

NSW SES Response to Recommendations

No.	Recommendation	Response
6.	AIIMS Structure for Emergency Management	
6.1	That NSW SES use of the AIIMS Incident Control Structure clearly shows the position of volunteer SES and RFS and other volunteer units within the structure.	<p>The Australasian Interagency Incident Management System (AIIMS) is used by all Australian Emergency Management agencies as a structure for managing the response to incidents. NSW SES Incident Management Policy does not differentiate between paid staff and volunteers filling roles within Incident Management Teams (IMT) in an AIIMS structure with volunteer members being found in IMTs at Local, Regional and State Level.</p> <p>Appropriately trained and experienced volunteers may be appointed to any role within an Incident Management Team with Local and Unit Controllers routinely filling the Incident Controller role for Level 2 Incidents.</p>
6.2	That NSW SES develop clear decision making responsibilities that ensure that the local controller's position cannot be challenged or usurped	<p>Section 17 (3) of the <i>State Emergency Service Act 1989</i> provides that a Local Controller is subject to the direction of the Commissioner and relevant Region Controller.</p> <p>NSW SES Operational Management Doctrine and AIIMS provide for clarity in responsibilities and functions at all levels of operations. NSW SES has implemented a training and exercising regime to embed this into the Service's practice during operations.</p>
6.3	That Section 17 (3) of the SERM Act (1989) be reworded for greater clarity	Section 17 of the <i>State Emergency and Rescue Management (SERM) Act 1989</i> refers to the requirements for the State Emergency Management Committee to provide an Annual report and does not extend to a paragraph 3.
7.	Bureau of Meteorology	

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7.1	That the NSW SES builds a stronger relationship with the BoM that benefits and includes Regional and Local SES Units	<p>NSW SES is in routine contact with staff at the Bureau of Meteorology ('the Bureau') both on a day-to-day basis and during operational incidents.</p> <p>NSW SES is coordinating with the Bureau of Meteorology to have a suitable representative located in the NSW SES State Operations Centre (SOC) during declared events.</p> <p>NSW SES is also looking to ways of extending this support to Incident Management Teams at a Regional Level.</p> <p>The March 2017 event was a quickly evolving event which limited the ability of robust forecasting data to verify the on ground observations.</p>
7.2	That from the issuing of a Flood Watch BoM modelling is updated more frequently to immediately and accurately reflect what is happening on the ground in the catchment	<p>NSW SES notes this recommendation.</p> <p>The Bureau's technical equipment has been installed in the new NSW SES State Operations Centre. The location of a Bureau forecaster in the State Operations Centre will provide real time information to Incident Management Teams during operational incidents.</p>
7.3	That as soon as a minor flood becomes a probability an official PRELIMINARY FLOOD WARNING be issued by the BoM.	NSW SES notes this recommendation.
7.4	That the BoM immediately and formally reports the PRELIMINARY FLOOD WARNING to the NSW SES Headquarters, Richmond Tweed Regional SES, Lismore City SES and Lismore City Council	The Bureau already provides the NSW SES with advice when the status of warnings change.
7.5	That from the issuing of a PRELIMINARY FLOOD WARNING BULLETIN consultation be established between, the BoM, NSW SES Headquarters, Richmond Tweed SES, Lismore City SES, Lismore City Council (LCC) and Police	<p>NSW SES Incident Management Teams liaise with the Bureau on a regular basis, this is intensified as warning levels escalate</p> <p>At an Incident Management Team level, liaison is established through the EOC with NSW Police, Local Government and other agencies.</p>

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7.6	That an SES PRELIMINARY FLOOD WARNING BULLETIN then be immediately issued to ABC North Coast, Radio 2LM, commercial and community radio stations, TV stations, Facebook, Twitter, SMS etc. to inform the community.	<p>NSW SES already provides Warning Bulletins and other products to media outlets including ABC Radio and Commercial Radio Stations. Bulletins are sent within 30 minutes of a new product being released by the Bureau.</p> <p>It should be noted that many local media outlets are closed outside normal business hours and that Statewide syndicated content is provided during those time which may prohibit the inclusion of local content.</p> <p>NSW SES is aware of this limitation and uses multiple methods to disseminate warning information including Social Media, door knocking and in certain circumstances Emergency Alert to landlines and Mobile phones.</p>
7.7	That the local Lismore City SES be required to independently monitor rainfall and stream heights and provide appropriate information, advice and warnings to relevant bodies e.g. Richmond Tweed Headquarters, NSW SES Headquarters, BoM, LCC, Police etc	NSW SES units routinely monitor information from a range of sources regarding rainfall, river heights and rate of rise. This information is provided to NSW SES Incident Management Teams and the Bureau and is used to inform decision making. The NSW SES 'Volunteering Reimagined' project will provide greater opportunity for members of the public to engage as a part of the NSW SES.
7.8	That from the issue of the first warning, for the duration of the flood event, hourly updates on weather conditions and forecasts, flood heights (actual, rate of change, predicted heights as appropriate), warnings, etc. be provided to media outlets for broadcast	NSW SES notes this recommendation.
8.	Emergency Operations Management	
8.1	That Lismore City SES have ongoing input and genuine consultation with all agencies throughout the flood event	The NSW SES Lismore Unit and other NSW SES units work with other agencies to meet the needs of communities during Flood Events.

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8.2	That a Regional delegate be present at the Lismore City Unit during an emergency operation	<p>NSW SES establishes Incident Control at the most effective level of the event. In the case of an event such as occurred in March 2017 this would be at the Regional level with units, like Lismore City, operating as Divisions and Sectors within the wider incident.</p> <p>This structure ensures that the roles and functions at each level are clear negating the need for internal liaison officers to be placed. Liaison officers from the Local Government and other agencies may still be used in the Incident Management Team.</p> <p>NSW SES will be exercising this further in the future to ensure that robust incident management arrangements are in place.</p>
8.3	That there is a clear delineation of roles and responsibilities of each operational area between, local, regional and state agencies	<p>NSW SES Operational Management Doctrine and AIIMS provide for clarity in responsibilities and functions at all levels of operations. NSW SES has implemented a training and exercising regime to embed this into the Service's practice during operations.</p>
8.4	That during an emergency the Lismore City SES Unit has sole responsibility for decisions and operations within the Lismore Local Government Area	<p>NSW SES establishes Incident Control at the most effective level of the event. In the case of an event such as occurred in March 2017 this would be at the Regional level with units, like Lismore City, operating as Divisions and Sectors within the wider incident.</p> <p>In the AIIMS model a Division has, within its defined area, (such as the City of Lismore) responsibility for the implementation of the strategies to respond to the incident, management of all activities that are taken to directly respond to the incident in that area and the management of resources assigned to that area.</p>
8.5	That the Regional representative at the Lismore City SES Unit be directly connected to Regional Headquarters by computer and telephone for fast distribution of information	<p>As stated in response to 8.2 this will not be required.</p> <p>Where NSW SES members are deployed in liaison roles they are routinely provided with access to relevant and effective communications equipment. NSW SES is in the process of enhancing connectivity across NSW.</p>
8.6	That Richmond Tweed SES be responsible for Logistics, Support and Coordination	<p>Where an Incident Management Team is established at a regional level it will have the full functionality to meet the requirements of that incident. This will include, as a minimum; Control, Planning, Intelligence, Operations, Logistics and Public Information.</p>

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		Where a region level IMT is established all units will operate Divisions and Sectors as a part of the Operations Function with responsibility for the implementation of the strategies to respond to the incident in their area, the management of all activities that are taken to directly respond to the incident in that area and the management of resources assigned to that area.
8.7	That the LEOCON operates from Richmond Tweed SES Operations Room along with delegates from RFS, Fire & Rescue, Ambulance, Welfare, Lismore City Council and other designated organisations as documented	NSW SES is committed, where appropriate, to co-locate NSW SES Operation Centers and Local Emergency Operations Centers (EOC) during flood events. This will improve Command & Control and reduce staff duplication / burden.
8.8	That each delegate is connected to their own organisation by telephone and computer	Deployed liaison officers are routinely provided with access to relevant and effective communications equipment.
8.9	That there is no delay in approval and dissemination of media Bulletins and Lismore City SES Evacuation Orders once they have been agreed.	<p>NSW SES has already formalised a new process for the issuing of Evacuation Orders and Warnings. This is being integrated into policy and training.</p> <p>With effect 10 July 2017, all Evacuation Orders are now required to go through this new process. The new process ensures that both Local Controllers and key Senior Officers including the NSW SES Commissioner are consulted as part of the authorising process ahead of an Incident Controller issuing such an order. This will not affect the timeliness of any evacuation notifications.</p> <p>This process is consistent with the issuance of evacuation orders in other agencies.</p>
9.	Communications Systems	
9.1	That the NSW SES and LCC evaluate the Flood CoP system and / or recently developed technological communication systems that	NSW SES is examining products which will provide a Common Operating Picture taking multiple data feeds and presenting them in order to inform both agency operational decisions and community decision making during events.

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	operate in the cloud and enable all agencies to be connected within the control room and back to their own organisations and the public for speedy transmission of information	
10.	SES Flood Bulletins	
10.1	That from the time that the BoM Flood Warning is issued the catchment community be directed to listen to ABC and Commercial radio broadcasts for SES FLOOD BULLETINS which will take place hourly following the news	<p>NSW SES Bulletins are sent to media outlets within 30min of a new product being released by the Bureau.</p> <p>It should be noted that many local media outlets are closed outside normal business hours and that Statewide syndicated content is provided during those time which may prohibit the inclusion of local content.</p> <p>NSW SES is aware of this limitation and uses multiple methods to disseminate warning information including Social Media and door knocking.</p> <p>The NSW SES Warnings Project will incorporate a review of the effectiveness of their current operating system including the manner in which Flood information is disseminated into its work.</p>
10.2	That clear and concise Bulletins containing verified and accurate Lismore City SES intelligence be broadcast on the hour after the news, and every hour to keep the community informed of the developing flood threats and timing of critical events such as when the water would overtop the Levee and enter the CBD and the predicted river peak when it is calculated.	<p>A new simpler Flood Bulletin template has already been disseminated to NSW SES Regions and Units and that existing data is being transitioned to the new format. The new template places the most significant information prominently at the top of the bulletin</p> <p>Whilst NSW SES already provides flood bulletins to media outlets it cannot direct their dissemination to the public.</p> <p>It should be noted that many local media outlets are closed outside normal business hours and that Statewide syndicated content is provided during those time which may prohibit the inclusion of local content.</p>

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		As per 10.1, the NSW SES Warnings Project will incorporate a review of the effectiveness of their current operating system including the manner in which Flood information is disseminated into its work.
10.3	That hourly Flood Bulletins be sent through all TV and multi-media channels such as Twitter, Facebook, SMS, and SES, RMS, BoM and LCC websites	<p>Flood Bulletins are issued within 30 minutes of a flood warning being issued or the status of a flood warning being changed by the Bureau.</p> <p>NSW SES provides routine situational updates as information changes on social media and via its website.</p> <p>NSW SES only uses SMS via the National 'Emergency Alert' Emergency Warning system for life critical messages such as Evacuation orders.</p>
11.	Road Bulletin	
11.1	That an RMS road information summary be included in a regular radio broadcast particularly whilst the river is rising to peak level	NSW SES notes this recommendation.
12.	Rocky Creek Dam Amber Alert	
12.1	That an education program for affected residents below the dam be carried out as soon as possible.	NSW SES notes this recommendation and will incorporate engagement with the community in the Keerrong Valley area into the Lismore City and wider Richmond Tweed Community engagement work plans.
12.2	That consultation with residents as to the appropriate wording of White, Amber and Red Alerts including a telephone contact number be undertaken and agreed	NSW SES notes this recommendation.
13.	Evacuation Order	

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13.1	<p>That local Lismore City Unit Local Controller or delegate must be involved in the development and approval of the content and wording of Warnings, Evacuation Orders & Emergency Alerts before they can be sent to the Commissioner or his delegate for final approval and dissemination</p>	<p>With effect 10 July 2017, all Evacuation Orders are now required to go through an updated process. The new process ensures that both Local Controllers and key Senior Officers including the NSW SES Commissioner are consulted as part of the authorising process ahead of an Incident Controller issuing such an order. This will not affect the timeliness of any evacuation notifications.</p> <p>This process is consistent with the issuance of evacuation orders in other agencies.</p>
13.2	<p>That all Richmond Tweed Regional SES personnel on casual or permanent appointment to the Regional Headquarters undergo annual compulsory and specific river catchment training sessions with the Lismore City SES Intelligence team</p>	<p>NSW SES Richmond Tweed Region is staffed by both paid and volunteer SES members. Most of these individuals are long term residents who know the area. The Richmond Tweed Intelligence Officer has established relationships and is in routine communication with members from the Lismore City Unit.</p> <p>New operational staff are routinely inducted into the Lismore flood problem as well as the flood problems in the wider regional area.</p> <p>NSW SES has implemented a regime of Incident Management Training and Exercising which will ensure that this Intelligence is effectively used in future events.</p>
13.3	<p>That street wardens be established in the CBD and North Lismore</p>	<p>NSW SES notes that there is a long established Flood Warden in South Lismore. This is a volunteer position.</p> <p>NSW SES will support community members who wish to volunteer to undertake the role in North Lismore or the CBD.</p> <p>Lismore City SES Unit has recently conducted a campaign in North Lismore to raise flood awareness and invite local residents to become flood wardens.</p> <p>The NSW SES 'Volunteering Reimagined' project will provide greater opportunity for members of the public to engage as a part of the NSW SES in these specialist roles. We would strongly encourage the Lismore community to embrace this opportunity and enhance the capability of the Lismore SES Unit and Regional HQ.</p>

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13.4	That in the period between the first Flood Warning Bulletin and the Evacuation Order SES CBD street wardens regularly move from business to business giving the owners/managers relevant information regarding predicted river heights and timeframes and the likely water height in their business building.	<p>NSW SES will support community members who wish to volunteer to undertake the role in North Lismore or the CBD.</p> <p>NSW SES routinely, where capacity exists use door knocking as a method to disseminate information and warnings ahead of flood impacts.</p>
13.5	That the CBD street wardens continue to patrol the CBD updating the business owners/managers and staff with predicted heights until the Evacuation Order is given	<p>NSW SES will support community members who wish to volunteer to undertake the role in North Lismore or the CBD.</p>
13.6	That the Lismore Flood Emergency Sub Plan changes the principle trigger of "when the BoM predicts that the Wilsons River will exceed 10.6 metres on the Rowing Club Gauge at Browns Creek Spillway" from Evacuation Order to issuing a PRELIMINARY EVACUATION WARNING for identified areas in North and South Lismore, and the CBD	<p>A review has already occurred on our warning and evacuation orders that will meet the intent of this recommendation.</p> <p>NSW SES has undertaken to review and update the local flood plans, flood intelligence and warning products. The project has commenced and will be concluded in December 2017.</p> <p>It should be noted that the March 2017 event was unprecedented in its speed.</p> <p>Levee overtopping can occur earlier than 10.6 metres depending on how the Wilsons River and Leicester Creek are operating and the flood slope.</p>
13.7	That the decision to issue an Evacuation Order always be based on a recommendation by the Lismore City SES Local Controller/ Local Incident Controller prior to implementation by the Commissioner or his delegate	<p>NSW SES has already formalised a new process for the issuing of Evacuation Orders and Warnings. This is being integrated into policy and training.</p> <p>With effect 10 July 2017, all Evacuation Orders are now required to go through this new process. The new process ensures that both Local Controllers and key Senior Officers including the NSW SES Commissioner are consulted as part of the authorising process ahead</p>

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		<p>of an Incident Controller issuing such an order. This will not affect the timeliness of any evacuation notifications.</p> <p>This process is consistent with the issuance of evacuation orders in other agencies.</p>
13.8	That the Evacuation Order indicate a definitive time to depart premises	<p>NSW SES has already formalised a new process for the issuing of Evacuation Orders and Warnings. This is being integrated into policy and training.</p> <p>With effect 10 July 2017, all Evacuation Orders are now required to go through this new process. The new process ensures that both Local Controllers and key Senior Officers including the NSW SES Commissioner are consulted as part of the authorising process ahead of an Incident Controller issuing such an order. This will not affect the timeliness of any evacuation notifications.</p> <p>This process is consistent with the issuance of evacuation orders in other agencies.</p> <p>NSW SES is reviewing the current evacuation products as a part of the Warnings project.</p>
13.9	That the Evacuation Order by the Lismore City SES Local Controller be issued at least two hours prior to the predicted overtopping of the levee	<p>NSW SES Evacuation Orders are issued as soon as information is available that indicates that evacuation may be required.</p> <p>In each instance evacuation orders are issued primarily to protect life. Where possible they are issued to allow sufficient time for property owners to take action to protect their property prior to leaving the evacuation area.</p>
14.	Rescue	
14.1	That requests for assistance are directed to a local telephone number within the Lismore City Council Emergency Call Centre with multiple lines available and local community volunteers trained to answer calls and report requests to the relevant organisation	<p>NSW SES notes this recommendation with respect to the use of an LCC Call Centre.</p> <p>NSW SES utilises centralised call taking with trained call takers. This is essential for the management of life critical incidents such as Flood Rescue.</p> <p>The NSW SES Call Centre is linked to all other emergency services call taking facilities with the capacity to transfer both calls and data between centres.</p>

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		<p>The NSW SES call centre has a central call management system, recording and is linked to the State Operations Centre.</p> <p>As of 4 August 2017, the NSW SES Call Centre has 88 seats with a capacity to take up to 1000 calls per hour. The call centre is immediately adjacent to the State Operations Centre with access to the full range of data related to the unfolding incident.</p> <p>During the March 2017 Event NSW SES received 11,570 calls from the public generating 3412 Requests for Assistance. Of these, 496 were life critical Flood Rescue calls. In the Lismore area alone more than 185 flood rescues were undertaken on the 30 and 31 March 2017.</p> <p>NSW SES experience is that in the modern era it is not practicable to rely on ad hoc call taking arrangements to manage calls as a result of largescale weather events.</p>
14.2	The local Emergency telephone number is to appear in a prominent position on all SES Flood Bulletins.	<p>NSW SES utilises centralized call taking with trained call takers. This is essential for the management of life critical incidents such as Flood Rescue.</p> <p>The use of an alternative 'local' emergency number will result in calls and potentially lives being lost.</p>
14.3	That during an emergency the SES132500 be removed from all Flood Bulletins	<p>NSW SES utilises centralized call taking with trained call takers. This is essential for the management of life critical incidents such as Flood Rescue.</p> <p>The use of an alternative 'local' emergency number will result in calls and potentially lives being lost.</p>
14.4	That all LGA requests for assistance be handled by Lismore City SES Unit.	<p>NSW SES responds to RFAs using both Local and Out of Area resources. At a local level these are directed by the local unit. The issue will always be the capacity of the local unit to deal with a large of requests. This will be assisted by more personal joining the Lismore SES Unit rather than relying on current numbers to deal with the large amount of critical rescues and support required during this event.</p>

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14.5	That prior to leaving the base all SES crews are given very clear instructions on the exact location of the property at which their assistance is required.	<p>Tasked teams are provided with address and map details of the location to which they need to respond.</p> <p>NSW SES is currently developing its Automatic Vehicle/Vessel Location capability which in future will facilitate the provision of updated instructions through the real time visualization of a team's vehicle or vessel whilst it is responding.</p>
15.	Evacuation Centre	
15.1	That Richmond Tweed SES in conjunction with the LCC and other local organisations identify and document emergency resource requirements for evacuees and devise protocols to ensure that the required resource supplies and volunteer organisations are on site and available from the time that the evacuation centre is opened to evacuees	NSW SES notes this recommendation.
16.	Pre and Post Flood Vehicle Management	
16.1	That a vehicle and volunteer management system is developed to ensure that only those with legitimate reasons are allowed to enter the CBD until such time as the area is operational	NSW SES notes this recommendation and undertakes to liaise with the LEOCON and LEMO to manage this more effectively in future.
16.2	That Richmond Tweed SES develop a plan to hire sufficient buses to ferry staff and volunteer helpers from one or more selected locations out of the remaining floodwaters to the CBD and other selected areas based on advice from the Lismore City Local Controller.	NSW SES notes this recommendation and undertakes to liaise with the LEOCON and LEMO to manage this more effectively in future.

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18.	Recovery – Voluntary Assistance	
18.1	That a pre flood volunteer assistance system similar to Lismore Helping Hands be established by LCC to commence operating at the time that the first Flood Warning is issued.	<p>NSW SES will support community members who wish to volunteer in this manner.</p> <p>It has been discussed with the Lismore Council how Lismore Helping Hands and other community groups could be a part of the NSW SES Lismore Unit Spontaneous Volunteer group and pre-register.</p>
18.2	That in the event of a major flood a formalised system for volunteers such as the very successful Lismore Helping Hands be established under the umbrella of LCC as part of the Recovery phase	As per the response to 18.1.
18.3	That as recommended in 16.2 the bus service for volunteers come under Lismore Helping Hands umbrella	NSW SES notes this recommendation.
19.	SES Public Forums	
19.1	That the SES Commissioner and other Senior SES Executive members come to Lismore and attend a public forum to discuss with the local community many aspects of the March flood that the community members would like improved.	<p>NSW SES personnel including senior Regional Staff and Assistant Commissioners have attended all flood forums to listen to the community feedback rather than comment on it.</p> <p>The NSW SES Commissioner has attended meetings with the Lismore City Council and has visited the region 4 times since March 2017.</p> <p>NSW SES commissioned Mr. Owens to undertake a review of the operational response to the March event. In doing this review Mr. Owens took comment from members of the public in addition to interviewing key decision makers and other stakeholders.</p> <p>The new NSW SES Richmond Tweed Region Controller (when appointed), Regional Directors, Deputy Commissioner and Commissioner are happy to attend future community forums when they are conducted and if available.</p>

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20.	Future Requirements					
20.1	<p>Preparation That a Public Education Program be designed and implemented within the next six months</p>	<p>NSW SES Richmond Tweed Region and the Lismore City Unit both have community engagement plans.</p> <p>In the lead up to the March 2017 event a number of 'Flood safe' activities were conducted for North and South Lismore and the Lismore CBD. In the case of the CBD event this was specifically designed to address the flood risk in the CBD area. This event was poorly attended.</p> <p>NSW SES has conducted five Community Engagement Training activities with a further 11 programed through to the end of 2017.</p> <p>NSW SES is committed to ongoing community engagement in flood risk communities in NSW. It would be greatly valued if Lismore community leaders reinforce the importance of attending these events on a regular basis, i.e. Annually.</p>				
20.2	<p>Volunteering That additional volunteers with extensive experience be recruited and trained to assist decision making at both the Lismore City and Richmond Tweed SES Headquarters</p>	<p>NSW SES strongly supports this recommendation for the Lismore community to be actively involved in planning, response and recovery efforts.</p> <p>Lismore City SES Unit and Richmond Tweed Region Headquarters both have established volunteer flood intelligence teams with significant local knowledge.</p> <p>The NSW SES 'Volunteering Reimagined' project will provide greater opportunity for members of the public to engage as a part of the NSW SES in these specialist roles.</p>				
20.3	River Catchment LGAs					
20.3.1	<p>That the Kyogle, Casino and Lismore Local Controllors undertake to recruit more experienced Volunteers targeted to assist in operational tasks such as Fodder Operations</p>	<p>The NSW SES 'Volunteering Reimagined' project will provide greater opportunity for members of the public to engage as a part of the NSW SES.</p> <p>Current membership for these units is;</p> <table data-bbox="1016 1321 1218 1385"> <tr> <td>Lismore City</td> <td>86</td> </tr> <tr> <td>Kyogle</td> <td>35</td> </tr> </table>	Lismore City	86	Kyogle	35
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		<p>Casino 19</p> <p>With other units in the Richmond Valley area, Broadwater (18), Coraki (16), Woodburn (41) there are 215 volunteers in the Lismore area.</p> <p>During operational events these can be supplemented with NSW SES and other emergency services for other areas along with additional equipment.</p>
20.3.2	That Plans be prepared involving the Dept. of Agriculture, Local Land Services, Stock and Station Agents, that will enable an effective Fodder Operation to be mounted when required	NSW SES notes this recommendation and undertake to ensure that existing plans for the support of isolated livestock are appropriate to the flood risk.
20.3.3	That Flood wardens be appointed in each of the Kyogle, Casino, Coraki, Woodburn and Broadwater localities	NSW SES will support community members who wish to volunteer to undertake the role of flood wardens in these areas.
20.3.4	That the strength of the Kyogle and Richmond River Shire Units be addressed as a matter of urgency.	<p>This is a matter for the community leadership in these areas to set the example by joining their local SES Units and we will offer many ways in which the community can assist in the future.</p> <p>Current membership for these units is;</p> <p>Casino 19 Coraki 16 Woodburn 41</p>
21.	Flood Mitigation	
21.1	That Lismore City Council, Rous Water, and the Richmond River County Council work together to apply for grant funding to evaluate additional flood mitigation in the Lismore Floodplain.	NSW SES notes this recommendation.

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21.2	That the diversion proposal as detailed be modelled by the experienced firm BMT WBM, which has a proven record in addressing today's engineering, environmental and floodplain issues.	NSW SES notes this recommendation. NSW SES would expect that a robust procurement process be undertaken prior to engaging any single contractor.
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