

# Wallsend Trial Flash Flood Alert Service

## SURVEY RESULTS



920  
registered  
for the trial



9/10  
participants  
satisfied with  
trial service  
overall





144  
people took  
part in the  
survey









72%  
would  
recommend  
the service  
to a friend  
or colleague

### Response to the alert...

-  **28%** took action
-  **22%** monitored the situation

### Participants agreed that...

-  it is a valuable service **96%**
-  the information is easy to understand **94%**
-  the information is helpful **92%**
-  the service made them feel safer **91%**
-  the alert received was timely **90%**
-  it is important for the service to be available **84%**

For enquiries please call 4974 2000.

For more information visit:  
[www.newcastle.nsw.gov.au](http://www.newcastle.nsw.gov.au)



# Wallsend Trial Flash Flood Alert Service

## Update

The 12 month trial was completed in June 2016 and an assessment was made by Council on the performance of the system during the January 2016 event and surveyed the community. It was found that the system performed according to design in January and the alerts were of benefit to the majority of users. Council has decided to make the service permanent for all current users in the Wallsend area free of charge. Current users do not have to do anything, their subscription will remain indefinitely. Council will be in touch in the coming months with information on how to update your details and access updates regarding the service. Others interested in the service can register free of charge, however it should be noted that the service is only relevant for the Wallsend area at this stage.

## More information

Council is intending to provide the flood alert service to other areas of Newcastle. To do this, detailed investigations are in progress with support from our partners including Bureau of Meteorology, SES, Hunter Water and Office of Environment and Heritage.

## SIGN UP HERE

[www.newcastle.nsw.gov.au](http://www.newcastle.nsw.gov.au)

For enquiries please call 4974 2000.

For more information visit:  
[www.newcastle.nsw.gov.au](http://www.newcastle.nsw.gov.au)

