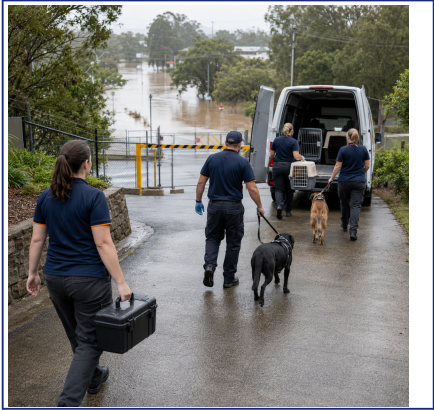


PROCEDURE 4

Flood, flash flood and storm surge

Purpose: Relocate early and prevent people, vehicles and dogs entering floodwater.



SITE CUSTOMISATION REQUIRED. This national baseline must be adapted through a site risk assessment, worker consultation and advice from the relevant state or territory regulator, emergency services, council, insurer and veterinarian. Human life takes priority.

Business and site details

Business legal name		Trading name	
Site / branch		ABN	
Physical address		Emergency entry / cross street	
Site manager		Incident Controller	
Maximum dogs		Maximum people	
Operating hours		Main phone	

Document control

Issue date		Next review date	
Approved by		Position	

Activate this procedure when

- Flood watch/warning, rising creek or drain, water over an access road, flash-flood rainfall, dam/levee concern, storm-surge or tsunami advice.

P Protect people	A Alert and activate	W Welfare and secure dogs	S Sign off accountability
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Step-by-step emergency response

- 1

Leave before access is cut. Activate the site's relocation trigger while routes are dry and open. Move records, medicines and dogs to the nominated higher site.
- 2

Call for help. Call 000 for life-threatening danger. Call SES on 132 500 where available for non-life-threatening flood or storm assistance; confirm local arrangements in this plan.
- 3

Keep out of water. Never walk, swim or drive through floodwater. Do not send dogs into it. Find another route or move to higher shelter.
- 4

Shut down if safe. Isolate electricity, gas, chemicals and loose items only before water enters and only if trained and safe.
- 5

If trapped. Move people and securely contained dogs to the highest safe level with communications, water, leads and records. Call 000 and provide exact location and numbers.
- 6

Account continuously. Record each dog and person at relocation, vehicle departure, arrival and handover.

Do not

STOP	Enter drains, culverts, fast water, submerged yards or buildings with live electrical risk.
STOP	Allow dogs to drink floodwater or eat contaminated food.
STOP	Return until authorities and competent trades confirm the site is safe.

After the immediate danger

- Treat floodwater and mud as contaminated; use PPE and isolate affected dogs if disease exposure is suspected.
- Dispose of contaminated food, medicines and porous supplies on professional advice.
- Have electrical, gas, structural, water and sewerage systems checked before reopening.

Assigned emergency roles

Incident Controller	Selects the safe action, liaises with emergency services and authorises recovery.	
People / Area Warden	Protects people, sweeps assigned areas if safe and reports status.	
Dog Movement / Canine FA	Secures, identifies, separates, triages and moves dogs within training.	
Communications / Recorder	Calls services and owners, maintains the time log and preserves records.	



Procedure readiness checklist

- ☐ Define a relocation trigger that activates while roads and the site remain dry and accessible.
- ☐ Monitor official flood and severe-weather information and known local drainage points.
- ☐ Nominate a secure higher site and at least two routes that avoid flood-prone roads and crossings.
- ☐ Store medicines, records, leads and communication equipment in waterproof containers.
- ☐ Label electricity, gas and water isolation points and restrict shutdown to trained staff.
- ☐ Plan for contaminated water, mud, food, bedding and delayed return after inundation.

Site-specific arrangements

Flood / relocation trigger	
Nominated higher site	
Dry primary and alternate routes	
Electricity / gas / water shutoffs	

Emergency contacts and notifications

Triple Zero for life threat		SES / local emergency service	
Owners, veterinarian and utilities		Primary / emergency vet	

Recommended drill: Relocate to higher ground without entering water and count every dog at departure, arrival and handover.

Drill, review and authorisation record

Last drill date		Participants	
Corrective action owner		Action due date	
Procedure authorised by		Authorisation date	
Gaps identified / corrective actions			

Sources and further guidance

[6] [Australian Warning System](#)
[8] [Bureau of Meteorology - Warnings and alerts](#)
[12] [Victoria SES - Flood safety](#)
[18] [Secure NT - Animals in emergencies](#)

Review date: source links and national emergency numbers were checked for the master manual on 31 August 2026. Confirm local numbers, warnings, laws, codes, licences and veterinary arrangements before issue and at every review.

