the presence and location of the choke could be determined and removed with disinfection taking place following the clearance.

Sewage Treatment Plants

South Windsor Treatment Plant was moderately impacted by the following:

- Inundation of tertiary treatment plant consisting of the UV disinfection
- Loss of power for 21 hours resulted in loss of some biological processes
- No access between 8 and 10 March 2022 due to floodwaters.

McGraths Hill was significantly impacted by the following:

- Minor electrical equipment inlet and outlet flow meters destroyed due to inundation
- Irrigation pumps, controllers and flow meters relocated prior to flooding and stored for duration of flooding
- Internal roads damaged by floodwaters
- Crops destroyed
- Loss of power between 3 and 7 March and 8 and 11 March 2022.

Road and Civil Infrastructure

Significant/notable damage has occurred across Council's road network with notable impacts at:

- Freemans Reach Road (currently being repaired)
- Cornwallis Road flood structure sustained further damage in this year's flood
- Greens Road remains largely unchanged from 2021 flood damage, there has been some minor extension of the failures experienced in March 2021 however these are expected to be repaired utilising the existing design and contractor
- Settlers Road significant road embankment failure adjacent to the Thomas James historic bridge and approximately 150m long landslide. Working with Central Coast Council to remediate and restore access
- St Albans Road carriageway has been compromised and road embankment eroded at several locations
- Valley Way, Glossodia significant damage to culverts, engineering assessment complete, contractor to be engaged due to scope of works
- Old Pitt Town Road Evacuation Route permanent restoration required
- Upper Colo Road several significant landslips/slides impacting both the road formation and upslope failures falling onto road.

Council Staff are continuing to assess the road network with both Council staff and contractors undertaking repairs and inspections across the network.

The nature of the damage from this event, compared with the 2021 event, is different and it is worth noting this difference. Due to the significant, heavy and intense rainfall across the region in the lead up to and during the flood event, flash flooding and landslides were far more common place and this has led to delayed access and further problems with isolation, resupply and restoration of power. It is anticipated that this will also slow the recovery as additional investigations and slope stability assessments may be required before commencing restoration works.

Unlike previous events, the concurrence of major riverine flooding and localised flash flooding highlighted, at the time, concerns with the evacuation route for Pitt Town. Alternative routes were explored and this issue in particular was noted for review following the recovery effort. This will be included in the relevant after action review with State Agencies.

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Animal Shelter

Animals from the shelter were relocated to other facilities until the flood evacuation warning was lifted.

Funding

Many of Council's building assets are insured and claims will be made against policies in the first instance.

Under the Natural Disaster Funding Arrangements Council is eligible to claim for urgent restoration and repair works to road and drainage assets (critical public infrastructure) and documentation has been maintained to enable claims. Damages requiring permanent restoration will also be lodged for assessment and approval.

A number of other restorations particularly of parks are generally not eligible for disaster funding and these works will, where possible, be met from operational budgets or other grant funding. At this stage it is not possible to put a reliable figure on the damages sustained to public assets.

4. Operational Service Impacts

Waste Management

Kerbside waste collection services were disrupted by the floods due to a range of factors including isolation of communities, loss of access, staffing constraints and increased waste transport distances.

During the loss of access across the river, putrescible waste was disposed of at Lithgow City Council's Waste Management Facility. The increased travel times contributed to and compounded the disruption of scheduled services. This has been identified as an ongoing business continuity risk and alternative options to remove the need to travel such distances will be explored.

Other Services

Council closed the majority of its services during the course of the Flood event, generally between 2 March and 14 March 2022, including:

- Customer Service
- Libraries
- Gallery
- Museum
- Visitor Information Centre
- Waste Management Facility
- Richmond Pool and Oasis Aquatic and Fitness Centre
- Community Nursery
- Animal Shelter.

Contingency plans were implemented to maintain critical services such as waste management, sullage services, Council's Call Centre (which has operated seven days a week since the commencement of the event) and maintenance staff who, along with plant and materials, were based on each side of the river to permit responses to flooding roads, requests to close roads and maintenance of public infrastructure where it was possible and safe to do so.

Emergency Operations Centre

The Emergency Operations Centre (EOC) was activated, in consultation with the Local Emergency Operations Controller (LEOCON) and Local Emergency Management Officer (LEMO), on Wednesday 2 March 2022 and continued to operate until Monday 28 March 2022.

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Council supported the EOC with Liaison Officers (LOs) and administrative support throughout its period of operation. The presence of Council LOs and LEMO greatly improved the operations and expediency of support to the combat agency (SES) and LECON throughout the response phase of the emergency.

5. Update on Review of Policies, Plans and Procedures for disaster and emergency response

Following the After Action Review for the 2021 Floods a number of improvement opportunities were implemented during this year's event, of particular note were the learnings from the flood waste cleanup resulting in early engagement and planning between Council and Public Works Advisory allowing clean-up to commence as soon as flood waters receded.

Other improvement opportunities implemented include:

- Transport for NSW resources were focused on maintaining critical transport routes e.g. Bells Line of Road, to ensure access for communities west/north of the river were maintained throughout the event
- Availability of sandbags, despite the demand exceeding anticipated supply. This is a learning that will be incorporated into future emergency planning
- Access to information regarding the impacts on the MacDonald Valley from locally based maintenance staff
- Early preparation of hard copy flood recovery information that could be distributed to the community by the agencies (SES, RFS, FRNSW and ADF) conducting Rapid Damage Assessments; including translated information to support CALD communities across the LGA
- Early activation of the online flood recovery information on Council's website to support the community in accessing information regarding flood recovery support services and funding available.

Other reviews completed or planned include:

- Hawkesbury City Council Local Emergency Management Plan was endorsed by the North West
 Metropolitan Regional Emergency Management Committee on 3 February 2022
- After Action Review will be conducted in due course when agency resources have completed current recovery efforts
- Council After Action Review will also be conducted as resourcing permits
- Hawkesbury City Flood Emergency Sub Plan has been reviewed by the Local Emergency Management Committee with feedback provided to SES Metro.

COMMUNITY ENGAGEMENT

Having three Floods within the past two years has highlighted the significance of the issue of flooding to the Hawkesbury Local Government Area. In order to further understand and give consideration to the issues experienced by the local community with respect to the March 2022 Flood event, Council through the Disaster and Emergency Committee has called for input from the Community.

The details of the engagement include:

- A survey was set up on Council's online engagement platform Your Hawkesbury Your Say under Council Committee News. The survey opened on 22 March 2022. At the date of preparing this report 93 submissions were received and are attached in Attachment 1 to this report.
- A Facebook post was shared on Hawkesbury City Council Facebook page on 22 March 2022. The post reached 7,979 people with engagement of 828.

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• A media release was shared by Hawkesbury City Council to media outlets and placed on the Council website on 24 March 2022.

A summary of the key points raised in the comments received include:

- Issues with evacuation routes
- Timing and certainty around bridge closures and process to close
- Issues with loss of power and knowing when power would be cut
- Issues with services (sewer) during event
- Issues with loss of telecommunications in certain areas (e.g Lower Macdonald and Upper Colo)
- Need for more upto date information (especially road closures and releases from Warragamba Dam)
- Issues with evacuation notices
- Issues with local drainage systems
- Lack of medical services west of the river during event distances to travel to access services and work during event
- Better prepared for event given 2020 and 2021 flood events
- Impacts to sporting fields and infrastructure, and access to clean up afterwards
- Collection of flood debris and waste
- Warragamba Dam Raising (both for and against and querying assumptions) and management of Dam.

All of the submissions received are attached as Attachment 1 to this report. Additional submissions which have been received after this report is prepared and will be tabled at the meeting.

ATTACHMENTS:

AT - 1 Submissions received from community during Public Exhibition - (*Distributed under separate cover*).

0000 END OF REPORT 0000

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Item: 002 DE - Update on Floodplain Management Projects - (151940, 95498)

Directorate: City Planning

PURPOSE OF THE REPORT:

The purpose of this report is to provide an update to the Disaster and Emergency Committee on Council's floodplain management projects, and to recommend that a working group of the Disaster and Emergency Committee be formed to provide advice to Council on Council's grant funded floodplain management projects.

EXECUTIVE SUMMARY:

This report provides an update on the three current floodplain management projects that Council has underway, details relevant NSW Government floodplain management policy processes, including the NSW Floodplain Development Manual. The report recommends the establishment of a working group to the Committee to provide advice to Council on its grant funded floodplain management projects as detailed in the recommendation.

RECOMMENDATION:

That the Disaster and Emergency Committee:

- 1. Receive and note the information.
- 2. Recommend the formation of a working group to the Committee to act as an advisory group for Council's grant funded floodplain management projects, including:
 - a) Review of Hawkesbury Floodplain Risk Management Study and Plan 2012 (Scheduled for completion in December 2022).
 - b) Flood Study and Floodplain Risk Management Study and Plan Macdonald and Colo Rivers, Webbs and Greens Creeks (Scheduled for completion in December 2022).
 - c) Redbank Creek Flood Study and Floodplain Risk Management Study and Plan (Scheduled for completion in September 2023).

BACKGROUND

Floodplain Risk Management Projects:

As outlined in numerous strategies and documents, the Hawkesbury-Nepean Valley has one of the most significant flood risk exposures within Australia. The risks to both property and people resulting from flooding in the Valley have been recognised for some time. The Hawkesbury-Nepean Floodplain Management Strategy was prepared under the guidance of the State Government. The Strategy was developed to enable all levels of government and the wider community to recognise more fully, and respond more appropriately to the flood risks in the Valley.

An important outcome of the Hawkesbury-Nepean Floodplain Management Strategy was a Regional Floodplain Management Study which provided tools to assist each council in the Valley to develop its own local floodplain risk management plans. This included preparation of a flood hazard definition tool and a set of best practice guidelines covering land use planning, subdivision and building on flood prone land.

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The Hawkesbury Floodplain Risk Management Study and Plan 2012 built on the significant work undertaken at that stage at the regional level. Although the Council of the day in 2012 did not adopt the town planning section of the Hawkesbury Floodplain Risk Management Study and Plan 2012, the Plan was prepared to advance local floodplain management initiatives including the revision of local planning policies and the provision of advice to Hawkesbury City Council and the State Government concerning the evacuation risk exposure of future development proposals. Council prepared and adopted the new Flood Policy 2020 based on these considerations.

Since the completion of the Hawkesbury Floodplain Risk Management Study and Plan 2012, Infrastructure NSW developed and released the Hawkesbury-Nepean Regional Flood Study in 2019. The Infrastructure NSW Regional Flood Study represents the best available data and information with respect to flooding on a regional basis within the Hawkesbury-Nepean Valley. Infrastructure NSW is also currently undertaking further flood modelling work and is preparing a 2D Flood Model for the Hawkesbury-Nepean Valley.

Given these new flood studies and data, plus the fact that the Hawkesbury Floodplain Risk Management Study and Plan 2012 was approaching ten years since its preparation, Council applied for and was successful in obtaining funding under the NSW Floodplain Management Grants Program to review the Hawkesbury Floodplain Risk Management Study and Plan 2012.

At the same time, Council also applied for and was also successful in obtaining funding to undertake a Flood Study and Flood Risk Management Study and Plan for the Macdonald and Colo Rivers, Greens and Webbs Creek. The following provides an update on Council's floodplain management grant projects, including details of a recently announced project (Redbank Creek) that has received grant funding.

Existing Projects

Council has two existing grant funded floodplain management projects, including:

- Review of Hawkesbury Floodplain Risk Management Study and Plan 2012.
- Flood Study and Floodplain Risk Management Study and Plan Macdonald and Colo Rivers, Webbs and Green Creeks.

Both of these projects are being undertaken in parallel, by different consultants (WMA Water and Rhelm respectively) and are currently scheduled for completion in December 2022. Activities undertaken to date in terms of these projects includes:

- Site Inspection key locations across the catchments of each river/creek inspected by appointed consultants.
- Data Collection and Review data from available sources has been obtained note Council is working in a collaborative fashion with Infrastructure NSW in order to utilise relevant data from the 2D Flood Model of Hawkesbury Nepean Valley use of this data is essential to ensure the work undertaken as part of this project is based on the latest available data/information.
- Collection and analysis of GIS data within each catchment sourced.
- Survey control for measuring information related to flood events includes survey of recent March 2022 Flood event.
- Building a digital model of the catchment, including the most upto date data from the NSW Governments flood studies within the Hawkesbury Nepean Valley.
- Preparation of consultation material for residents within each catchment calling for information about recent or historical floods, and seeking suggestions related to flooding in the Macdonald,

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Colo, Webbs and Greens Creek catchments in particular. The consultation material includes reference to the March 2022 Flood event, and is being timed for release after the INSW Pin Drop Flood Data Capture which is being undertaken in partnership with Council. The Pin Drop Flood Data Capture provides the community the ability to provide flood observations and upload photos taken during the recent flood directly on a map in a broader sense covering the Hawkesbury River and other catchments including the Macdonald and Colo Rivers. When released, residents are encouraged to complete the survey and provide valuable information and insight into flooding within each catchment.

• Relevant state agencies advised and requested to provide input/advice to both projects (includes representatives from Department of Planning and Environment, SES, INSW, Resilience NSW, Bureau of Meteorology, and Transport for NSW).

New Project

Redbank Creek Flood Study and Floodplain Risk Management Study and Plan

Based on experiences during the February 2020 flood event, Council applied for funding under the 2021/2022 NSW Floodplain Management Program to undertake a flood study and floodplain risk management study and plan for Redbank Creek. The project includes an assessment of flooding conditions by developing a comprehensive model within the Redbank Creek Catchment. The outputs from the 2D modelling works for the Hawkesbury-Nepean Valley will be used to establish the boundary conditions at the outlet of the Catchment. The modelled sub-catchment of the Hawkesbury-Nepean Valley Model will need further refinement and elaboration when assessing the local flooding conditions. The developed model will need to be calibrated and validated using available data (such as gauging data, historical information and communities inputs). The validated model will be used for the assessment of flooding conditions for a range of events including the Possible Maximum Flood event.

Council was recently advised that its application for grant funding was successful, but limited to funding from the NSW Government for the Flood Study component of the project. As such project planning for this project has commenced, including preparation of a Project Plan and Request for Quotations from suitably qualified consultants. Further updates will be provided on this project following the completion of the Project Plan, and responses from potential consultants.

Relevant Legislation

NSW flood planning policy provides for best practice in terms of such studies and plans, and how they are undertaken as highlighted below:

NSW Government's Flood Prone Land Policy

The primary objective of the NSW Governments Flood Prone Land Policy is to reduce the impact of flooding and flood liability on individual owners and occupiers of flood prone land, and to reduce private and public losses resulting from floods.

The Flood Prone Land Policy identifies that management of flood prone land is primarily the responsibility of Council.

The Floodplain Development Manual was developed to provide the framework for the implementation of the NSW Government's Flood Prone Land Policy to achieve its primary objective.

Legislation and Liabilities

A council does not incur any liability under Section 733 of the Local Government Act 1993 for advice furnished in good faith relating to the likelihood of any land being flooded or the nature or extent of any such flooding. This applies to a range of planning and development decisions including the preparation or making of an environmental planning instrument, including a planning proposal, or a

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development control plan, or the granting or refusal of consent to a development application, or the determination of an application for a complying certificate, and the imposition of any condition in relation to development applications. It also applies to advice furnished in planning certificates and any other thing done or omitted to be done in the exercise of a council's functions under the Local Government Act 1993 or any other Act. This indemnity applies to the council, councillors, and council staff.

Council is, unless the contrary is proved, taken to have acted in good faith for the purposes of section 733 if the advice was furnished, or the thing was done or omitted to be done substantially in accordance with the principles contained in the Floodplain Development Manual (2005).

NSW Floodplain Development Manual (2005)

Noting that the NSW Floodplain Development Manual is currently being reviewed, the Manual:

- Provides best practice guidance for the management of floodplains in NSW.
- Supports the NSW Government's Flood Prone Land Policy by providing for the development of sustainable strategies for managing human occupation and use of the floodplain considering best practice risk management principles.
- Details that State Agencies have a lead role in the development of regional strategies and plans under the EP&A Act. (DP&E, OEH, INSW, SES) e.g. the Hawkesbury-Nepean Flood Risk Management Strategy.
- Outlines the most effective means of achieving sound flood risk management outcomes is to formulate and implement management plans.
- Provides a guideline for the preparation and implementation of floodplain risk management plans.
- Contains recommendations in terms of the formation of a Floodplain Risk Management Committee in accordance with Appendix D of the Manual.

DISCUSSION

Given the complexity and range of issues to be addressed in the process of developing floodplain risk management plans, the Council needs to be able to coordinate and disseminate the interests, advice and expertise available from State and Commonwealth Government agencies and the local community. The expertise necessary to address the diverse issues involved needs to be drawn from a variety of sources, including:

- The local council itself (both elected representatives and council staff)
- The local community
- State and Commonwealth Government Agencies; and
- Specialist consultants, as engaged.

The Floodplain Development Manual identifies that local community representatives would include local flood affected landholders (residential and business), relevant industry bodies (e.g the Chamber of Commerce), and environmental groups. Community representatives play an important role in:

- Linking the committee and the local community
- Providing historical advice on local problems and perceived solutions
- Considering the implications of matters that impact on the local community
- Facilitating formal representations to the committee on behalf of the public.

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The local community, both flood prone and otherwise, has a key role to play in the development, implementation and success of a management plan. If it is to be accepted and successful, it is essential that clear and concise communications flow between Council and the community so that affected individuals and community groups can 'have their say' and learn of their roles and responsibilities.

To minimise Councils liabilities relating to flooding, Flood Studies and Floodplain Risk Management Plans undertaken by Council, should be carried out in accordance with the Floodplain Development Manual.

In order to assist in complying with the NSW Floodplain Development Manual it is recommended that a working group to the Committee be formed to act as an advisory group for Council's grant funded floodplain management projects, including:

- a) Review of Hawkesbury Floodplain Risk Management Study and Plan 2012 (Scheduled for completion in December 2022).
- b) Flood Study and Floodplain Risk Management Study and Plan Macdonald and Colo Rivers, Webbs and Greens Creeks (Scheduled for completion in December 2022).
- c) Redbank Creek Flood Study and Floodplain Risk Management Study and Plan (Scheduled for completion in September 2023).

COMMUNITY ENGAGEMENT

Community engagement is required at various points in the preparation of a Floodplain Risk Management Study and Plan.

ATTACHMENTS:

There are no supporting documents for this report.



Disaster and Emergency Committee Meeting

End of Business Paper

This business paper has been produced electronically to reduce costs, improve efficiency and reduce the use of paper. Internal control systems ensure it is an accurate reproduction of Council's official copy of the business paper.