



# **ATTACHMENTS**

**UNDER SEPARATE COVER**

**Ordinary Council Meeting**

**26 March 2024**



**NARRABRI SHIRE**  
DISCOVER THE POTENTIAL



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# Customer Journey Resilience Plan

New England Northwest NSW

February 2024



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## Acknowledgement of Country

Transport for NSW acknowledges the traditional custodians of the land on which we work and live.

We pay our respects to Elders past and present and celebrate the diversity of Aboriginal people and their ongoing cultures and connections to the lands and waters of NSW.

Many of the transport routes we use today – from rail lines, to roads, to water crossings – follow the traditional Songlines, trade routes and ceremonial paths in Country that our nation's First Peoples followed for tens of thousands of years.

Transport for NSW is committed to honouring Aboriginal peoples' cultural and spiritual connections to the lands, waters and seas and their rich contribution to society.

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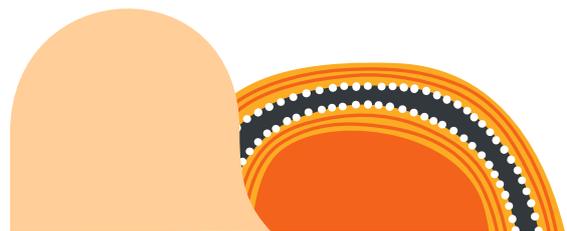
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## Document control

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Version	Amendment notes
15122023_NENW_CJRP_DRAFTv2.1	Draft for Review. Results are preliminary only.

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## Definitions

\* These definitions have been adapted from the NPWS Cultural Fire Management Policy and the New England North West Regional Plan 2041.

Term	Definition
Authority	Means the right to act in a specified way, delegated from one person or persons within the organization in the community.
Active Transport	Transport that is human powered, such as walking and cycling.
Climate Change	A change in the state of climate that can be identified by changes in the mean/variability of its properties, and that persists for an extended period, typically decades or longer.
Community (low risk) cultural burning	Means the objective is to enable Aboriginal community participation in culturally informed burning activities with Transport for NSW*.
Cultural burning	Means a custodial fire management and practice undertaken by Aboriginal people to produce a known cultural landscape management objective.
Cultural fire management	Means the involvement of Aboriginal people in fire management. The term cultural fire management is a broad term, it can cover the full spectrum of Aboriginal community involvement in fire management from consultation with communities about their needs and values in NPWS fire management activities to community presence on the fire ground for a low-risk cultural burn*.
Culturally informed burning	Means is any burn with cultural burning objectives and Aboriginal community partnership in planning and approval. Culturally informed burning may not always have Aboriginal people involved on the fire ground. Community (low risk) cultural burning has the objective to enable Aboriginal community participation in culturally informed burning activities*.
Cultural land management	Means a custodial management practice or activities that are carried out by Aboriginal people, Aboriginal community-based or community-controlled organization or group.
Customers	Means any user of the regional transport network of roads and railways. Customer segments in the Future Transport Strategy and are identified within Customer Journey Resilience Plans. Customer segments are also identified in the Future Transport Strategy (see below).

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Term	Definition
	 <p>The diagram illustrates the concept of Mobility as a Service (MaaS). It features a central core with 'Communities' at the top and 'Customers' at the bottom, connected by a circular arrow. Below the core are two green circles representing 'Movement of people' and 'Movement of goods'. Surrounding this core is a ring of various transport modes: Motorbike, Walk, Bicycle, Light commercial vehicle, Micromobility, Car, Taxi, Light truck, Rideshare, Heavy vehicle, Freight train, Truck, Aircraft, Ship, Boat, Personal watercraft, Community transport, Connected and automated vehicles, Coach, On Demand transport, Light rail, Ferry, Bus, Train, Metro, and Fast Rail. A caption on the right reads: 'Figure 7 Communities across the State are the ones affected by our work and experience the outcomes of our activities.'</p>
Customer Journeys	Means the ‘end-to-end’ experience for the customer and their interactions with the transport network and services required to complete the ‘end-to-end’ journey.
Disruption	Means the disturbance of a natural disaster which interrupt a customer’s ability to undertake a designated journey on the NSW transport network.
High risk communities	Means communities identified by stakeholders across regional NSW, where one access and egress by road is deemed to make people more vulnerable to being disrupted in the event of a natural disaster.
Land and sea management	Means the use and development of land that involves the caring of natural assets and the management of treats such as weeds, pests, vegetation, and erosion.
Natural hazard	A natural process or phenomenon that may cause loss of life, injury or other health impacts, property damage, social and economic disruption or environmental degradation.
One network approach	<p>Means that from Transport for NSW and a customer’s perspective a transport asset, service or piece of infrastructure facilitates the desire, intent, or need to travel and how they undertake that journey.</p> <p>A ‘One Network’ approach does not limit the considerations of customers and journeys to who manages and operates the infrastructure, the service, or the asset.</p> <p>A ‘One Network’ approach is one that considers the collective of transport assets, services and infrastructure that facilitate the desire, intent or need for a customer to travel, and how they take a journey.</p> <p>It is acknowledged that:</p> <ul style="list-style-type: none"> <li>▪ A customer takes journeys across a transport network, during ‘normal periods’ and sometimes during natural disasters.</li> <li>▪ Who owns, manages and or operates parts of the transport network required by a customer to undertake these journeys, is mostly unknown and possibly irrelevant to a customer.</li> <li>▪ Customer journeys can be disrupted and disbanded by natural disasters and because there is vulnerability on the transport network.</li> </ul>

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Term	Definition
	<ul style="list-style-type: none"> <li>▪ Points of vulnerability the transport network can be identified from various sources, media reports, engaging and consulting with customers, stakeholders, Local Government Authorities (LGAs) and within Transport for NSW.</li> <li>▪ Customers would like vulnerability addressed to enable journeys to return to 'normal' after a natural disaster, as soon as practicable, and as possible.</li> </ul>
<p>Population projections</p>	<p>Population projections describe likely changes in the size and age profiles of communities across NSW.</p> <p>Projections are not targets. They are based on assumptions about future births, deaths and migration. They may also include the potential impact of current or announced government policy.</p> <p>These assumptions vary from place to place – for example, an area with a large university that attracts overseas students will have different assumptions to an area that attracts retired Australians.</p> <p>Unexpected events and new government policy may alter the future levels of population growth. The NSW Government regularly reviews population projections to remain responsive to these changes.</p>
<p>Resilience</p>	<p>Means the ability of assets, infrastructure systems and services, (or as we term it the 'transport network'), to adapt and respond to the disruption.</p> <p>Incorporating or building resilience in the Future Transport Strategy means:</p> <ul style="list-style-type: none"> <li>▪ Factoring resilience into the operations and maintenance of existing assets and the design of new assets (P5.4)</li> <li>▪ Increasing collaboration across government to minimize disruption and improve evaluation in emergencies (P5.2)</li> <li>▪ Improving major regional highways and bridges to keep freight and logistics running (P5.3)</li> <li>▪ Focusing on asset renewals and replacements, and on resilience and 'building back better' (P5.3)</li> <li>▪ Improving supply chain visibility through better digital systems and data management (E1.6)</li> <li>▪ Supporting the uptake of new technologies such as connected and automated vehicles to boost productivity (E1.5)</li> </ul> <p>To identify where and how to incorporate the above will mean:</p> <ul style="list-style-type: none"> <li>▪ identifying the locations of vulnerability</li> <li>▪ assessing risk to natural disaster, and affirming this with stakeholders</li> <li>▪ applying mitigations (such as those listed in the Future Transport Strategy including for example operational actions such as vegetation management, improved signage, and or Aboriginal cultural practice.</li> </ul>

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Term	Definition
Vulnerability	Means a quality, standard or state of the transport network that if exposed to a bushfire could cause/exacerbate disruption from a natural disaster.

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Customer Journey Resilience Plan – [INSERT REGION]

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## Related strategy, policy and supporting information

Document	Description and Relevance	Link
Customer Journey Resilience Plans_Background	This document describes the background as to what, why, when, and how Transport for NSW is developing Customer Journey Resilience Plans. This document also describes the process to develop a Customer Journey Resilience Plan for a part of regional NSW.	Customer Journey Resilience Plans_Background
REPORT_NENW_CJR Plans_Risk Assessment Summary	Customer Journey Resilience Plans are developed from a risk perspective, a summary of the risk assessments to prioritise customer journeys in a Local Government Area is provided in this document.	REPORT_NENW_CJR Plans_Risk Assessment Summary
Customer Journey Resilience Plan_New England Northwest	THIS DOCUMENT This is the Customer Journey Resilience Plan for the New England Northwest of NSW.	Customer Journey Resilience Plan_New England Northwest

Customer Journey Resilience Plan – [INSERT REGION]

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## 1. Purpose of this Document

The purpose of this document, *Customer Journey Resilience Plan*, is to identify and assess vulnerability, risks of natural hazards (including fires and flood) and the impact of natural disasters on Customer Journeys in regional NSW. This is intended to provide Transport for NSW with data and information to make transport across regional NSW more resilient and reliable.

In the context of a changing climate and higher frequency and intensity of natural disasters, transport for NSW aims to improve the resilience and reliability of the regional NSW transport system in order to:

- Support economic prosperity,
- Create sustainable communities,
- Minimise disruption, and
- Enable customers to remain connected in times of natural disasters.

The Customer Journey Resilience Plans in this document have been informed by mapping of natural disasters from spatial databases, road and infrastructure data, and consultations with partners in Local Government to verify vulnerable and affected assets.

## 2. About the New England Northwest Region

### 2.1 People and Population<sup>1</sup>

Local Government Areas	City, towns, and communities	Population 2021 <sup>2</sup>	Population Projections 2041
Armidale Regional Council	Armidale, Ben Lomond, Black Mountain, Guyra, Ebor, Hillgrove, Llangothlin, Wollomombi	29,612	31,352
Glen Innes Shire Council	Glen Innes, Emmaville, Deepwater	8,880	8,963
Gunnedah Shire Council	Gunnedah, Breeza, Carroll, Curlewis, Emerald Hill, Kelvin, Mullaley, Tambar Springs	12,691	13,466
Gwydir Shire Council	Bingara, Warialda, Gravesend, Cobbadah, Upper Horton,	5,306	5,576

<sup>1</sup> The NSW Department of Planning and Environment produces population, household and implied dwelling projections using information about births, deaths, and migration including how many people are likely to be living in NSW, how old they are likely to be, where in NSW they are likely to live, the types of household they may live in and the potential demand on housing from the changing population. These are not future population targets. Instead, the population projections are a set of Common Planning Assumptions which the New South Wales Government and others use to plan services.

<sup>2</sup> Refer to 2021 [Census Results](#) for population data.

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Local Government Areas	City, towns, and communities	Population 2021 <sup>2</sup>	Population Projections 2041
	Croppa Creek, North Star, Coolatai		
Inverell Shire Council	Inverell, Ashford, Gilgai, Yetman, Tingha, Delungra	17,756	17,581
Liverpool Plains Shire Council	Quirindi, Werris Creek, Willow Tree, Wallabadah, Carroona, Walhallow, Currabubula, Premer, Spring Ridge	7,825	7,025
Moree Plains Shire Council	Moree, Mungindi, Boggabilla, Ashley Biniguy, Boomi, Pallamallawa, Garah, Gurley, Weemalah	13,016	17,076
Narrabri Shire Council	Narrabri, Wee Waa, Boggabri, Pilliga, Gwabegar, Baan Baa, Bellata	13,019	12,102
Tamworth Regional Council	Tamworth, Manilla, Kootingal, Barraba, Nundle	62,769	71,956
Tenterfield Shire Council	Tenterfield, Drake, Urbenville Torrington, Mingoala, Liston, Legume, Jennings	6,397	4,834
Uralla Shire Council	Uralla, Bundarra, Arding, Rocky River, Kingstown, Invergowrie, Kentucky	5,902	4,680
Walcha Council	Walcha, Woolbrook, Nowendoc	3,046	2,904
	<b>TOTAL</b>	<b>187,219</b>	<b>197,515</b>

Customer Journey Resilience Plan – [INSERT REGION]

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2.2 Industry Considerations

Regional Economic Development Strategy <sup>3</sup>	Endowments <sup>4</sup>	Engine Industry <sup>5</sup>	Emerging Industry
<a href="#">Northern New England High Country Regional Economic Development Strategy 2018-2022</a>	Climate – high altitude, cool temperate climate at a subtropical latitude Water – high reliable rainfall Mineral deposits Location and accessibility on the New England Highway, close to SE Queensland Tourism and lifestyle Glen Innes Airport	<b>Agriculture</b> <ul style="list-style-type: none"> <li>▪ Horticulture – fruit and tree nuts</li> <li>▪ Livestock – sheep, beef and grain</li> <li>▪ Food product manufacturing</li> <li>▪ Accommodation</li> <li>▪ Road freight transport</li> </ul>	Tourism Aged Care Renewable Energy
<a href="#">Southern New England Regional Economic Development Strategy 2018-2022</a>	Climate National Parks, World Heritage Areas, State Forests Location and accessibility on the New England Highway, close to SE Queensland Education, lifestyle and facilities Institutions and research clusters	<b>Agriculture</b> <ul style="list-style-type: none"> <li>▪ Livestock</li> <li>▪ Other livestock farming</li> <li>▪ Mushrooms, vegetables, fruit and tree nuts</li> </ul> Tertiary education	[Data to be appraised from Rebel or Cynthia by Tues 1 Nov]
<a href="#">Lower North West Regional Economic Development Strategy 2018-2022</a>	Location, accessibility, and connectivity Highly productive agricultural land Mineral resources Lifestyle attributes.	Agriculture and agri-business Mining Transport and logistics Tourism	Growth across the engine industries
<a href="#">Upper North West Regional Economic Development Strategy 2018-2022</a>	Highly productive agricultural land Water	Agriculture farming and manufacturing	Tourism Renewable energy production,

<sup>3</sup> NSW Regional Economic Development Strategies – Regional NSW

<sup>4</sup> The Centre Economics Regional Development (CERD) in its Regional Economic Growth Enablers Report (2017) found that: the future of individual regional economies is inexorably linked to their natural endowments and attempts to retain or establish industries without an underpinning endowment are unlikely to succeed.

<sup>5</sup> Some NSW Government programs use the REDS to determine the targeted industries that are most likely to support economic growth in a region. Engine industries vary by region, normally have a competitive advantage and tend to trade their goods outside the local area or sell their services to non-locals.

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Regional Economic Development Strategy <sup>3</sup>	Endowments <sup>4</sup>	Engine Industry <sup>5</sup>	Emerging Industry
<a href="#"><u>Strategy 2018-2022</u></a>	Transport and logistics Industry-specific institutions Mineral and gas resources Renewable energy Tourism		Manufacturing, and processing Coal-seam gas

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### 2.3 NSW Common Planning Assumptions

The Common Planning Assumptions are used in the development of new NSW government policies, strategies, and business cases.

Local Government Area	Fiscal and economic	Population and housing (2041 estimates)	Regional and land use	New infrastructure in planning or development
Moree Plains	Moree LGA is one of the top agricultural producing areas in Australia. Large-scale cereal and chickpea crops as well as cotton are significant export and domestic industries.	17,076 Priority to deliver housing options to promote development to contribute to Moree, Mungindi, Boggabilla, Ashley, Biniguy, Boomi, Pallamallawa, Garah, Gurley and Weemalah.	Expand nature-based adventure and cultural tourism places such as Moree Artesian Aquatic Centre and the Moree Water Park.	The NSW government has committed funding to plan for the upgrade of the Newell Highway between Narrabri and Moree.
Gwydir	Gwydir Shire LGA has a strong and growing economy based on agriculture and supports the 'Golden Triangle' around North Star, famous for its high yielding crops such as wheat, barley, sorghum, maize, chickpea peas, canola and cotton.	5,576 Priority to deliver housing options to promote development to contribute to Gravesend, Cobbadah, Upper Horton, Croppa Creek, North Star, Coolatai and Warialda Rail. Deliver a variety of housing options in Bingara and Warialda, to attract young families and support the ageing population.	Continue to develop access and logistics infrastructure on appropriate sites to encourage new industry opportunities throughout the region and within the Namoi Regional Job Precinct.	Plan to upgrade the Gwydir Highway between Grafton and Glen Innes through a series of measures such as lane and seal widening with clear zone works.

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Local Government Area	Fiscal and economic	Population and housing (2041 estimates)	Regional and land use	New infrastructure in planning or development
Inverell	Inverell LGA has a strong and growing economy based on agriculture, particularly beef cattle and cropping. It is the operating centre for a large beef processing company, the largest employer in Inverell.	17,581 Priority to deliver housing options to promote development to contribute to Ashford, Gilgai, Yetman, Tingha and Delungra.	Expand nature-based, adventure and cultural tourism places and enhance visitor experiences by leveraging the area's environmental and iconic assets including Copeton Dam.	Leverage the REZ and wind, solar and other renewable energy production opportunities.
Tenterfield	Tenterfield LGA has a strong and growing economy based on agriculture and mineral resource production, retail trade, and the health, education and tourism industries.	4,834 Priority to deliver housing options to promote development to contribute to Tenterfield, Drake, Urbenville, Torrington, Mingoola, Liston, Legume and Jennings.	Expand cultural and Aboriginal tourism and nature-based adventure, including eco-tourism and mountain bike trails.	Leverage the REZ and wind, solar and other renewable energy production opportunities.
Glen Innes Severn	Its location atop the Great Dividing Range has seen growth in wind farming and other renewables, with the region's first wind farm is under construction and two more planned.	8,963 Priority to deliver housing options to promote development to contribute to Emmaville and Deepwater.	Identify opportunities to expand tourism by leveraging environmental and iconic assets such as the Australian Standing Stones and neighbouring national parks.	Identify and promote wind, solar, bioenergy and other renewable energy production opportunities as part of the REZ.
Armidale Regional	The largest employers are within the agricultural, health and education industries, with	31,352 Priority to deliver housing options to promote	Support the New England Regional Arts Museum and other arts organisations to	Leverage the REZ and to identify and promote wind, solar and other renewable

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Customer Journey Resilience Plan - [INSERT REGION]

Local Government Area	Fiscal and economic	Population and housing (2041 estimates)	Regional and land use	New infrastructure in planning or development
	the focus on education founded on the University of New England, numerous public and private schools, the NSW TAFE Digital Hub and the opportunities of the NBN.	development to contribute to Ben Lomond, Black Mountain, Guyra, Ebor, Hillgrove, Llangothlin, and Wollomombi.	position the LGA as a recognised arts and cultural centre in regional Australia.	energy production opportunities.
Uralla	Uralla LGA enjoys strong social and economic links with Armidale LGA. Its primary rural industries are fine wool, lamb and beef production.	4,680 Priority to deliver housing options to promote development to contribute to Arding, Rocky River, Kingstown, Invergowrie and Kentucky.	Expand nature-based, adventure and cultural tourism.	Encourage renewable energy developments that are compatible with the LGA's lifestyle and valued environmental assets.
Narrabri	Narrabri has been announced as a future Special Activation Precinct. It will utilise its proximity to national and international markets via the Inland Rail, to targeting manufacturing, value-added production, and freight and logistics industries.	12,102 Priority to deliver housing options to promote development to contribute to Wee Waa, Pilliga, Bellata, Gwabegar, Baan Baa, and Boggabri.	Support the sustainable and effective management of water resources to enable drought-proofing.	Safety upgrades to the Kamilaroi Highway, as part of the Safer Roads Program have commenced. Stage 1 has been completed. Stage 3 is under construction, and Stages 2 and 4 on track for completion in 2023.
Gunnedah	Agriculture and resources underpin a strong and growing economy which benefits from	13,466 Priority to deliver housing options to promote	Foster the growth of knowledge-based, education and health-related industries	Continue to develop logistics, freight and transport infrastructure, such as the

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Local Government Area	Fiscal and economic	Population and housing (2041 estimates)	Regional and land use	New infrastructure in planning or development
	connections to local, national and international markets via the Oxley and Kamilaroi highways and the North-West (Mungindi) rail line.	development to contribute to Breeza, Carroll, Culewis, Emerald Hill, Kelvin, Mullaley, and Tambar Springs. Priority to develop a housing strategy.	and related activity around Gunnedah District Hospital and Gunnedah TAFE Campus.	Gunnedah Airport, to encourage new industry opportunities throughout the region and within the Namoi Regional Job Precinct.
Liverpool Plains	The LGA is located within the Namoi Regional Job Precinct, which will strengthen the economy, by identifying new locations to support the growth of the agricultural industry.	7,025 Priority to deliver housing options to promote development to contribute to Willow Tree, Wallabadah, Caroona, Walhallow, Currabubula, Premer and Spring Ridge. Diversity of housing in Quirindi and Werris Creek.	Expand nature-based, adventure and cultural tourism places and activities to enhance visitor experiences.	Leverage the existing Werris Creek Intermodal Hub and the ongoing development of access and logistics infrastructure.
Tamworth Regional	Tamworth's strong agricultural foundations in poultry, beef cattle, lamb processing and cropping are well supported by rail, road and air networks. Located in the Namoi Regional Job Precinct, which will help to grow the agricultural industry and protect it from incompatible land uses.	71,956 Priority to deliver housing options to promote development to contribute to Manilla, Kootingal, Barraba, Nundle, and other areas.	Foster the data-driven growth of knowledge-based, education and health-related industries around Tamworth Base Hospital, University of Newcastle's Tamworth Education Centre and TAFE NSW.	Support the development of the Tamworth Global Gateway Park, associated employment precincts and supporting infrastructure.

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Local Government Area	Fiscal and economic	Population and housing (2041 estimates)	Regional and land use	New infrastructure in planning or development
Walcha	The LGA is in the Namoi Regional Job Precinct, and the New England REZ, which will unlock a significant pipeline of large-scale renewable energy and storage projects, and new local opportunities.	2,904 Priority to deliver housing options to promote development to contribute to Nowendoc.	Walcha has abundant environmental assets, such as Oxley Wild Rivers and Werrikimbe National Parks and contains World Heritage-listed rainforest. Priority to expand nature-based adventure, cultural tourism places, and food and wine opportunities.	Leverage on the REZ and new wind, solar and other renewable energy production opportunities.

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Customer Journey Resilience Plan – New England Northwest NSW

### 3. Transport Priorities<sup>6</sup>

#### 3.1 State Road Priorities

Plan	Challenges	Relevance to the NENW
<a href="#">New England Highway (HW9) Draft Corridor Strategy (Oct 2016)</a>	<p>Road safety around regional centres and major towns, high crash rates around Singleton, Muswellbrook, Scone, and Tamworth.</p> <p>Higher Productivity Vehicle (HPV) access for Performance Based 2B heavy vehicles (PBS) along the route is limited by road geometry, grades, intersection configurations, pavement strength and thickness.</p> <p>The highway passes through several urban areas (large and small) creating conflict with local traffic, pedestrians and cyclists.</p>	<p>NORTH SOUTH LINK</p> <p>Major route for customers.</p> <p>In the New England Northwest it links Tamworth, Uralla, Armidale, Guyra, Glen Innes and Tenterfield.</p> <p>Links NSW and Queensland.</p>
<a href="#">NSW Newell (HW17) Highway Corridor Strategy (May 2015)</a>	<p>There are flood immunity issues along the entire route.</p> <p>The highway is currently susceptible to nuisance flooding as well as flooding from larger events including swollen river systems and sheet flow over expansive flood plains.</p> <p>Road closures for traffic crashes, spillages, bushfires, flooding and other incidents along the corridor currently require large detours because there is a lack of closely spaced support networks and local and regional roads.</p> <p>High value vegetation conservation communities exist along the Newell Highway corridor, that require protection.</p>	<p>SOUTHWEST LINK</p> <p>The Newell Highway is a major route linking Victoria and Queensland through Narrabri and Moree</p> <p>From Coonabarabran, Narrabri, Bellata, Gurley, Moree, Camurra and Boggabilla to the Queensland Border at Goondiwindi.</p>
<a href="#">Oxley Highway (HW11) Draft Corridor Strategy (March 2016), Waterfall Way Draft Corridor Strategy (July 2017)</a>	<p>There are flood immunity issues along the entire route. The highway is currently susceptible to nuisance flooding as well and flooding from larger events including swollen river systems and sheet flow over expansive flood plains.</p> <p>There are many defective culverts on the Oxley Highway.</p> <p>The clear zones along the Oxley Highway corridor contain hazards such as large trees which can cause road safety issues.</p>	<p>EAST WEST LINK</p> <p>From Port Macquarie, through Wauchope (High Street), onto Walcha (Fitzroy Street) to the New England Highway at Bendemeer</p> <p>At Tamworth, via Marius Street and to Gunnedah onto Mullaley to the Newell Highway</p>

<sup>6</sup> Sourced from [New England Road Network Strategy \(nsw.gov.au\)](#).

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Customer Journey Resilience Plan – New England Northwest NSW

Plan	Challenges	Relevance to the NENW
	<p>Management of roadside drainage and slope stability issues particularly on the Wauchope to Walcha range.</p>	<p>At Gilgandra via Collie and Warren to the Mitchell Highway at Nevertire</p>
<p><a href="#">Gwydir Highway (HW12)</a> <a href="#">Washpool Flood Mitigation – Gwydir Highway</a></p>	<p>Flood immunity issues were prevalent along a section of the Gwydir Highway at Washpool, with local residents, tourists and freight operators often cut off after heavy rainfall.</p> <p>However, works have since been completed, which involved; replacing the existing three cell box culvert, raising and widening the highway with addition of 1.5m wide sealed shoulders, and upgraded roadside draining.</p> <p>The project was completed on 10 Sept”mber’2023.</p>	<p>EAST WEST LINK From Pacific Highway west at Grafton to Charles Street, South Grafton, continuing west via Ramornie, Jackadgery, Glen Innes, Inverell and Warialda to the Newell Highway at Moree. From the Newell Highway at Moree via Collarenebri to the Castlereagh Highway north of Walgett.</p>
<p>Bruxner Highway (HW16) <a href="#">Ballina Road and the Bruxner Highway</a></p>	<p>The Bruxner Highway located in Northern NSW and provides a key movement corridor between Lismore and Ballina, linking with the Pacific Highway. The NSW Government is providing \$5 million to fund vital road and safety improvements along the Bruxner Highway, including an upgrade to the Ballina Road intersection at Alstonville.</p> <p>The proposed design improves safety at the Ballina Road intersection, by permanently removing the right turn out of Ballina Road that has resulted in two fatal crashes in recent years. The on ramp at Ellis Road has minimal environmental impacts, including no impacts to nearby waterways, and no travel time impacts to vehicles using the Bruxner Highway.</p>	<p>EAST WEST LINK From the Pacific Highway west of Ballina through Tabulum, Drake and into Tenterfield where it meets the New England Highway</p>
<p>Kamilaroi Highway (HW9) <a href="#">Kamilaroi Highway safety Upgrade – Baan Baa to Turrawan</a></p>	<p>Following a Route Safety Review of the Kamilaroi Highway, the NSW Government is funding \$26.4 million to boost safety on a 17km stretch between Baan Baa and Turrawan under the Safer Roads Program.</p> <p>In 2014, Transport for NSW, in collaboration with Centre for Road Safety, completed a Route Safety Review of the Kamilaroi Highway. This review identified the need to review the road network infrastructure and enhance road user</p>	<p>SOUTHWEST Link from the New England Highway (HW9) at Willow Tree, Quirindi and Breeza to the Oxley Highway (HW11) east of Gunnedah, then from the Oxley Highway at Gunnedah via Boggabri to the Newell Highway.</p>

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Plan	Challenges	Relevance to the NENW
	behaviour campaigns, especially those targeting driver behaviour, speeding and fatigue between Baan Baa and Turrawan.	At Narrabri West, then from the Newell Highway at Narrabri via Wee Waa, Merah North, Burren Junction and Cryon to the Castlereagh Highway. From the Castlereagh Highway at Walgett, crossing the Barwon River near Walgett, then along the north-western side of the Barwon River to Brewarrina, then along the southern side of the Darling River to the Mitchell Highway (HW7) at Bourke.
Carnarvon Highway	Road upgrade works on one of the most important freight routes in the Moree Plains Shire, the Carnarvon Highway, were completed in 2019 near Moree (\$3.5 million Carnarvon Highway upgrade).	NORTHWEST From the Newell Highway at Moree, via Ashley Moppin and Garah to the Queensland Border at Mungindi. Over the border, the road travels hundreds of kilometres to central Queensland.
Waterfall Way <a href="#">Waterfall Way</a> <a href="#">Corridor Strategy</a>	The Waterfall Way provides a key east west connection between two of the major highways in northern NSW – the Pacific Highway and the New England Highway. It connects rural communities and provides a transport route for the timber and agricultural industries.	EAST WEST LINK East West connection between the Pacific Highway near Coffs Harbour and the New England Highway in Armidale

### 3.2 Regional Road Priorities

Regional Priorities	Description/Relevance to the NENW <sup>7</sup>
Thunderbolts Way (RR7719) (Gloucester – Walcha Road)	Thunderbolts Way from Gloucester provides the shortest route from Sydney to the New England and continues through Walcha, Uralla, and Bundarra to Inverell.

<sup>7</sup> Sourced from [Road Network Strategy 2020](#), New England Joint Organisation.

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Regional Priorities	Description/Relevance to the NENW <sup>7</sup>
	<ul style="list-style-type: none"> <li>From the Gloucester – Walcha Road (RR7719) north of Nowendoc to the Nundle – Tamworth Road (MR105) at Dungowan.</li> </ul>
Fossickers Way	Fossickers Way is a tourist route that runs from Nundle to Warialda in the north and then east to Inverell and Glen Innes.
The Buckets Way (90)	From the Pacific Highway near 12 Mile Creek via Booral, Stroud and Gloucester and Krumbach to the Pacific Highway at Nabisac (that part between 12 Mile Creek and Krumbach).
Black Stump Way	Black Stump Way provides journey connections between Dubbo and Tamworth (through Gunnedah) for commuters and road freight operators.
Cypress Way (329)	Cypress Way connects the rural town of Gwabegar to the rural town of Pillaga located in the Narrabri Shire.
Grain Valley Road (7709)	Grain Valley Road connects Kamilaroi Highway at Boggabri to Oxley Highway at Nombi via Willala and Ghoolendaadi. The road is a significant route for bus and truck drivers, as well as residents and tourists, connecting the Mullaley and Boggabri townships.
Ashford Road (137)	Ashford Road connects the Gwydir Highway to the rural town of Ashford located within the Inverell Shire.
Mt Lindesay Road (622)	Mt Lindesay Road connects New England Highway in Tenterfield to Summerland Way.
Old New England Highway (7708)	Connects Waterfall Way at Armidale to New England Highway at North Armidale via Marsh Street and Glen Innes Road.
Emmaville Road (7706)	Connects the Gwydir Highway at Glen Innes to the town of Emmaville.
North Star Road (7705)	Connects Bruxner Highway to Warialda Road via North Star (Gwydir Shire).

### 3.3 Local Road Priorities

Local Priorities	Description/Relevance to the NENW
Duri-Dungowan Road <sup>8</sup>	A popular route for heavy vehicles travelling between the New England Highway and Werris Creek Road, the unsealed 6.1km section of the road

<sup>8</sup> Sourced from [Tamworth Regional Council: Major Road Upgrades](#).

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Local Priorities	Description/Relevance to the NENW
	between the New England Highway and Gowrie Road currently deteriorates quickly and requires a high rate of regular maintenance.
Kingstown Road	Strengthening and resealing of the highest priority sections on Kingstown Road as part of the 2023 Fixing Local Roads. The 6.9km stretch of road is currently one of the most highly maintained roads in the Tamworth region. This project is currently in the design phase and has received funding of \$2.8 million from the NSW Government's Fixing Local Roads Program and \$999,970 from Tamworth Regional Council.
Watsons Creek Road	With the road being the only primary access from the village of Watsons Creek to Bendemeer and the New England Highway, sealing the road will provide a much more reliable pavement surface for residents and improve travel times, safety and driver comfort.
Moonbi to Hallsville	Dangerous corners, culverts and intersections on local roads between Moonbi and Hallsville will be improved, including Davidsons Lane, Upper Moore Creek Road, and Moonbi Gap Road. This project has received \$2 million by the Australian Government's Heavy Vehicle Safety Productivity Program, to be matched by an additional \$2 million investment from Tamworth Regional Council.
Werris Creek Road	Werris Creek Road is the main route between Tamworth, Werris Creek and Quirindi and is a major freight route for our region. Improvements included line marking, signage, a new road surface and the installation of guardrail.
Kempsey Road	Kempsey Road diverges from Armidale Road, beginning in Comara and the road ends in Wollomombi. The Kempsey-Armidale Road is important since it connects Armidale to the coast which is important for tourism and agriculture. The road was heavily damaged during the 2019-20 bushfires and subsequent flooding in 2020 and 2022. The condition of the road has severely deteriorated and has emergency work undertaken for the road to be open to the public. The Armidale Regional Council is working to re-establish the 45km of road back to its pre-disaster condition. <sup>9</sup>
Terry Hie Hie Road	The Moree Terry Hie Hie Road is a sealed road that connects with the Gwydir Highway and the Moree – Terry Hie Hie Road. Reconstruction and sealing of a 3.2km section of Terry Hie Hie Road (\$1.3 million) as part of the Fixing Local Roads Projects. <sup>10</sup>
Culgoora Road	Culgoora Road diverges off the Newell Highway and is the primary access to the Culgoora State Forest. Improvements are being made to

<sup>9</sup> Sourced from [Kempsey Road Project \(Armidale\) - Kempsey Shire Council working with the Macleay Valley community \(nsw.gov.au\)](#) and [Kempsey Road - Armidale Regional Council \(nsw.gov.au\)](#)

<sup>10</sup> Sourced from [Round 1 Successful Projects. Fixing Local Roads.](#)

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Local Priorities	Description/Relevance to the NENW
	resurface and widen the roads to 9 meters. These improvements are expected to be completed by March 2024. <sup>11</sup>
Old Ballandean Road	Old Ballandean Road connects Mount Lindesay Road to the New England and Bruxner Highway (Tenterfield Shire).
Strathbogrie Road	Strathbogrie Road connects Glen Innes to Wellingrove and Emmaville (North West of Glen Innes).
Red Range Road	Red Range Road connects Red Range to Glen Innes in an East to West trajectory, providing a link to smaller towns and villages including Lambs Valley and Red Range.
Boorolong Road	Boorolong Road connects Armidale to North of Boorolong (North West of Armidale). A local road construction upgrade of Boorolong Creek Bridge on Boorolong Road, commenced in 2023. The existing timber bridge will be replaced by a single lane concrete girder bridge (expected completion in 2024). <sup>12</sup>
Baldersleigh Road	Baldersleigh Road connects Guyra to Thunderbolts Way (in a West-ward direction) towards Bundarra.
Rockvale Road	Rockvale Road is considered an important part of the NENW road network as it provides a regular route for many residents and commercial operators and can be a particularly valuable regional link when the New England Highway is closed. In 2020, a \$1.2 million project was commenced to improve traffic safety by sealing a 1.4km section at the northern end of the road. <sup>13</sup>
Kings Plains Road	Kings Plains Road connects Inverell Shire to Wellingrove Cemetery in a North Eastern direction.
Copeton Dam Road	The Copeton Dam Road connects with the Bundarra Road and the Gwydir Highway. As part of the Fixing Local Roads program, heavy patching and crack sealing, grading of existing shoulder including table drain, removing surface defects, and incorporating new fill material to ensure a smooth surface and assist with the removal of water from the edge of the roadway. <sup>14</sup>

### 3.4 Rail Priorities

<sup>11</sup> Sourced from [Works: Gulgoora, Leards Forest, Old Narrabri and Turrawan roads | NSC \(nsw.gov.au\)](#)

<sup>12</sup> Sourced from [Armidale Regional Council, Boorolong Creek Bridge Renewal project.](#)

<sup>13</sup> Sourced from [Mirage News, 'Rockvale Road Seal to Enhance Regional Link'.](#)

<sup>14</sup> Sourced from [Round 1 Successful Projects, Fixing Local Roads.](#)

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Local Priorities	Description/Relevance to the NENW
Inland Rail: Narrabri to North Star (N2NS)	The Narrabri to North Star (N2NS) section of Inland Rail will upgrade approximately 185 kilometres of existing rail corridor and construct 1.7 kilometres of new track near Moree, New South Wales. The project is being delivered in two phases. Estimated Total Cost is \$693 million. Modelling estimates there could be in excess of 2,500 jobs created, with a majority of these coming from undercover horticulture.

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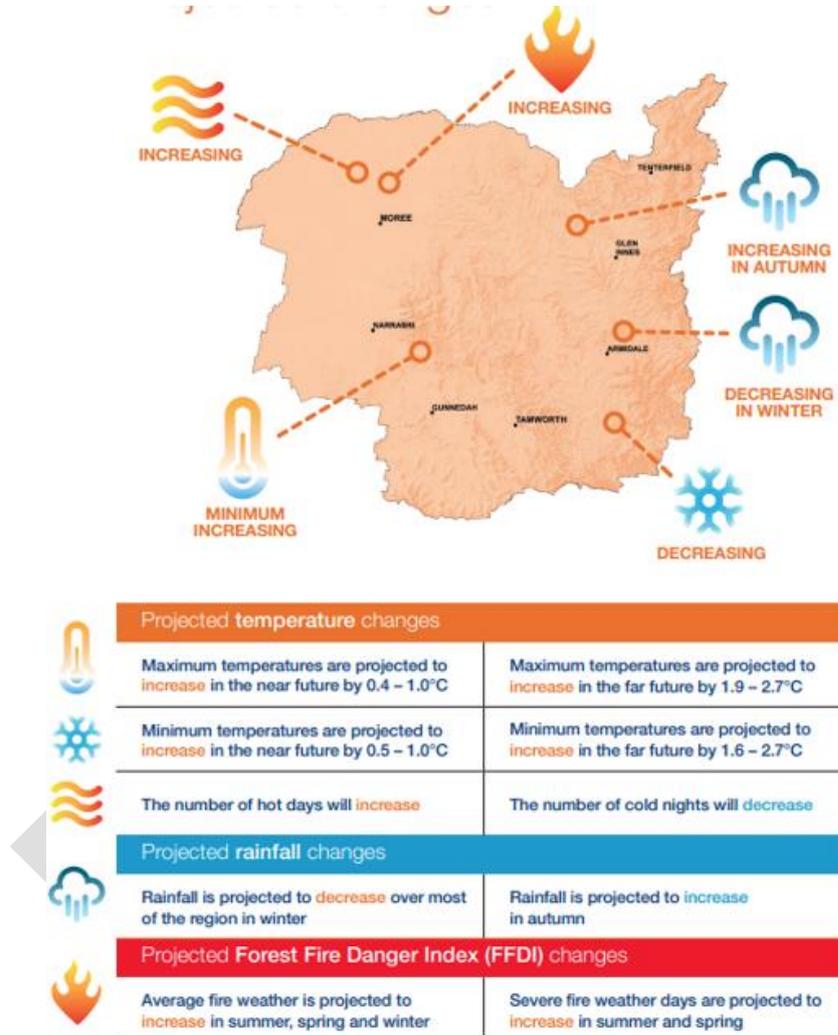
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## 4. Climate Change Assessment and Impact

The [Adapt NSW future climate projections](#) is used as the source document for commentary here.

### 4.1 Projected Climate Changes for the New England Northwest region



For the full snapshot and more information about the modelling go to [climatechange.environment.nsw.gov.au](https://climatechange.environment.nsw.gov.au).

### 4.2 What does this mean for the Customer Journey Resilience Plan for the New England Northwest region?

The outcome of the above is that in the future the region is expected to experience natural disasters to impact Customer Journey such as:

- Drought

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- Changes in water run-off
- Increasing frequency and severity of extreme weather events such as; heat waves, strong winds, lightning strikes, bushfires, rainfall, and flash flooding.

The Climate Change in Australia<sup>15</sup>, CSIRO resource, Eastern Australia Super Cluster region supports this assessment and says:

- Average temperatures will continue to increase in all seasons.
- More hot days and warm spells.
- Fewer frosts.
- Average winter and spring rainfall is projected to decrease, changes in summer and autumn rainfall is possible but its unclear.
- Increased intensity of extreme rainfall events.
- There will be a harsher fire-weather climate in the future.

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<sup>15</sup> <https://www.climatechangeinaustralia.gov.au/en/projections-tools/regional-climate-change-explorer/super-clusters/?current=ESC&tooltip=true&popup=true>

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## 5. Natural Disaster Resilience Rating for each Local Government Area

Communities in areas of **low disaster resilience** may be limited in their capacity to use available resources to cope with adverse events and are limited in their capacity to adjust to change through learning, adaptation, and transformation. Limitations to disaster resilience may be contributed by entrenched social and economic disadvantage, less access to or provision of resources and services, lower community cohesion and limited opportunities for adaptive learning and problem solving.

Communities in areas of **moderate disaster resilience** have some capacity to use available resources to cope with adverse events, and some capacity to adjust to change through learning, adaptation and transformation. Moderate disaster resilience is generally contributed by moderate levels of coping and adaptive capacity, which in turn are associated with moderate levels of economic capital, moderate provision of and access to services, moderate community cohesion and variable encouragement for adaptive learning and problem solving.

Communities in areas of **high disaster resilience** have strong capacity to use available resources to cope with adverse events, and strong capacity to adjust to change through learning, adaptation and transformation. High disaster resilience is generally contributed by high levels of coping and adaptive capacity, which in turn are associated with high levels of economic capital, high provision of and access to services, high community cohesion and significant encouragement for adaptive learning and problem solving.

Local Government Area	Disaster Resilience Index <sup>16</sup>
Armidale Regional Council	MODERATE
Glen Innes Shire Council	LOW
Gunnedah Shire Council	MODERATE
Gwydir Shire Council <sup>17</sup>	LOW
Inverell Shire Council	LOW
Liverpool Plains Shire Council	LOW
Moree Plains Shire Council	LOW
Narrabri Shire Council	LOW
Tamworth Regional Council	LOW – MODERATE
Tenterfield Shire Council <sup>18</sup>	LOW

<sup>16</sup> Data is retrieved from the [Australian Disaster Resilience Index](#), Natural Hazards Research Australia.

<sup>17</sup> Disaster Resilience Index for Gwydir Shire Council is not provided in the SA2 analysis, it is assumed that Inverell West incorporates Gwydir Shire Council, the Disaster Resilience Index for Gwydir Shire Council applied is Low.

<sup>18</sup> Disaster Resilience Index for Tenterfield Shire Council does not appear to have been published in the mapping (SA2 analysis). For this purpose, it is assumed that Tenterfield Shire Council is incorporated into Glen Innes, Grafton and Casino areas.

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Local Government Area	Disaster Resilience Index <sup>16</sup>
Uralla Shire Council <sup>19</sup>	LOW
Walcha Council	LOW

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<sup>19</sup> Disaster Resilience Index for Uralla Shire Council does not appear to have been published in the mapping. For this purpose, it is assumed that Uralla Shire Council's Disaster Resilience Index is the same the neighbouring council of Walcha, Low.

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## 6. Key Customer Segments<sup>20</sup>

### 6.1 Transport Customers

In the New England North-west of NSW the majority of customer are those that use the road network, with their cars, trucks, buses and motorbikes. In regional areas, roads are also used by walkers and cyclists. Roads and the road network are critical for the economy for freight, commodities, and services.

Customer Segment	Description	Reason for Travel	Mode of Travel
<b>Commuters</b>	Customers who travel from 'end to end' for work, education, health, engagement, and connection on a regular basis from their place of residence.	Movement of People Movement of Goods	Road, air
<b>Transient</b>	Customers are those person/s who are travelling for pleasure into and out of the area for an undefined period.	Movement of People	Road
<b>Safety and emergency</b>	Customers are those person/s travelling into and out of an area for the purposes of an emergency and or public safety. This also includes travel for custodial purposes to and from corrections centres and police stations.	Movement of People Movement of Goods	Road
<b>Freight</b>	Customers are those that transit in light and heavy vehicles and interact with railways and airports for the purposes of commerce.	Movement of Goods	Road, rail

### 6.2 Commuter Customers<sup>21</sup>

Local Government Area	Car	Walk	Truck	Motorbike scooter	Public Transport
<b>Armidale Regional</b>	7,081	470	94	70	84
<b>Glen Innes</b>	2,184	186	69	28	10

<sup>20</sup> The Transport for NSW Future Transport Strategy identifies customer segments and their purpose

<sup>21</sup> ABS Census 2021, Method of travel to work on the day of the Census

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Local Government Area	Car	Walk	Truck	Motorbike scooter	Public Transport
Gunnedah Shire Council	4,166	175	77	np	157
Gwydir Shire Council	1,150	122	37	14	9
Inverell Shire Council	5,039	261	97	57	16
Liverpool Plains Shire Council	1,917	157	59	np	18
Moree Plains Shire Council	3,826	252	81	np	34
Narrabri Shire Council	4,097	233	79	np	139
Tamworth Regional Council	19,440	717	389	153	111
Tenterfield Shire Council	1,532	116	47	np	22
Uralla Shire Council	1,500	87	39	14	8
Walcha Council	725	93	23	10	3

### 6.3 Transient Customers<sup>22</sup>

Local Government Area	Domestic Day Visitors	Domestic Overnight Visitors	International Visitors
Armidale Regional	295,000	348,000	11,000
Glen Innes Severn	np	93,000	np
Gunnedah Shire Council	109,000	111,000	np

<sup>22</sup> Tourism Research Australia Local Government Area Profiles, Tourism/Transient Persons who are travelling for pleasure into and out of the area for an undefined period, per annum.

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Local Government Area	Domestic Day Visitors	Domestic Overnight Visitors	International Visitors
Gwydir Shire Council	np	np	np
Inverell Shire Council	149,000	143,000	np
Liverpool Plains Shire Council	np	58,000	np
Moree Plains Shire Council	np	177,000	4,000
Narrabri Shire Council	130,000	165,000	np
Tamworth Regional Council	510,000	727,000	14,000
Tenterfield Shire Council	np	115,000	3,000
Uralla Shire Council	np	np	np
Walcha Council	np	38,000	np

#### 6.4 Safety and Emergency Customers

Agency	Locations	Link
Ambulance	Armidale, Ashford, Barraba, Bingara, Boggabri, Glen Innes, Gunnedah, Guyra, Inverell, Manilla, Moree, Mungindi, Narrabri, Quirindi, Tamworth City, Tamworth South, Tenterfield, Walcha, Warialda, Wee Waa Community Responders: Deepwater, Nundle, Tambar Springs, Uralla,	<a href="https://www.ambulance.nsw.gov.au/data/assets/pdf_file/0004/509278/DE222-Metro-and-Regional-Station-Maps-Jan-2021_V14.pdf">https://www.ambulance.nsw.gov.au/data/assets/pdf_file/0004/509278/DE222-Metro-and-Regional-Station-Maps-Jan-2021_V14.pdf</a>
Fire and Rescue	Armidale, Barraba, Bingara, Boggabri, Glen Innes, Gunnedah, Guyra, Inverell, Manilla, Moree, Narrabri, Quirindi, Tamworth, Tamworth South, Tenterfield, Uralla, Walcha, Warialda, Wee Waa, Werris Creek	<a href="https://www.fire.nsw.gov.au/page.php?id=9205">https://www.fire.nsw.gov.au/page.php?id=9205</a>
Police	<b>Oxley Command:</b> Barraba, Bellata, Bendemeer, Boggabri, Curlewis, Gunnedah, Gwabegar, Kootingal, Manilla, Narrabri, Nowendoc, Nundle, Pilliga, Quirindi, Somerton, Tambar Springs, Tamworth, Walcha, Walcha Road, Wee Waa, Werris Creek	<a href="https://www.police.nsw.gov.au/about-us/regions-commands-districts/western-region/oxley">https://www.police.nsw.gov.au/about-us/regions-commands-districts/western-region/oxley</a>

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Agency	Locations	Link
	<p><b>New England Command:</b> Armidale, Ashford, Bingara, Boggabilla, Boomi, Bundarra, Deepwater, Delungra, Emmaville, Garah, Glen Innes, Gravesend, Guyra, Inverell, Moree, Mungindi, Pallamallawa, Tenterfield, Tingha, Uralla, Warialda, Yetman</p>	<p><a href="https://www.police.nsw.gov.au/about-us/regions-command-districts/western-region/new-england">https://www.police.nsw.gov.au/about-us/regions-command-districts/western-region/new-england</a></p>
<p>Rural Fire Service (RFS)</p>	<p><b>Liverpool Range District:</b>  <b>Gunnedah Fire Control Centre (FCC),</b> Carroll, Coochooboonah, Curlewis, Gunnedah, Gunnible, Kelvin, Milroy, Mullaley, Nowley, Piallaway, Quia, Tambar Springs, Willala</p> <p><b>Namoi Gwydir District:</b>  <b>Gwydir FCC,</b> Avon Downs, Bangheet, Bingara, Boonal, Cobbadah, Coolatai, Crooble, Croppa Creek, Diamond Swamp, Dinoga, Elcombe, Gineroi – Gwydir, Gragin, Gravesend, Keera, Koloona, Kurrajong – Gwydir, Macarthur, Milguy South, Millgalar, Mosquito Creek, Mungle, Myalla, North Star, North Star South, Oakey Creek, Pallal, Pepperbox, Rocky Creek – Gwydir, Stonefield, Upper Horton, Warialda, Wea, Whitlow,</p> <p><b>Moree Plains FCC,</b> Ashley, Berrygil Creek, Boggabilla, Boomi, Bullarah, Collymongle, Currugundi, Garah, Gurley, Mallawa, Moree, Mungindi, Namoi/Gwydir Support, Oodnadatta, Pallamallawa &amp; District, Terry-Hie-Hie, Tulloona, Tyreel, Weemeloh, Whalan Creek, Woodlands – Moree,</p> <p><b>Narrabri FCC,</b> Baan Baa, Bellata – East, Bellata – West, Bellata Town, Bobbiwaa, Boggabri, Bohena, Brooklyn – Narrabri, Bullawa-Eulah Creek, Culgoora, Deep Creek – Narrabri, Grattai (Narrabri), Gwabegar, Jacks Creek, Maules Creek, Merah North, Merimborough, Myall Vale, Nandewar, Narrabri HQ, Pilliga, Spring Plains East, Spring Plains West, Tibbereena, Turrawan, Wallah, Wee Waa, Yarrie Lake, Wynella</p> <p><b>New England District:</b>  <b>Armidale FCC,</b> Baldersleigh, Ben Lomond, Black Mountain, Boorolong, Commissioners Waters, Dangarsleigh, Devils Pinch, Dumaresq, Ebor, Enmore, Gara, Guyra, Herbert Park, Hillgrove, Jeogla, Lower Creek, Lyndhurst – Dumaresq, New England Aviation, New England Catering Unit, New England Chainsaw,</p>	<p><a href="https://www.rfs.nsw.gov.au/data/assets/pdf_file/0003/170481/RFS_BrigadesList.pdf">https://www.rfs.nsw.gov.au/data/assets/pdf_file/0003/170481/RFS_BrigadesList.pdf</a></p>

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Agency	Locations	Link
	<p>New England Com Engagement, New England Communication, New England Logistics, New England Raft</p> <p>Point Lookout, Tenterden, Tingha, Wards Mistake, Warrane, Wollomombi, Wongwibinda</p> <p><b>Uralla FCC:</b> Balala, Bundarra, Diggings, Kentucky, Torryburn <b>Walcha FCC:</b> Bergen, Ingleba, Moona-Winterbourne, Nowendoc, Yarrowitch / Tia</p> <p><b>Northern Tablelands District:</b></p> <p><b>Glen Innes Severn FCC:</b> Bald Nob, Deepwater, Dundee, Emmaville, Glen Elgin, Glen Innes, Glencoe – Glen Innes, Matheson, Mt Mitchell, Red Range, Reddestone, Shannon Vale, Wellingrove, Wyaliba</p> <p><b>Inverell FCC:</b> Ashford, Bonshaw, Bukkulla, Delungra, Elsmore, Gilgai, Graman, Gum Flat, Inverell, Kings Plains – Inverell, Nullamanna, Oakwood, Rocky Creek – Inverell, Stannifer, Twin Rivers – Inverell, Wallangra, Yetman</p> <p><b>Tenterfield FCC:</b> Barney Downs, Drake, Frazers Cutting, Homestead, Lee field/Mt Mckenzie, Legume, Liston / Wylie Creek, Mingoola, Pretty Gully, Pyes Creek, Sandy Flat/Bolivia, Stannum/Torrington, Steinbrook, Urbenville</p> <p><b>Tamworth District:</b></p> <p><b>Tamworth FCC:</b> Attunga, Barraba, Bendemeer, Borah – Tamworth, Burindi, Crow Mountain, Dungowan, Duri, Garoo, Gowrie, Halls Creek, Hanging Rock – Tamworth, Kingswood, Kootingal/Moonbi, Limbri / Mulla Creek, Loomberah, Manilla, Moore Creek, Mt Lindsay, Namoi River, Niangala, Nundle, Ogunbil, Piallamore, Rushes Creek, Somerton, Tamworth City, Tamworth Support, Thirlidene, Warrabah, Warral, Watsons Creek, Weabonga, Winton, Woodsreef, Woolbrook – Tamworth, Woolomin / Duncans Creek,</p>	
State Emergency Service (SES)	<p><b>Western Zone Headquarters (Dubbo)</b></p> <p><b>Local Units in the Namoi:</b> Armidale-Dumaresq, Barraba, Boggabri, Gunnedah, Guyra, Liverpool Plains Shire, Manilla, Narrabri, Nundle, Pilliga, Tambar Springs, Tamworth, Tingha, Uralla, Walcha, Wee Waa</p>	<p><a href="https://www.ses.nsw.gov.au/about-us/our-zones/">https://www.ses.nsw.gov.au/about-us/our-zones/</a></p>

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Agency	Locations	Link
	<b>Local Units in the North West:</b> Ashford, Bingara, Boggabilla, Deepwater, Garah, Glen Innes, Inverell, Moree, Mungindi, Tenterfield, Warialda, Yetman	

## 6.5 Freight Customers

Freight Route	Freight Journey Estimates <sup>23</sup>
New England Highway	Freight journeys are estimated at between 2,000 to 50,000 movements per annum.
Oxley Highway	Freight journeys are estimated at between 2,000 to 50,000 movements per annum.
Gwydir Highway	Freight journeys are estimated at between 2,000 to 10,000 movements per annum
Newell Highway	Freight journeys are estimated at over 50,000 movements per annum.
Kamilaroi Highway	Freight journeys are estimated at between 2,000 to 50,000 movements per annum
Carnarvon Highway	Freight journeys are estimated at between 2,000 to 10,000 movements per annum

## 6.6 Freight Origin Journey Estimates<sup>24</sup>

Freight Route	2021 Freight Estimates	2041 Freight Estimates
New England and North West – Far West and Orana	Agricultural Commodities totalling 43kt annually.	Agricultural Commodities totalling 59kt annually.
New England and North West – Murray	Agricultural Commodities totalling 2kt annually.	Agricultural Commodities totalling 3kt annually.

<sup>23</sup> Data sourced from Transport for NSW: <https://www.transport.nsw.gov.au/data-and-research/freight-data-10/nsw-telematics>

<sup>24</sup> Data sourced from Transport for NSW: <https://www.transport.nsw.gov.au/data-and-research/freight-data-19/strategic-freight-forecasts/strategic-freight-forecasts-%E2%80%93>

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Freight Route	2021 Freight Estimates	2041 Freight Estimates
New England and North West – Riverina	Agricultural Commodities totalling 22kt annually.	Agricultural Commodities totalling 30kt annually.

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## 7. Identified Critical Customer Journeys

### 7.1 Hazard Identification Tool

To assist with the identification of journeys and the relationships between vulnerability, communities and the transport network, the Network Resilience Program and the Resilience Hub have developed the [Hazard Visualization- ROM \(nsw.gov.au\)](https://nsw.gov.au/hazard-visualization-rom).

The tool is a collection of layers that include the State and Local Government Administrative boundaries, hazards, vulnerability to bushfire and flooding, land use, and transport layers to assist in understanding the threats to high-risk communities and customer journeys.

### 7.2 Customer Journeys and High Risk Communities

The following Customer Journeys were identified through consultation with Local Government and Councils. The following information is to be used to assist with preparedness against natural hazards and is not intended for the use of emergency planning. The purpose of identifying High Risk Communities is to capture the exhaustive list of communities and assets vulnerable from natural disasters, and thus the State and Regional transport network that connects to the identified vulnerabilities. The Customer Journeys indicate common journeys that transport customers travel within each Local Government Area.

This section should be revised as new plans are released by TfNSW and Councils, new customer journeys are identified or changed, upon implementation of resilience initiatives, changes in population over time, and following any natural disasters within the region or council.

Customer Journey / Cluster	Journey	Natural Disaster Threat	Location of High Risk Communities and Assets	Single Road Access to Assets
<b>Armidale Regional Council</b>				
North South	Journey between Uralla, Guyra to Black Mountain (through Armidale)	Flood	<ul style="list-style-type: none"> <li>• Black Mountain</li> <li>• Guyra</li> <li>• Hillgrove</li> </ul>	<ul style="list-style-type: none"> <li>• Wandsworth Road</li> <li>• Baldersleigh Road</li> <li>• Old Hillgrove Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Aberfoyle</li> <li>• Armidale</li> <li>• Ben Lomond</li> <li>• Black Mountain</li> <li>• Guyra</li> </ul>	<ul style="list-style-type: none"> <li>• Glassers Road</li> <li>• Newholme Road</li> <li>• Weirs Road</li> <li>• Maybole Road</li> <li>• Sunnyside Road</li> <li>• Wandsworth Road</li> <li>• Brockley Road</li> <li>• Green hills Road</li> <li>• Malpas Dam Road</li> </ul>
		Snow and Ice	<ul style="list-style-type: none"> <li>• Armidale</li> </ul>	<ul style="list-style-type: none"> <li>• New England Highway</li> </ul>
East to West	Journey between Abington to Wollomombi, including	Flood	<ul style="list-style-type: none"> <li>• Hillgrove</li> </ul>	<ul style="list-style-type: none"> <li>• Old Hillgrove Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Ebor</li> <li>• Hillgrove</li> <li>• Wollomombi</li> </ul>	<ul style="list-style-type: none"> <li>• Air Services Road</li> <li>• Brackin Street</li> <li>• Ebor Falls Road</li> <li>• Ebor Street</li> </ul>

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Customer Journey / Cluster	Journey	Natural Disaster Threat	Location of High Risk Communities and Assets	Single Road Access to Assets
	Oxley Wild Rivers		<ul style="list-style-type: none"> <li>Oxley Wild Rivers National Park</li> </ul>	<ul style="list-style-type: none"> <li>Long Point Road</li> <li>Point Lookout Road</li> <li>School Road</li> <li>Tanners Road</li> <li>Threlfall Road</li> <li>Waterfall Way</li> <li>Wollomombi Village Road</li> </ul>
<b>Gunnedah Shire Council</b>				
Black Stump Way	Journey from Premer to Willala, via Tambar Springs and Emerald Hill	Floods	<ul style="list-style-type: none"> <li>Emerald Hill</li> <li>Tambar Springs</li> </ul>	<ul style="list-style-type: none"> <li>Goolhi Road</li> <li>Trinkeby Forest Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>Premer</li> <li>Tambar Springs</li> <li>Willala</li> </ul>	<ul style="list-style-type: none"> <li>Bundella Road</li> <li>Bundella Street</li> <li>Ellerslie Street</li> <li>Premer Avenue</li> <li>Premer Road</li> <li>Sleightholmes Road</li> <li>Black Stump Way</li> <li>High Street</li> <li>Quarry Street</li> <li>Scratch Road</li> <li>Willala Road</li> </ul>
Gunnedah	Journey from Black Jack Road to Kelvin, via Gunnedah	Fire	<ul style="list-style-type: none"> <li>Blackjack</li> <li>Gunnedah</li> </ul>	<ul style="list-style-type: none"> <li>Evans Road</li> <li>Harrie Rowland Place</li> <li>Apex Road</li> <li>Barlow Road</li> <li>Everleigh Road</li> <li>Kamilaroi Road</li> </ul>
Kamilaroi	Journey from Breeza to Gunnedah, via Curlewis	Fire	<ul style="list-style-type: none"> <li>Breeza</li> <li>Curlewis</li> <li>Gunnedah</li> </ul>	<ul style="list-style-type: none"> <li>Cementary Road</li> <li>McCormack Lane</li> <li>Railway Street</li> <li>Voca Road</li> <li>Kamilaroi Hwy</li> </ul>
Kelvin	Journey in Kelvin	Fire	<ul style="list-style-type: none"> <li>Kelvin</li> </ul>	<ul style="list-style-type: none"> <li>Mountain Forest Road</li> </ul>
Oxley	Journey from Carroll to	Fire	<ul style="list-style-type: none"> <li>Gunnedah</li> <li>Mullaley</li> <li>Carroll</li> </ul>	<ul style="list-style-type: none"> <li>Keepit Dam Road</li> <li>Black Stump Way</li> </ul>

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Customer Journey / Cluster	Journey	Natural Disaster Threat	Location of High Risk Communities and Assets	Single Road Access to Assets
	Mullaley, via Gunnedah			<ul style="list-style-type: none"> <li>• Finlay Road</li> <li>• Oxley Highway</li> </ul>
Boggabri	Journey in Boggabri	Flood	<ul style="list-style-type: none"> <li>• Boggabri</li> </ul>	<ul style="list-style-type: none"> <li>• Black Stump Way</li> </ul>
<b>Gwydir Shire Council</b>				
Fossickers Way North	Journey from Coolatai to Barraba, via Cobbadah, Dinoga, Bingara, Warialda	Flood	<ul style="list-style-type: none"> <li>• Warialda</li> <li>• Upper Horton</li> <li>• North Star</li> <li>• Bundarra</li> <li>• Upper Bingara</li> <li>• Bingara</li> <li>• Upper Bingara National Park</li> <li>• Coolatai</li> </ul>	<ul style="list-style-type: none"> <li>• Alan Cunninghams Gap Road</li> <li>• Elcombe Road</li> <li>• Eulourie Road</li> <li>• Forest Creek Road</li> <li>• Glenelg Road</li> <li>• Hope Street</li> <li>• Kilarney Gap Road</li> <li>• Meyers Road</li> <li>• North Star Road</li> <li>• Upper Bingara Road</li> <li>• Wallangra Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Warialda</li> <li>• Pallamallawa</li> <li>• Delungra</li> <li>• Bingara</li> <li>• Dinoga</li> <li>• Coolatai</li> <li>• Yallaroi</li> </ul>	<ul style="list-style-type: none"> <li>• Airstrip Road</li> <li>• Allan Cunningham Road</li> <li>• Apollo Avenue</li> <li>• Arthur Wheatley Drive</li> <li>• Cypres Road</li> <li>• Gwydir Highway</li> <li>• High Street</li> <li>• Lewis Road</li> <li>• North Star Road</li> <li>• Queen Street</li> <li>• Red Bank Road</li> <li>• Upper Bingara Road</li> <li>• Warialda Road</li> <li>• Yallaroi Road</li> </ul>
Gwydir Copeton	Journey from Pallamallawa to Delungra, via Biniguy, Gravesend, Warialda,	Flood	<ul style="list-style-type: none"> <li>• Bundarra</li> <li>• Bingara</li> <li>• Warialda</li> <li>• Copeton Dam</li> <li>• Gravesend</li> </ul>	<ul style="list-style-type: none"> <li>• Bingara Road</li> <li>• Delungra Road</li> <li>• Mosquito Creek Road</li> <li>• Riverview Road</li> <li>• Sheep Stations Creek Road</li> <li>• Wearnes Road</li> <li>• Yagobe Crossing Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Copeton Dam</li> <li>• Copeton</li> <li>• Warialda</li> </ul>	<ul style="list-style-type: none"> <li>• Copeton Dam Road</li> <li>• Mosquito Creek Road</li> <li>• Toolimbah Road</li> </ul>
<b>Inverell Shire Council</b>				
Ashford	Ashford <ul style="list-style-type: none"> <li>• Journey from</li> </ul>	Fire	<ul style="list-style-type: none"> <li>• Ashford</li> <li>• Atolwood</li> <li>• Bonshaw</li> </ul>	<ul style="list-style-type: none"> <li>• Ashford Road</li> <li>• Emmaville Road</li> <li>• Kneipp Street</li> </ul>

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Customer Journey / Cluster	Journey	Natural Disaster Threat	Location of High Risk Communities and Assets	Single Road Access to Assets
	Kwiambal National Park to Yetman, via Wallangra  Journey from Graman to Yetman, including Ashford, Atholwood, Bonshaw, Dthinna Dthinnawan National Park		<ul style="list-style-type: none"> <li>• Dthinnaiwan National Park</li> <li>• Graman</li> <li>• Kwiambal National Park</li> <li>• Wallangra</li> <li>• Yetman</li> </ul>	<ul style="list-style-type: none"> <li>• Limestone Road</li> <li>• Pindari Dam Road</li> <li>• Sandy Creek Road</li> <li>• The Pocket Road</li> <li>• Wallangra Road</li> <li>• Mount Hallam Road</li> <li>• Bruxner Highway</li> <li>• Holdfast Road</li> <li>• Yetman Road</li> </ul>
		Flood	<ul style="list-style-type: none"> <li>• Ashford</li> <li>• Graman</li> <li>• Inverell to Yetman</li> <li>• Yetman</li> </ul>	<ul style="list-style-type: none"> <li>• Ashford Road</li> <li>• Bonshaw Road</li> <li>• Martyn Street</li> <li>• Yetman Road</li> <li>• Bruxner Highway</li> <li>• North Star Road</li> </ul>
Bruxner	Journey from Bonshaw to Yetman, via Texas, Dthinna Dthinnawan National Park	Fire	<ul style="list-style-type: none"> <li>• Yetman</li> </ul>	<ul style="list-style-type: none"> <li>• MacIntyre Lane</li> <li>• Warialda Street</li> </ul>
		Flood	<ul style="list-style-type: none"> <li>• Bonshaw</li> <li>• Dthinnaiwan Nature Reserve</li> <li>• Yetman</li> </ul>	<ul style="list-style-type: none"> <li>• Bruxner Highway</li> <li>• Holdfast Road</li> <li>• Ropes Road</li> </ul>
Gwydir	Journey in Gwydir Highway	Fire	<ul style="list-style-type: none"> <li>• Delungra</li> </ul>	<ul style="list-style-type: none"> <li>• Gwydir Highway</li> </ul>
Inverell Gilgai Tingha	Northern journey from Burrell Yurrul National Park to Tingha, via Wallangra.  Southern journey from Bundarra to Tingha, via Inverell, Copeton Dam, Gilgai, Elsmore. Goonoowigall State Conservation	Fire	<ul style="list-style-type: none"> <li>• Burrell Yurrul National Park</li> <li>• Copeton Dam</li> <li>• Elsmore</li> <li>• Gilgai</li> <li>• Goonoowigall State Conservation Area</li> <li>• Inverell</li> <li>• Stannifer</li> <li>• Tingha</li> </ul>	<ul style="list-style-type: none"> <li>• Albion Flat Road</li> <li>• Browns Lane</li> <li>• Bundarra Road</li> <li>• Burtenshaw Road</li> <li>• Copeton Dam Road</li> <li>• Cunninghams Lane</li> <li>• Elsmore Road</li> <li>• Fraser Street</li> <li>• Garnet Street</li> <li>• Goonoowigall Road</li> <li>• Guyra Hill Road</li> <li>• Guyra Road</li> <li>• Hall Street</li> <li>• Kempton Road</li> <li>• Leviathan Road</li> <li>• Monterey Road</li> <li>• Old Bundarra Road</li> <li>• Old Mill Road</li> <li>• Old Stanifer Road</li> <li>• Park Street</li> <li>• Ponds Road</li> </ul>

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Customer Journey / Cluster	Journey	Natural Disaster Threat	Location of High Risk Communities and Assets	Single Road Access to Assets
	Area, Stannifer.			<ul style="list-style-type: none"> <li>• Rifle Range Road</li> <li>• Ruby Street</li> <li>• Sayers Lane</li> <li>• Short Street</li> <li>• Staggs Lane</li> <li>• Stannifer Road</li> <li>• Wetzlers Drive</li> <li>• Woodford Place</li> <li>• Yetman Road</li> </ul>
Yetman	Journey in Yetman	Flood	<ul style="list-style-type: none"> <li>• Yetman</li> </ul>	<ul style="list-style-type: none"> <li>• Warialda Road</li> </ul>
<b>Narrabri Shire Council</b>				
Area 1	Journey between Narrabri and Burren Junction, via Wee Waa	Flood	<ul style="list-style-type: none"> <li>• Wee Waa</li> </ul>	<ul style="list-style-type: none"> <li>• Culgoora Road</li> <li>• Kamilaroi Highway</li> <li>• Pilliga Road</li> <li>• Rosa Street</li> </ul>
Area 2	Journey between Coonamble and Walgett, including Pilliga, Gwabegar, Wee Waa, Burren Junction	Fire	<ul style="list-style-type: none"> <li>• Pilliga National Park</li> <li>• Timmallalie National Park – Southern Part of Moree LGA</li> <li>• Gwabegar</li> </ul>	<ul style="list-style-type: none"> <li>• Newell Highway</li> <li>• Rocky Road</li> <li>• Cypress Way</li> <li>• Howes Street</li> <li>• Silo Road</li> </ul>
		Flood	<ul style="list-style-type: none"> <li>• Pilliga</li> <li>• Gwabegar</li> </ul>	<ul style="list-style-type: none"> <li>• Come by Chance Road</li> <li>• Cypress Way</li> <li>• Kamilaroi Highway</li> <li>• Wombo Road</li> <li>• Dangar Street</li> </ul>
Area 3	Journey between Couradda to Willala, including communities Mount Kapuatar, Eulah Creek, Boggabri	Fire	<ul style="list-style-type: none"> <li>• Couradda</li> <li>• Eulah Creek</li> <li>• Bullawa Creek</li> <li>• Mt Kapuatar</li> <li>• Willala</li> </ul>	<ul style="list-style-type: none"> <li>• Boundary Road</li> <li>• Carinya Road</li> <li>• Kapuatar Road</li> <li>• Main Road</li> <li>• Scratch Road</li> </ul>
Area 4	Journey between	Fire	<ul style="list-style-type: none"> <li>• Bobbiwaa State Conservation Area</li> <li>• Bohena Creek</li> </ul>	<ul style="list-style-type: none"> <li>• Belah Road</li> <li>• Nuable Road</li> <li>• Trantham Road</li> </ul>

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	Mullaley and Yarrie Lake, including Leard State Forest, Bobbiwa State Conservation Area, Narrabi, Bohena Creek		<ul style="list-style-type: none"> <li>• Leard Forest</li> <li>• Narrabi</li> <li>• Yarrie Lake</li> </ul>	<ul style="list-style-type: none"> <li>• Endeavour Road</li> <li>• Smiths Lane</li> <li>• Turrawan Road</li> </ul>
		Flood	<ul style="list-style-type: none"> <li>• Mullaley</li> <li>• Narrabri</li> <li>• Coal Mines</li> </ul>	<ul style="list-style-type: none"> <li>• Oxley Highway</li> <li>• Kamilaroi Highway</li> <li>• Killarney Gap Road</li> <li>• Newell Highway</li> <li>• Violet Street</li> <li>• Rangari Road</li> <li>• Mooloolabah Street</li> </ul>
<b>Moree Plains Shire Council</b>				
Tycannah	North / South between Moree and Narrabri	Fire	<ul style="list-style-type: none"> <li>• Berrigal</li> <li>• Gurley</li> </ul>	<ul style="list-style-type: none"> <li>• Gamilaroi Road</li> <li>• Glenroy Road</li> </ul>
		Flood	<ul style="list-style-type: none"> <li>• Terry Hie Hie</li> <li>• Narrabri to Moree</li> </ul>	<ul style="list-style-type: none"> <li>• Romaka Road</li> <li>• Terry Hie Hie Road</li> <li>• Newell Highway</li> </ul>
Mehi/Gwydir	North / South between Moree and Mungindi, and Boggabilla	Fire	<ul style="list-style-type: none"> <li>• Moree</li> <li>• Bullarah</li> </ul>	<ul style="list-style-type: none"> <li>• Boree Road</li> <li>• Watercourse Road</li> </ul>
	East / West between Collarenebri, Morree, and Pallamallawa	Flood	<ul style="list-style-type: none"> <li>• Moree</li> <li>• Bendygleet</li> <li>• Garah</li> <li>• Biniguy</li> <li>• Ashley</li> <li>• Pallamallawa</li> <li>• Bullarah</li> <li>• Mungindi</li> <li>• Boggabilla</li> <li>• Collarenebri</li> </ul>	<ul style="list-style-type: none"> <li>• Balo Street</li> <li>• Bendygleet Road</li> <li>• Bingerang Street</li> <li>• Biniguy Avenue</li> <li>• Boomi Road</li> <li>• Boree Road</li> <li>• Carnarvon Highway</li> <li>• Coolibah Street (north)</li> <li>• Coolibah Street (south)</li> <li>• Edward Street</li> <li>• Gwydir Highway</li> <li>• Gwydirfield Road</li> <li>• Hassell Street</li> <li>• Kamilaroi Drive</li> <li>• Mehi Crescent</li> <li>• Newell Highway</li> <li>• Tycannah Street</li> <li>• Warialda Street</li> <li>• Watercourse Road</li> </ul>
Macintyre	East / West between Mungindi and Toomelah	Fire	<ul style="list-style-type: none"> <li>• Toomelah</li> </ul>	<ul style="list-style-type: none"> <li>• Tucka Tucka Road</li> </ul>
		Flood	<ul style="list-style-type: none"> <li>• Boomi</li> <li>• Boggabilla</li> <li>• Weemelah</li> <li>• Toomelah</li> <li>• Mungindi</li> <li>• Yetman</li> </ul>	<ul style="list-style-type: none"> <li>• Boonangar Road</li> <li>• Bruxner Highway</li> <li>• Caloona Boomi Road</li> <li>• Caloona Road</li> <li>• Carnarvon Highway</li> <li>• Simpson Street</li> <li>• Tucka Tucka Road</li> </ul>

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				<ul style="list-style-type: none"> <li>• Yarouah Street</li> </ul>
<b>Tamworth Regional Council</b>				
Extended Tamworth	Northern journey from Barraba to Duri, including Thirldene, Horton Falls NP, Manilla, Attunga, Moore Creek, Limbri, Dungowan	Fire	<ul style="list-style-type: none"> <li>• Attunga</li> <li>• Bowling Alley Point</li> <li>• Dungowan</li> <li>• Duri</li> <li>• Gowrie</li> <li>• Hanging Rock</li> <li>• Horton Falls</li> <li>• Limbri</li> <li>• Loomberah</li> <li>• Manilla</li> <li>• Moore Creek</li> <li>• Niangala</li> <li>• Nundle</li> <li>• Ogunbil</li> <li>• Thirldene</li> <li>• Woolomin</li> </ul>	<ul style="list-style-type: none"> <li>• Barry Road</li> <li>• Horton Falls Road</li> <li>• Limbri Road</li> <li>• Manilla Road</li> <li>• Niangala Road</li> <li>• Ogunbil Road</li> <li>• Forest Way</li> <li>• Clonmeen Road</li> <li>• Cut Road</li> <li>• Toby Road</li> <li>• Upper Moore Creek Road</li> <li>• Dungowan Dam Road</li> <li>• Nundle Road</li> <li>• Rangari Road</li> <li>• Rockview Road</li> <li>• Sweeneys Lane</li> <li>• Forster Street</li> <li>• Fredrick Street</li> <li>• Jenkin Street</li> <li>• Loomberah Road</li> <li>• Duri-Dungowan Road</li> </ul>
	Southern journey from Niangala to Duri, including Ogunbil, Hanging Rock, Gowrie, Nundle, Bowling Alley Point, Loomberah	Flood	<ul style="list-style-type: none"> <li>• Woolomin</li> <li>• Manilla</li> </ul>	<ul style="list-style-type: none"> <li>• Nundle Road</li> <li>• Warrabah Road</li> </ul>
New England	Northern journey from Watsons Creek to Kootingal, via Bendemeer, Moonbi.	Fire	<ul style="list-style-type: none"> <li>• Bendemeer</li> <li>• Kootingal</li> <li>• Moonbi</li> <li>• Timbumburi</li> <li>• Tintinhull</li> <li>• Watson Creek</li> </ul>	<ul style="list-style-type: none"> <li>• 13304 New England Highway</li> <li>• Bullimulla Road</li> <li>• Halls Creek Road</li> <li>• Hazelglen Road</li> <li>• Millers Road</li> <li>• New England Highway</li> <li>• Old Farm Road</li> <li>• Roseneath Road</li> <li>• Tintinhull Road</li> </ul>
		Flood	<ul style="list-style-type: none"> <li>• Timbumburi</li> </ul>	<ul style="list-style-type: none"> <li>• Oxley Highway</li> </ul>
	Southern journey from Timbumburi.	Snow and Ice	<ul style="list-style-type: none"> <li>• Bendemeer</li> <li>• Moonbi</li> </ul>	<ul style="list-style-type: none"> <li>• New England Highway</li> </ul>
Tamworth City	Northern journey from Moore Creek	Fire	<ul style="list-style-type: none"> <li>• Calala</li> <li>• Daruka</li> <li>• Kingswood</li> </ul>	<ul style="list-style-type: none"> <li>• Calala Lane</li> <li>• Daruka Road</li> <li>• Endeavour Drive</li> <li>• Forest Road</li> </ul>

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	to Daruka, including Oxley Vale. Southern journey from Nemingha to Daruka, including Calala, South Tamworth, Tamworth.		<ul style="list-style-type: none"> <li>• Moore Creek</li> <li>• Nemingha</li> <li>• Oxley Vale</li> <li>• Tamworth</li> </ul>	<ul style="list-style-type: none"> <li>• Manilla Road</li> <li>• Marathon Street</li> <li>• Moore Creek Road</li> <li>• Nundle Road</li> <li>• Scenic Road</li> <li>• Spains Lane</li> <li>• Upper Moore Creek Road</li> <li>• Whitehouse Lane</li> <li>• Woodside Road</li> </ul>
		Flood	<ul style="list-style-type: none"> <li>• Tamworth</li> <li>• Calala</li> <li>• Kingswood</li> </ul>	<ul style="list-style-type: none"> <li>• Burgmans Lane</li> <li>• Calala Lane</li> <li>• Gunnedah Road</li> <li>• Jewry Street</li> <li>• Kable Avenue</li> <li>• Kio-ara Lane</li> <li>• Peel Street</li> <li>• Roberts Road</li> <li>• Scotts Road</li> <li>• Whitehouse Lane</li> </ul>
Oxley	Journey in Somerton	Fire	<ul style="list-style-type: none"> <li>• Somerton</li> </ul>	<ul style="list-style-type: none"> <li>• Milkmaid Street</li> </ul>
		Flood	<ul style="list-style-type: none"> <li>• Somerton</li> </ul>	<ul style="list-style-type: none"> <li>• Oxley Highway</li> </ul>
<b>Walcha Council</b>				
Oxley	<p>Eastern journey from Carrai National Park to Yarrowitch, including Kangaroo Flat, Werrikimbe National Park.</p> <p>Western journey from Woolbrook to Yarrowitch, including Walcha Road, Walcha.</p>	Fire	<ul style="list-style-type: none"> <li>• Carrai National Park</li> <li>• Kangaroo Flat</li> <li>• Oxley Wild Rivers National Park</li> <li>• Walcha</li> <li>• Walcha Road</li> <li>• Werrikimbe National Park</li> <li>• Woolbrook</li> <li>• Yarrowitch</li> </ul>	<ul style="list-style-type: none"> <li>• Carrai Road</li> <li>• Warbo Brook Road</li> <li>• Bloomfield Road</li> <li>• Clonmel Road</li> <li>• Green Gully Road</li> <li>• Kangaroo Flat Road</li> <li>• Oxley Wild Rivers National Park Trails</li> <li>• Warwick Road</li> <li>• Brackendale Road</li> <li>• Oxley Highway</li> <li>• Wollum Road</li> <li>• Fenwick's Road</li> <li>• Mooraback Road</li> <li>• Pine Hills Road</li> <li>• Woolbrook Road</li> <li>• Chandlers Road</li> <li>• Enfield Road</li> </ul>
Thunderbolts	Journey from Riamukka to Long Flat, including	Flood	<ul style="list-style-type: none"> <li>• Nowendoc</li> </ul>	<ul style="list-style-type: none"> <li>• Giro Road</li> <li>• Nowendoc Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Longflat</li> <li>• Niangala</li> </ul>	<ul style="list-style-type: none"> <li>• Oxley Highway</li> <li>• Rubys Nob Road</li> </ul>

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Customer Journey / Cluster	Journey	Natural Disaster Threat	Location of High Risk Communities and Assets	Single Road Access to Assets
	Nowendoc, Niangala, Oxley Wild Rivers NP.		<ul style="list-style-type: none"> <li>• Nowendoc National Park</li> <li>• Oxley Wild Rivers National Park</li> <li>• Riamukka</li> </ul>	<ul style="list-style-type: none"> <li>• Giro Road</li> <li>• Nowendoc Road</li> <li>• Nuggety Gully Road</li> <li>• Tops Road</li> <li>• Walcrow Mummel Road</li> <li>• Western Boundary Road</li> <li>• Wildcattle Creek Road</li> <li>• Wrights Road</li> <li>• Green Gully Track</li> <li>• Kangara Vale Road</li> <li>• Moona Plains Road</li> <li>• Brackendale Road</li> </ul>
<b>Glen Innes Severn Shire Council</b>				
Gwydir	Journey from Washpool National Park to Matheson, including Moogem, Glen Elgin, Mount Mitchell, Glen Innes, Wellingrove.	Flood	<ul style="list-style-type: none"> <li>• Glen Elgin</li> <li>• Wellingrove</li> <li>• Glen Innes</li> <li>• Matheson</li> </ul>	<ul style="list-style-type: none"> <li>• Frog Hollow Road</li> <li>• Kings Plains Road</li> <li>• Strathbogie Rd</li> <li>• Waterloo Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Washpool National Park</li> <li>• Gibraltar Range</li> <li>• Mount Mitchell</li> <li>• Glen Innes</li> <li>• Moogem</li> <li>• Glen Elgin</li> </ul>	<ul style="list-style-type: none"> <li>• Gwydir Highway</li> <li>• Camp Road</li> <li>• Mulligans Drive</li> <li>• Raspberry Lookout Road</li> <li>• Glen Elgin Road</li> </ul>
Glen Innes Road	Journey in Glen Innes	Flood	<ul style="list-style-type: none"> <li>• Glen Innes</li> </ul>	<ul style="list-style-type: none"> <li>• Golf Links Road</li> <li>• Grafton Street</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Glen Innes</li> </ul>	<ul style="list-style-type: none"> <li>• Watsons Drive</li> </ul>
New England	Journey from Glen Innes to Deepwater, including Dundee	Flood	<ul style="list-style-type: none"> <li>• Dundee</li> <li>• Deepwater</li> </ul>	<ul style="list-style-type: none"> <li>• Severn River Road</li> <li>• Wellington Vale Road</li> <li>• Yarraford Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Rangers Valley</li> <li>• Deepwater</li> <li>• Glen Innes</li> <li>• Dundee</li> </ul>	<ul style="list-style-type: none"> <li>• Bullock Mountain Road</li> <li>• Carrot Farm Road</li> <li>• New England Highway</li> <li>• Sunset Road</li> </ul>
Emmaville	Journey from Emmaville to Shannon Vale, via Reddestone	Flood	<ul style="list-style-type: none"> <li>• Emmaville</li> </ul>	<ul style="list-style-type: none"> <li>• Emmaville Road</li> <li>• Strathbogie Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Emmaville</li> <li>• Mount Mitchell</li> <li>• Shannon Vale</li> </ul>	<ul style="list-style-type: none"> <li>• Aqua Park Road</li> <li>• Deloraine Road</li> <li>• Emmaville Tip Road</li> <li>• Emmaville Road</li> <li>• Gulf Road</li> <li>• Gwydir Highway</li> <li>• Moore Street</li> <li>• Quirk Street</li> <li>• Rose Valley Road</li> </ul>

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Customer Journey / Cluster	Journey	Natural Disaster Threat	Location of High Risk Communities and Assets	Single Road Access to Assets
				<ul style="list-style-type: none"> <li>Wellington Vale Road</li> </ul>
Old Grafton Road	Journey in Diehard Roads	Flood	<ul style="list-style-type: none"> <li>Diehard</li> </ul>	<ul style="list-style-type: none"> <li>Old Grafton Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>Wyaliba</li> </ul>	<ul style="list-style-type: none"> <li>Old Grafton Road</li> </ul>
Red Range	Journey from Glencoe to Glen Innes, via Stonehenge	Flood	<ul style="list-style-type: none"> <li>Glen Innes</li> <li>Glencoe</li> </ul>	<ul style="list-style-type: none"> <li>Glen Legh Road</li> <li>Mount Mitchell Road</li> <li>Pinkett Road</li> <li>Red Range Road</li> <li>Stonehenge Road</li> </ul>
Blue Hills	Journey in Glen Innes	Fire	<ul style="list-style-type: none"> <li>Glen Innes</li> </ul>	<ul style="list-style-type: none"> <li>Blacks Road</li> <li>Blue Hills Road</li> <li>Bradleys Lane</li> <li>Rodgers Road</li> <li>Wetherspoon Road</li> <li>Wilga Street</li> </ul>
<b>Liverpool Plains Shire Council</b>				
Liverpool Plains Shire Council 3	Journeys from Premer to Breeza including Pine Ridge, Colly Blue, Spring Ridge, Caroona	Flood	<ul style="list-style-type: none"> <li>Breeza</li> <li>Pine Ridge</li> <li>Caroona</li> <li>Spring Ridge</li> <li>Premer</li> </ul>	<ul style="list-style-type: none"> <li>Bulunbulan Road</li> <li>Bundella Road</li> <li>Coonabarabran Road</li> <li>Darby Road</li> <li>Purlewaugh Road</li> <li>Walhallow Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>Premer</li> <li>Caroona</li> <li>Spring Ridge</li> <li>Colly Blue</li> <li>Caroona</li> <li>Yannergee</li> </ul>	<ul style="list-style-type: none"> <li>Bundella Road</li> <li>Bundella Street</li> <li>Caroona Mission Road</li> <li>Collaroy Road</li> <li>Coonabarabran Road</li> <li>Darby Road</li> <li>Ellerslie Street</li> <li>Premer Avenue</li> <li>Railway Avenue</li> <li>Walhallow Road</li> <li>Woods Road</li> </ul>
Liverpool Plains Shire Council 4	Journey from Werris Creek to Wallabadah, via Quipolly	Flood	<ul style="list-style-type: none"> <li>Werris Creek</li> <li>Quipolly</li> <li>Wallabadah</li> </ul>	<ul style="list-style-type: none"> <li>Gap Road</li> <li>Lowes Creek Road</li> <li>Paynes Road</li> <li>Taylor's Lane</li> <li>Wallabadah Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>Werris Creek</li> <li>Quipolly</li> </ul>	<ul style="list-style-type: none"> <li>Lowes Creek Road</li> <li>North Street</li> </ul>
Liverpool Plains Shire Council 5	Journey in Quirindi	Flood	<ul style="list-style-type: none"> <li>Quirindi</li> </ul>	<ul style="list-style-type: none"> <li>Henry Street</li> <li>Werris Creek Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>Quirindi</li> </ul>	<ul style="list-style-type: none"> <li>George Street</li> <li>Grandview Place</li> </ul>

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Customer Journey / Cluster	Journey	Natural Disaster Threat	Location of High Risk Communities and Assets	Single Road Access to Assets
				<ul style="list-style-type: none"> <li>• Kamilaroi Highway</li> <li>• Munro Street</li> <li>• Nowland Street</li> <li>• Ray Carter Drive</li> </ul>
Liverpool Plains Shire Council 6	Journey from Murrurundi to Big Jacks Creek, including Warrah Creek, Warrah, Willow Tree	Flood	<ul style="list-style-type: none"> <li>• Warrah Creek</li> </ul>	<ul style="list-style-type: none"> <li>• Warrah Creek Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Big Jacks</li> <li>• Murrurundi</li> <li>• Willow Tree</li> <li>• Warrah Creek</li> </ul>	<ul style="list-style-type: none"> <li>• Merriwa Creek Road</li> <li>• New England Highway</li> <li>• Raphie Howard Drive</li> <li>• Warrah Creek Road</li> </ul>
<b>Tenterfield Council</b>				
Tenterfield 1	Journey from New England Highway to Tooloom Street, via Dundee, Deepwater, Bolivia, Tenterfield	Flood	<ul style="list-style-type: none"> <li>• Boonoo Boonoo National Park</li> <li>• Urbenville</li> </ul>	<ul style="list-style-type: none"> <li>• Boonoo Boonoo Falls Road</li> <li>• Tooloom Street</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Jennings</li> <li>• Liston</li> <li>• Boonoo Boonoo National Park</li> <li>• Maryland National Park</li> <li>• Ruby Creek</li> <li>• Legume</li> <li>• Jennings</li> <li>• Giraween</li> <li>• Urbenville</li> <li>• Mount Lindsay</li> </ul>	<ul style="list-style-type: none"> <li>• Ballendean Street</li> <li>• Bondi Road</li> <li>• Boonoo Boonoo Falls Road</li> <li>• Maryland Cullendore Road</li> <li>• McKechnie Road</li> <li>• Morowood Road</li> <li>• Mount Lindsay Road</li> <li>• New England Highway</li> <li>• Overcliffe Road</li> <li>• Pyramids Road</li> <li>• Rivertree Road</li> <li>• Tooloom Street</li> <li>• Tourist Road</li> </ul>
Tenterfield 2	Journey from Farnell Road to Tabulam, including , Tenterfield, Drake.	Flood	<ul style="list-style-type: none"> <li>• Tabulam</li> <li>• Drake</li> </ul>	<ul style="list-style-type: none"> <li>• Bruxner Highway</li> <li>• Long Gully Road</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Boorook</li> <li>• Drake</li> <li>• Tabulam</li> <li>• Emu Creek</li> <li>• Washpool National Park</li> <li>• Kerewong State Forest</li> <li>• Paddys Flat</li> <li>• Frasers Cutting</li> <li>• Rocky River</li> <li>• Girard State Forest</li> <li>• Sandy Flat</li> </ul>	<ul style="list-style-type: none"> <li>• Boorook Road</li> <li>• Bruxner Highway</li> <li>• Bruxner Road</li> <li>• Bushy Drive</li> <li>• Chauval Road</li> <li>• Cyril Smith Circuit</li> <li>• Emu Creek Road</li> <li>• Farnell Road</li> <li>• Gundingbo Avenue</li> <li>• Jubullum Street</li> <li>• Leslie Creek Road</li> <li>• Long Gully Road</li> <li>• McLeods Creek Road</li> <li>• Mud Flat Road</li> <li>• Ogilvie Road</li> <li>• Old Bruxner Road</li> </ul>

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Customer Journey / Cluster	Journey	Natural Disaster Threat	Location of High Risk Communities and Assets	Single Road Access to Assets
				<ul style="list-style-type: none"> <li>• Paddy's Flat Road</li> <li>• Pateman Road</li> <li>• Rocky River Road</li> <li>• Rover River Road</li> <li>• Sugar Bag Road</li> </ul>
Tenterfield 3	Journey from Sandy Hill to Torrington, including Deepwater, Bolivia, Tenterfield	Flood	<ul style="list-style-type: none"> <li>• Bolivia</li> </ul>	<ul style="list-style-type: none"> <li>• New England Highway</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Sandy Flat</li> <li>• Bolivia</li> <li>• Torrington</li> <li>• Emmaville</li> <li>• Bolivia</li> <li>• Deepwater Stannum</li> </ul>	<ul style="list-style-type: none"> <li>• Bluff River Road</li> <li>• Currs Road</li> <li>• Emmaville Road</li> <li>• Glen Innes Road</li> <li>• Mount Spirabo Road</li> <li>• New England Highway</li> <li>• Red Rock Road</li> <li>• Sandy Flat Road</li> <li>• Torrington Road</li> </ul>
Tenterfield 4	Journey from Mole River to Mingoola	Flood	<ul style="list-style-type: none"> <li>• Mingoola</li> <li>• Mole River</li> </ul>	<ul style="list-style-type: none"> <li>• Mingoola Station Road</li> <li>• Mole River Road</li> </ul>
Tenterfield 5	Journey from Bald Rock Road to Tenterfield, including Bruxner Highway	Flood	<ul style="list-style-type: none"> <li>• Tenterfield</li> </ul>	<ul style="list-style-type: none"> <li>• Bruxner Highway</li> <li>• Douglas St</li> <li>• Drummond Street</li> <li>• High Street</li> <li>• Manners Street</li> <li>• Miles Street</li> <li>• Molesworth Street</li> <li>• Naas Street</li> <li>• New England Highway</li> <li>• Old Ballandean Road</li> <li>• Pelham Street</li> </ul>
	Journey from Boonoo Boonoo to Tenterfield, including Talmoi Road	Fire	<ul style="list-style-type: none"> <li>• Tenterfield</li> </ul>	<ul style="list-style-type: none"> <li>• Bald Rock Road</li> <li>• Basket Swamp Road</li> <li>• Talmoi Road</li> </ul>
<b>Uralla Shire Council</b>				
New England Highway	Journey within Invergowrie	Fire	<ul style="list-style-type: none"> <li>• Invergowrie</li> <li>• West Invergowrie</li> </ul>	<ul style="list-style-type: none"> <li>• Bundarra Road</li> <li>• Kareela Road</li> <li>• Moffatt Road</li> <li>• Rocklea Road</li> <li>• Stringybark Ridge Road</li> </ul>
Thunderbolts Way	Journey north and south on Thunderbolts Way between	Flood	<ul style="list-style-type: none"> <li>• Bundarra</li> </ul>	<ul style="list-style-type: none"> <li>• Bakers Creek Road</li> <li>• Thunderbolts Way</li> </ul>
		Fire	<ul style="list-style-type: none"> <li>• Bundarra</li> <li>• Bakers Creek</li> </ul>	<ul style="list-style-type: none"> <li>• Barraba Road</li> <li>• Bingara Road</li> </ul>

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Customer Journey / Cluster	Journey	Natural Disaster Threat	Location of High Risk Communities and Assets	Single Road Access to Assets
	Balala and Dinoga		<ul style="list-style-type: none"> <li>• Bassendean</li> <li>• Balala</li> <li>• Kingstown</li> <li>• Dinoga</li> </ul>	<ul style="list-style-type: none"> <li>• Box Forest Road</li> <li>• Brown Street</li> <li>• Bundarra Road</li> <li>• Dawkins Street</li> <li>• Hilton Road</li> <li>• Kingstown Road</li> <li>• Thunderbolts Way</li> <li>• Upper Bingara Road</li> </ul>
Uralla	Journey within Uralla	Fire	<ul style="list-style-type: none"> <li>• Uralla</li> </ul>	<ul style="list-style-type: none"> <li>• Kingstown Road</li> <li>• Lookout Road</li> <li>• New England Highway</li> <li>• Rowan Avenue</li> <li>• Thunderbolts Way</li> </ul>
		Flood	<ul style="list-style-type: none"> <li>• Kentucky</li> </ul>	<ul style="list-style-type: none"> <li>• Terrible Vale Road</li> </ul>

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## 8. Risk Assessment

The TERM framework is utilised assess the likelihood and consequence of each identified Customer Journey, to achieve an overall risk rating. Further detail of the Risk Assessment Framework can be found in the CJRP Background and Methodology. Further detail of the risk analysis conducted on the Customer Journeys can be found in the Appendix: New England North West Risk Analysis.

This section should be revised as new plans are released by TfNSW and Councils, new customer journeys are identified or changed, upon implementation of resilience initiatives, changes in population over time, and following any natural disasters within the region or council.

Local Government Area	Customer Journey	Likelihood Summary <sup>25</sup>	Consequence Summary <sup>24</sup>	Risk Rating
Armidale Regional Council	North South	L3, based on quantitative frequency of Natural Disaster Declarations	C1, based on \$1.1 billion total freight value and everyday service delivery	A
	East West	L3, based on quantitative frequency of Natural Disaster Declarations	C1, based on \$1.1 billion total freight value and safety consequences	A
Glen Innes Shire Council	Gwydir Strathbogie Road Gwydir Highway	L2, based on quantitative frequency of Natural Disaster Declarations	C1, based on \$700 million freight value	A
	Glen Innes	L2, based on quantitative frequency of Natural Disaster Declarations	C1, based on \$700 million freight value	A
	New England	L2, based on quantitative frequency of Natural Disaster Declarations	C1, based on \$700 million freight value	A

<sup>25</sup> Likelihood and Consequence Risk Assessment Ratings are based on the highest risk rating within that category.

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Local Government Area	Customer Journey	Likelihood Summary <sup>25</sup>	Consequence Summary <sup>24</sup>	Risk Rating
	Emmaville	L2, based on quantitative frequency of Natural Disaster Declarations	C1, based on \$700 million freight value	A
	Old Grafton Road	L2, based on quantitative frequency of Natural Disaster Declarations and council assessment of qualitative expectation	C1, based on \$700 million freight value	A
	Red Range	L2, based on quantitative frequency of Natural Disaster Declarations	C1, based on \$700 million freight value	A
	Blue Hills	L2, based on quantitative frequency of Natural Disaster Declarations	C1, based on safety consequences	A
Gunnedah Shire Council	Black Stump Way	L2, based on 5 Natural Disaster Declarations from 2018 – 2023	C1, based on \$1 billion freight value outbound from Gunnedah	A
	Gunnedah	L2, based on 5 Natural Disaster Declarations from 2018 – 2023	C1, based on \$1 billion freight value outbound from Gunnedah	A
	Kamilaroi	L2, based on 5 Natural Disaster Declarations from 2018 – 2023	C1, based on \$1 billion freight value outbound from Gunnedah	A
	Kelvin	L2, based on 5 Natural Disaster Declarations from 2018 – 2023	C1, based on \$1 billion freight value outbound from Gunnedah	A

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Local Government Area	Customer Journey	Likelihood Summary <sup>25</sup>	Consequence Summary <sup>24</sup>	Risk Rating
	Oxley	L2, based on 5 Natural Disaster Declarations from 2018 – 2023	C1, based on \$1 billion freight value outbound from Gunnedah	A
	Boggabri	L2, based on 5 Natural Disaster Declarations from 2018 – 2023	C1, based on \$1 billion freight value outbound from Gunnedah	A
Gwydir Shire Council	Fossickers Way North	L3, based on qualitative expectation and quantitative frequency of Natural Disaster Declarations	C1, based on \$0.9 billion value of freight and safety consequences	A
	Gwydir Copeton	L3, based on qualitative expectation and quantitative frequency of Natural Disaster Declarations	C1, based on \$0.9 billion value of freight	A
Inverell Shire Council	Ashford	L2, based on quantitative frequency of natural disasters	C1, based on \$1.9 billion value of freight	A
	Bruxner	L2, based on quantitative frequency of natural disasters	C1, based on \$1.9 billion value of freight	A
	Gwydir	L2, based on quantitative frequency of natural disasters	C1, based on \$1.9 billion value of freight	A
	Inverell Gilgai Tingha	L2, based on quantitative frequency of natural disasters	C1, based on \$1.9 billion value of freight	A

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Local Government Area	Customer Journey	Likelihood Summary <sup>25</sup>	Consequence Summary <sup>24</sup>	Risk Rating
	Yetman	L2, based on quantitative frequency of natural disasters	C1, based on \$1.9 billion value of freight	A
Liverpool Plains Shire Council	Liverpool Plains Shire Council 3	L3, based qualitative expectation and quantitative frequency of Natural Disaster Declarations	C1, based on \$0.9 billion value of freight	A
	Liverpool Plains Shire Council 4	L3, based qualitative expectation and quantitative frequency of Natural Disaster Declarations	C1, based on \$0.9 billion value of freight	A
	Liverpool Plains Shire Council 5	L3, based qualitative expectation and quantitative frequency of Natural Disaster Declarations	C1, based on \$0.9 billion value of freight	A
	Liverpool Plains Shire Council 6	L3, based qualitative expectation and quantitative frequency of Natural Disaster Declarations	C1, based on \$0.9 billion value of freight	A
Moree Plains Shire Council	Mehi/Gwydir	L2, based on 7 Natural Disaster Declarations from 2018 - 2023	C1, based on \$2.7 billion in economic value	A
	Tycannah	L2, based on 7 Natural Disaster Declarations from 2018 - 2023	C1, based on \$2.7 billion in economic value	A

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Local Government Area	Customer Journey	Likelihood Summary <sup>25</sup>	Consequence Summary <sup>24</sup>	Risk Rating
	Macintyre	L2, based on 7 Natural Disaster Declarations from 2018 – 2023	C1, based on \$2.7 billion in economic value	A
Narrabri Shire Council	Area 1 (Narrabri - Wee Waa - Burren Junction)	L2, based qualitative expectation and quantitative frequency of Natural Disaster Declarations	C1, based on \$1.4 billion value of freight and everyday service delivery	A
	Area 2	L2, based qualitative expectation and quantitative frequency of Natural Disaster Declarations	C1, based on \$1.4 billion value of freight	A
	Area 3	L2, based qualitative expectation and quantitative frequency of Natural Disaster Declarations	C1, based on \$1.4 billion value of freight	A
	Area 4	L2, based qualitative expectation and quantitative frequency of Natural Disaster Declarations	C1, based on \$1.4 billion value of freight and everyday service delivery	A
Tamworth Regional Council	Extended Tamworth	L2, based on qualitative frequency and quantitative frequency of Natural Disaster Declarations	C1, based on \$3.5 billion freight task value and safety consequences	A
	New England	L2, based on quantitative frequency of Natural Disaster Declarations	C1, based on \$3.5 billion freight task value and safety consequences	A

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Local Government Area	Customer Journey	Likelihood Summary <sup>25</sup>	Consequence Summary <sup>24</sup>	Risk Rating
	Tamworth City	L2, based on qualitative frequency and quantitative frequency of Natural Disaster Declarations	C1, based on \$3.5 billion freight task value, safety consequences and everyday service delivery	A
	Oxley	L2, based on quantitative frequency of Natural Disaster Declarations	C1, based on \$1.4 billion value of freight	A
Tenterfield Shire Council	Tenterfield 1	L3, based on qualitative frequency and quantitative frequency of Natural Disaster Declarations	C1, based on \$0.6 billion freight value	A
	Tenterfield 2	L3, based on qualitative frequency and quantitative frequency of Natural Disaster Declarations	C1, based on \$0.6 billion freight value	A
	Tenterfield 3	L3, based on qualitative frequency and quantitative frequency of Natural Disaster Declarations	C1, based on \$0.6 billion freight value	A
	Tenterfield 4	L3, based on qualitative frequency and quantitative frequency of Natural Disaster Declarations	C1, based on \$0.6 billion freight value	A
	Tenterfield 5	L3, based on qualitative frequency and quantitative frequency of Natural Disaster Declarations	C1, based on \$0.6 billion freight value	A

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Local Government Area	Customer Journey	Likelihood Summary <sup>25</sup>	Consequence Summary <sup>24</sup>	Risk Rating
Uralla Shire Council	New England Highway	L4, based on quantitative frequency of Natural Disaster Declarations	C1, based on \$0.2 billion freight value	B
	Thunderbolts Way	L4, based on quantitative frequency of Natural Disaster Declarations	C1, based on \$0.2 billion freight value	B
	Uralla	L4, based on quantitative frequency of Natural Disaster Declarations	C1, based on \$0.2 billion freight value	B
Walcha Council	Oxley	L3, based on council assessment of qualitative expectation	C1, based on \$600 million value of freight and safety consequences	A
	Thunderbolts	L3, based on council assessment of qualitative expectation and quantitative frequency of Natural Disaster Declarations	C1, based on \$600 million value of freight and safety consequences	A

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## 9. Future Resilience Options

This section provides options and opportunities that could be developed or implemented to mitigate the impact on customer journeys from natural disasters.

The information provided in this section should be regarded as an initial scoping tool alongside priority customer journeys to assist with where to focus allocation of Network Resilience Program resourcing, while incorporating input from key stakeholders to TfNSW. Other areas may be a priority for business case and funding based on regional and local needs, other projects underway, and asset management planning.

The following factors should be taken into consideration when further assessing appropriate resilience options and may be incorporated in any multi-criteria analysis:

- detailed flood and bushfire studies (consider flood planning levels i.e. AEP or Probable Maximum Flood),
- council planning and acceptable risk levels
- hazard onset and impact timeframes
- effectiveness of any existing mitigations in place
- complementary mitigations to reduce risk
- mitigation that impacts evacuation capacity may provide a comprehensive risk management for a community across several hazard types
- target timeframes for planning, completion, and realisation of benefits
- cost-benefit analysis benefits
- detailed traffic modelling (road and freight usage) and network analysis (evacuation routes, diversions, alternate access and egress) especially where detour planning is considered
- compounding and cascading nature of hazards (e.g. a storm that acts as a catalyst for floods and landslides).

This section should be revised as new plans are released by TfNSW and Councils, new customer journeys are identified or changed, upon implementation of resilience initiatives, changes in population over time, and following any natural disasters within the region or council. Moreover, it is recommended that highly technical resilience solutions, such as bridge upgrades or strengthening, are reviewed by the Network Management Team.

Transport  
for NSW

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Armidale Regional Council	North to South	Fire risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation Management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Bridge upgrades</li> <li>• Resurface damaged roads</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Warning signage</li> <li>• Bushfire sensors</li> </ul>
	East to West	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation Management</li> <li>• Lane widening</li> <li>• New routes</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Bridge upgrades</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Warning signage</li> <li>• Bushfire sensors</li> </ul>

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			<ul style="list-style-type: none"> <li>Resurface damaged roads</li> </ul>		
Glen Innes Shire Council	Gwydir	Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>Vegetation Management</li> <li>Shoulder widening</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Erosion protection</li> <li>Resurfacing of roads</li> <li>Floodways</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Warning signage</li> <li>Specialised drones for fire suppression</li> <li>Bushfire sensors</li> </ul>
	Glen Innes	Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>Vegetation Management</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Warning signage</li> </ul>

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			<ul style="list-style-type: none"> <li>• Shoulder widening</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Erosion protection</li> <li>• Resurfacing of roads</li> <li>• Floodways</li> </ul>		<ul style="list-style-type: none"> <li>• Specialised drones for fire suppression</li> <li>• Bushfire sensors</li> </ul>
	New England	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation Management</li> <li>• Shoulder widening</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Erosion protection</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Warning signage</li> <li>• Specialised drones for fire suppression</li> <li>• Bushfire sensors</li> </ul>

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			<ul style="list-style-type: none"> <li>Resurfacing of roads</li> <li>Floodways</li> </ul>		
	Emmaville	Fire and risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>Vegetation Management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Erosion protection</li> <li>Resurfacing of roads</li> <li>Floodways</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Warning signage</li> <li>Specialised drones for fire suppression</li> <li>Bushfire sensors</li> </ul>
	Old Grafton Road	Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Flood risk: <ul style="list-style-type: none"> <li>Erosion protection</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Warning signage</li> </ul>

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	Red Range	Flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation Management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Erosion protection</li> <li>• Resurfacing of roads</li> <li>• Floodways</li> </ul>	N/A	Flood risk: <ul style="list-style-type: none"> <li>• Warning signage</li> </ul>
	Blue Hills	Fire risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation management</li> </ul>	N/A	Fire risk: <ul style="list-style-type: none"> <li>• Bushfire sensors</li> <li>• Warning signage</li> <li>• Specialised drones for fire suppression</li> </ul>
Gunnedah Shire Council	Black Stump Way	Fire risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk:	N/A	Fire and flood risk:

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			<ul style="list-style-type: none"> <li>Vegetation Management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Landscape management</li> <li>Bridge upgrade</li> </ul>		<ul style="list-style-type: none"> <li>Communication and education</li> <li>Warning signage</li> <li>Bushfire sensors</li> </ul>
	Boggabri		<ul style="list-style-type: none"> <li>Landscape management</li> <li>Bridge upgrade</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Communications</li> <li>Warning signage</li> </ul>
	Gunnedah	Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>Lane or shoulder widening</li> <li>Vegetation management</li> </ul> Flood risk:	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Communications</li> <li>Education</li> <li>Warning signage</li> <li>Bushfire sensors</li> </ul>

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			<ul style="list-style-type: none"> <li>• Drainage upgrade</li> <li>• Bridge upgrade</li> <li>• Land management</li> </ul>		
	Kamilaroi	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire and flood risk: <ul style="list-style-type: none"> <li>• Drainage management</li> <li>• Bridge upgrade</li> <li>• Lane widening</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Communications</li> <li>• Education</li> <li>• Warning signage</li> <li>• Bushfire sensors</li> </ul>
	Kelvin	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation management</li> <li>• Lane widening</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Warning signage</li> <li>• Bushfire sensors</li> </ul>
	Oxley	Fire risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk:	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Warning signage</li> </ul>

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		Flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	<ul style="list-style-type: none"> <li>• Vegetation management</li> <li>• Lane widening</li> <li>• New routes</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Bridge upgrades</li> </ul>		<ul style="list-style-type: none"> <li>• Bushfire sensors</li> </ul>
Gwydir Shire Council	Fossickers Way North	N/A	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation Management</li> <li>• Lane widening</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Landscape management</li> <li>• Floodway</li> <li>• Erosion control</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Warning signage</li> <li>• Bushfire sensors</li> <li>• Flood sensors</li> </ul>

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	Gwydir Copeton	N/A	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation Management</li> <li>• Lane widening</li> <li>• Road resurfacing</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Floodway</li> <li>• Landscape management</li> <li>• Erosion control</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Warning signage</li> <li>• Bushfire and flood sensors</li> </ul>
Inverell Shire Council	Ashford	N/A	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation Management</li> <li>• Lane widening</li> <li>• Road upgrade</li> </ul> Flood risk:	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Warning signage</li> <li>• Bushfire sensors</li> <li>• Flood sensors</li> </ul>

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			<ul style="list-style-type: none"> <li>Road resurfacing</li> <li>Bridge strengthening</li> </ul>		
	Bruxner	N/A	Fire risk: <ul style="list-style-type: none"> <li>Vegetation Management</li> <li>Lane widening</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Bridge / crossing upgrade or strengthening</li> <li>Road resurfacing</li> <li>Road upgrade</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Warning signage</li> <li>Bushfire sensors</li> <li>Flood sensors</li> </ul>
	Gwydir	N/A	Fire risk: <ul style="list-style-type: none"> <li>Vegetation Management</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Warning signage</li> <li>Bushfire sensors</li> </ul>

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	Inverell Gilgai Tingha	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour management</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation Management</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Warning signage</li> <li>• Bushfire sensors</li> </ul>
	Yetman	N/A	N/A	N/A	Flood risk: <ul style="list-style-type: none"> <li>• Warning signage</li> <li>• Flood sensors</li> </ul>
Liverpool Plains Shire Council	Liverpool Shire Council 3	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Erosion protection</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Bushfire sensors</li> <li>• Warning signage</li> <li>• Specialised drones for fire suppression</li> </ul>
	Liverpool Plains Shire Council 4	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation management</li> </ul> Flood risk:	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Bushfire sensors</li> <li>• Warning signage</li> </ul>

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			<ul style="list-style-type: none"> <li>Erosion protection</li> </ul>		<ul style="list-style-type: none"> <li>Specialised drones for fire suppression</li> </ul>
	Liverpool Plains Shire Council 5	Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Erosion protection</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Bushfire sensors</li> <li>Warning signage</li> <li>Specialised drones for fire suppression</li> </ul>
	Liverpool Plains Shire Council 6	Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Erosion protection</li> <li>Resurfacing of roads</li> <li>Bridge upgrades</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Bushfire sensors</li> <li>Warning signage</li> <li>Specialised drones for fire suppression</li> </ul>

Transport for NSW

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			<ul style="list-style-type: none"> <li>Floodways</li> </ul>		
Moree Plains Shire Council	Tycannah	Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>Vegetation management</li> <li>Lane widening</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Landscape management</li> <li>Erosion control</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Warning signage</li> <li>Communications</li> <li>Bushfire sensors</li> </ul>
	Mehi / Gwydir	Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Flood risk: <ul style="list-style-type: none"> <li>Landscape management</li> <li>Lane widening</li> <li>Draining network upgrade</li> <li>Bridge upgrade</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Warning signage</li> <li>Communications and education</li> <li>Bushfire sensors</li> </ul>

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	Macintyre	Flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> <li>• Alternative route identified (Mungindi to Garah)</li> </ul>	Flood risk: <ul style="list-style-type: none"> <li>• Landscape management</li> <li>• Lane widening</li> <li>• Bridge upgrade</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Warning signage</li> <li>• Communications and education</li> <li>• Bushfire sensors</li> </ul>
Narrabri Shire Council	Area 1	Flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> <li>• Alternative route identified</li> </ul>	Flood risk: <ul style="list-style-type: none"> <li>• Road widening</li> <li>• Erosion protection</li> <li>• Floodway</li> </ul>	N/A	Flood risk: <ul style="list-style-type: none"> <li>• Automated signage with flood sensors</li> <li>• Communications</li> <li>• Education</li> </ul>
	Area 2	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> <li>• Alternative route identified</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Road Widening</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Automated signage with fire sensors</li> <li>• Automated signage with flood sensors</li> <li>• Communications</li> <li>• Education</li> </ul>

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	Area 3	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Road Widening</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Automated signage with fire sensors</li> <li>• Automated signage with flood sensors</li> <li>• Communications</li> <li>• Education</li> </ul>
	Area 4	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> <li>• Alternative route identified</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Road Widening</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Automated signage with fire sensors</li> <li>• Automated signage with flood sensors</li> <li>• Communications</li> <li>• Education</li> </ul>
Tamworth Regional Council	Tamworth City	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation management</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Automated signage with fire sensors</li> </ul>

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			Flood risk: <ul style="list-style-type: none"> <li>Erosion control</li> <li>Lane Widening</li> </ul>		<ul style="list-style-type: none"> <li>Automated signage with flood sensors</li> <li>Communications</li> <li>Education</li> </ul>
New England		Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Erosion control</li> <li>Bridge upgrades</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Automated signage with fire sensors</li> <li>Automated signage with flood sensors</li> <li>Communications</li> <li>Education</li> </ul>
Extended Tamworth		Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Erosion control</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Automated signage with fire sensors</li> <li>Automated signage with flood sensors</li> <li>Communications</li> </ul>

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			<ul style="list-style-type: none"> <li>Resurfacing</li> <li>Bridge upgrades</li> </ul>		<ul style="list-style-type: none"> <li>Education</li> </ul>
	Oxley	Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Erosion control</li> <li>Bridge upgrades</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Automated signage with fire sensors</li> <li>Automated signage with flood sensors</li> <li>Communications</li> <li>Education</li> </ul>
Tenterfield Shire Council	Tenterfield 1	Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Bridge / crossing upgrade</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Fire and flood sensors</li> <li>Warning signage</li> <li>Communication and education</li> </ul>

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for NSW

Local Government Area	Customer Journey	Redundant, alternative, or secondary roads identified, restructuring, or reconfiguring the network, assets, or services	Transport and safety related works i.e., lane widening, safety initiatives, barriers, detour planning	Multi-modal solutions or alternatives i.e., integration of rail, waterways, and air services	Any non-transport solutions or alternatives i.e., communications and education, mandatory evacuations
	Tenterfield 2	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Erosion control</li> <li>• Bridge / crossing upgrade</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Fire and flood sensors</li> <li>• Warning signage</li> <li>• Communication and education</li> </ul>
	Tenterfield 3	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation management</li> <li>• Road widening</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Erosion control</li> <li>• Bridge / crossing upgrade</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Fire and flood sensors</li> <li>• Warning signage</li> </ul>

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Local Government Area	Customer Journey	Redundant, alternative, or secondary roads identified, restructuring, or reconfiguring the network, assets, or services	Transport and safety related works i.e., lane widening, safety initiatives, barriers, detour planning	Multi-modal solutions or alternatives i.e., integration of rail, waterways, and air services	Any non-transport solutions or alternatives i.e., communications and education, mandatory evacuations
	Tenterfield 4	N/A	Fire risk: <ul style="list-style-type: none"> <li>Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Erosion control</li> </ul>	N/A	Flood risk: <ul style="list-style-type: none"> <li>Flood sensors</li> <li>Warning signage</li> </ul>
	Tenterfield 5	N/A	Fire risk: <ul style="list-style-type: none"> <li>Vegetation management</li> </ul>		Fire and flood risk: <ul style="list-style-type: none"> <li>Flood sensors</li> <li>Warning signage</li> </ul>
Uralla Shire Council	New England Highway	N/A	Fire risk: <ul style="list-style-type: none"> <li>Vegetation management</li> </ul>	N/A	Fire risk: <ul style="list-style-type: none"> <li>Specialised drones for fire suppression</li> <li>Warning signage</li> <li>Bushfire sensors</li> </ul>
	Thunderbolts Way	Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk:	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Bushfire sensors</li> </ul>

Transport  
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Local Government Area	Customer Journey	Redundant, alternative, or secondary roads identified, restructuring, or reconfiguring the network, assets, or services	Transport and safety related works i.e., lane widening, safety initiatives, barriers, detour planning	Multi-modal solutions or alternatives i.e., integration of rail, waterways, and air services	Any non-transport solutions or alternatives i.e., communications and education, mandatory evacuations
			<ul style="list-style-type: none"> <li>Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Erosion protection</li> <li>Floodways</li> <li>Bridge upgrades</li> </ul>		<ul style="list-style-type: none"> <li>Specialised drones for fire suppression</li> <li>Warning signage</li> </ul>
	Uralla	Fire and flood risk: <ul style="list-style-type: none"> <li>Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>Erosion protection</li> <li>Floodways</li> <li>Bridge upgrades</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>Bushfire sensors</li> <li>Specialised drones for fire suppression</li> <li>Warning signage</li> </ul>

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Local Government Area	Customer Journey	Redundant, alternative, or secondary roads identified, restructuring, or reconfiguring the network, assets, or services	Transport and safety related works i.e., lane widening, safety initiatives, barriers, detour planning	Multi-modal solutions or alternatives i.e., integration of rail, waterways, and air services	Any non-transport solutions or alternatives i.e., communications and education, mandatory evacuations
Walcha Council	Oxley	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Bridge upgrade (stronger flood barriers)</li> <li>• Erosion control</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Communications</li> <li>• Education</li> <li>• Automated signage with fire sensors</li> <li>• Automated signage with flood sensors</li> </ul>
	Thunderbolt	Fire and flood risk: <ul style="list-style-type: none"> <li>• Detour planning</li> </ul>	Fire risk: <ul style="list-style-type: none"> <li>• Vegetation management</li> </ul> Flood risk: <ul style="list-style-type: none"> <li>• Erosion control</li> </ul>	N/A	Fire and flood risk: <ul style="list-style-type: none"> <li>• Communications</li> <li>• Education</li> <li>• Automated signage with fire sensors</li> <li>• Automated signage with flood sensors</li> </ul>

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## 10. Other Stakeholders' Considerations

Additional Considerations	Stakeholders
[Placeholder: Insert any additional considerations to be made with NENW, as per stakeholder and council feedback (from workshops, etc.)]	

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## 11. Additional Information

Additional Information	Source
The exhaustive and comprehensive council data is located within the ROM Spatial Tool	<a href="#">[Link to Spatial Tool]</a>

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ATTACHMENT C

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# Customer Journey Resilience Plan

New England North West  
Risk Assessment Summary

January 2023 [transport.nsw.gov.au](https://transport.nsw.gov.au)



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## Acknowledgement of Country

Transport for NSW acknowledges the traditional custodians of the land on which we work and live.

We pay our respects to Elders past and present and celebrate the diversity of Aboriginal people and their ongoing cultures and connections to the lands and waters of NSW.

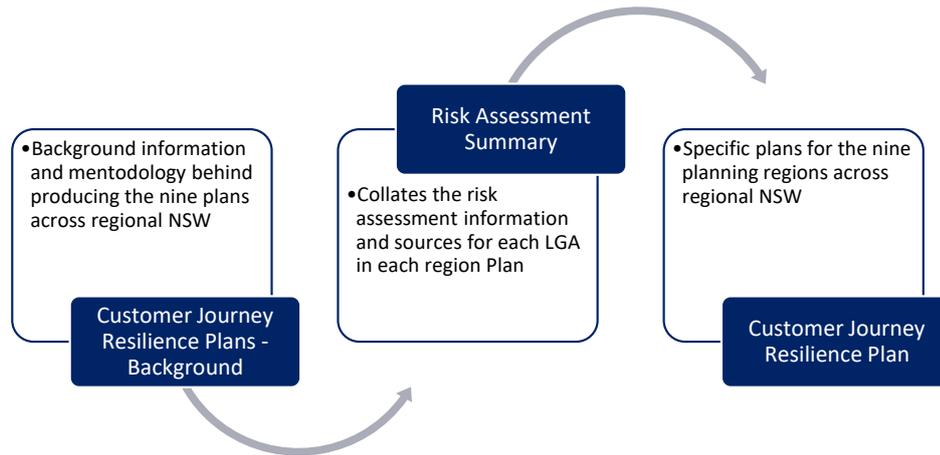
Many of the transport routes we use today – from rail lines, to roads, to water crossings – follow the traditional Songlines, trade routes and ceremonial paths in Country that our nation's First Peoples followed for tens of thousands of years.

Transport for NSW is committed to honouring Aboriginal peoples' cultural and spiritual connections to the lands, waters and seas and their rich contribution to society.

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## About this Document

Customer Journey Resilience Plans are built with a risk-based approach which is described in the Customer Journey Resilience Plan – Background. The results of this are recorded in the Customer Journey Resilience Plan for each region of NSW.



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# 1. Councils in New England North West Region, NSW

## 1.1 Engagement and Consultation

Local Government Area	Engagement and Consultation	Date
Armidale Regional Council	Draft vulnerability register Risk Workshop Presentation of the Draft Plan Support for the Draft Plan	[INSERT TEXT]
Gunnedah Council	[INSERT TEXT]	[INSERT TEXT]
Council		

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## 2. Armidale Regional Council

### 2.1 Customer Journey #1: North to South

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Armidale	Armidale	N/A	<ul style="list-style-type: none"> <li>New England highway - Armidale to Glen Innes</li> </ul>	<ul style="list-style-type: none"> <li>Booroolong Nature Reserve</li> </ul>
Armidale	Wongabinda		<ul style="list-style-type: none"> <li>Gara Dam Pump Station</li> </ul>	
Armidale	Black Mountain		<ul style="list-style-type: none"> <li>Newholme Rural Research Station (UNE)</li> </ul>	
Black Mountain	Thalgarrah Field Studies Centre		<ul style="list-style-type: none"> <li>Armidale Plantation</li> </ul>	
Black Mountain	Kirby Rural Research Station (UNE)			

#### Likelihood

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the North to South Customer Journey.

TERM Rating (Descriptor)	Source Documents	Likelihood	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClIM) data</a>	L4 – Unlikely	There is no change to days above 35°C in the mountain regions of the New England North West, around Armidale. No major changes in the FFDI. Cold nights are projected to decrease across the New England North West by an average of 9 days per year by 2030. Slight increase in annual rainfall by +1.6%.

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TERM Rating (Descriptor)	Source Documents	Likelihood	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	Date accessed: 4/12/23  4 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes severe weather and flooding and storms.  Date accessed: 1/12/23

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**Consequences**

Consequence	Source Documents	Consequence	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C1 – Catastrophic	Approximately 4 killed and 6 seriously injured (2018 - 2022).  Date accessed: 4/12/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C5 – Minor	Total closures lasting 1 day with alternative route available.  Date accessed: 6/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment – [region] Report

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Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	Consequence	Analysis
Financial	<p>Transport for NSW Corridor Plans</p> <p>Local Government Asset Management Plans</p>	C4 – Moderate	<p>New England Highway owned by TfNSW Armidale Regional Council has a Road Asset Management Plan.</p> <p>Date accessed: 6/12/23</p>
Economic value to the economy	<p><a href="#">Regional Plans</a></p> <p><a href="#">NSW Regional Economic Development Strategies</a></p> <p><a href="#">TraNSIT Web (csiro.au)</a></p> <p><a href="#">Value of Agricultural Commodities Produced, Australia</a></p> <p><a href="#">Strategic Freight Forecasts - commodity forecast map</a></p> <p><a href="#">Strategic Freight Forecasts – commodity origin map</a></p> <p><a href="#">Strategic Freight Forecasts – commodity destination map</a></p>	C1 – Catastrophic	<p>\$1.1 billion total freight value from Armidale Regional Council.</p> <p>Date accessed: 6/12/23</p>
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<p><a href="#">NSW Population Projections</a></p> <p><a href="#">Transport for NSW Projects and initiatives map</a></p> <p><a href="#">School Infrastructure Projects</a></p> <p><a href="#">Health Infrastructure Projects</a></p> <p>TfNSW Spatial Data Tool</p>	C4 – Moderate	<p>Gara Dam Pump Station and Malpas Dam Pump Station.</p>

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**Risk Matrix, Tolerance and Response Output**



**2.2 Customer Journey #2: East to West**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Ebor Hillgrove Township Isolated Rural Properties	Hillgrove Township Ebor Isolated Rural Properties Ebor Public School Chandler Public School	<ul style="list-style-type: none"> <li>Tom's Cabin - Styx River</li> </ul>	<ul style="list-style-type: none"> <li>Point Lookout Communications Towers - New England National Park</li> <li>Straits Hillgrove Gold Mine</li> <li>Gara Gorge Visitor Facilities</li> <li>Ebor State Forest</li> <li>Wollomombi Falls Visitor Facilities</li> </ul>	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the East to West Customer Journey.

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Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L4 – Unlikely	There is no change to days above 35°C in the mountain regions of the New England North West, around Armidale. No major changes in the FFDI. Cold nights are projected to decrease across the New England North West by an average of 9 days per year by 2030. Slight increase in annual rainfall by +1.6%.  Date accessed: 4/12/23
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	4 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes severe weather and flooding and storms.  Date accessed: 1/12/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	Approximately 1 killed and 13 seriously injured (2018 - 2022).  Date accessed: 4/12/23
Everyday Service Delivery	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a>	C6 – Insignificant	No significant road closures recorded.

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Consequence	Source Documents	[consequence]	Analysis
High Risk Communities	<a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>		Date accessed: 6/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C5 – Minor	Several endangered species are located in Boorooloolong Nature Reserve. Fire Management practices in place.  Date accessed: 6/12/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C5 – Minor	A few cultural heritage assets identified along the journey.  Date accessed: 6/12/23
Financial	Transport for NSW Corridor Plans  Local Government Asset Management Plans	C4 – Moderate	Thunderbolts Way owned by councils, large investment in place. Waterfall Way corridor strategy by TfNSW.  Date accessed: 6/12/23
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a>	C1 – Catastrophic	\$1.1 billion total freight value from Armidale Regional Council.

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Consequence	Source Documents	[consequence]	Analysis
	<a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>		Date accessed: 6/12/23
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C3 – Major	Chandler Public School.

**Risk Matrix, Tolerance and Response Output**



2.3 Customer Journey #3: East to West (Northern)

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High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Guyra Aberfoyle	Guyra	N/A	<ul style="list-style-type: none"> <li>Malpas Dam and Pump Station</li> </ul>	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the East to West (Northern) Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L4 - Unlikely	<p>There is no change to days above 35°C in the mountain regions of the New England North West, around Armidale. No major changes in the FFDI. Cold nights are projected to decrease across the New England North West by an average of 9 days per year by 2030. Slight increase in annual rainfall by +1.6%.</p> <p>Date accessed: 4/12/23</p>
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L3 - Likely	<p>4 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes severe weather and flooding and storms.</p> <p>Date accessed: 1/12/23</p>

**Consequences**

Customer Journey Risk Assessment – [region] Report

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Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	Approximately 1 killed and 2 seriously injured (2018 - 2022).  Date accessed: 4/12/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C2 – Severe	Road closures lasting 6 days with limited alternative routes available.  Date accessed: 6/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along the journey.  Date accessed: 6/12/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along the journey.  Date accessed: 6/12/23

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Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Financial	<p>Transport for NSW Corridor Plans</p> <p>Local Government Asset Management Plans</p>	C3 – Major	<p>Armidale Regional Council has a Road Asset Management Plan. Unclear if there is investment for Guyra road but future works have been identified.</p> <p>Date accessed: 6/12/23</p>
Economic value to the economy	<p><a href="#">Regional Plans</a></p> <p><a href="#">NSW Regional Economic Development Strategies</a></p> <p><a href="#">TraNSIT Web (csiro.au)</a></p> <p><a href="#">Value of Agricultural Commodities Produced, Australia</a></p> <p><a href="#">Strategic Freight Forecasts - commodity forecast map</a></p> <p><a href="#">Strategic Freight Forecasts - commodity origin map</a></p> <p><a href="#">Strategic Freight Forecasts - commodity destination map</a></p>	C1 – Catastrophic	<p>\$1.1 billion total freight value from Armidale Regional Council.</p> <p>Date accessed: 6/12/23</p>
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<p><a href="#">NSW Population Projections</a></p> <p><a href="#">Transport for NSW Projects and initiatives map</a></p> <p><a href="#">School Infrastructure Projects</a></p> <p><a href="#">Health Infrastructure Projects</a></p> <p>TfNSW Spatial Data Tool</p>	C1 – Catastrophic	Point Lookout Communications Towers.

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**Risk Matrix, Tolerance and Response Output**



2.4 Customer Journey #4: Ben Lomond Road

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	N/A	N/A	<ul style="list-style-type: none"> <li>Rumbee Communications Tower</li> </ul>	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire risk is most likely to interrupt the Ben Lomond Road Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L4 - Unlikely	<p>There is no change to days above 35°C in the mountain regions of the New England North West, around Armidale. No major changes in the FFDI. Cold nights are projected to decrease across the New England North West by an average of 9 days per year by 2030. Slight increase in annual rainfall by +1.6%.</p> <p>Date accessed: 4/12/23</p>

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Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L3 – Likely	4 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes severe weather and flooding and storms.  Date accessed: 1/12/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	9 seriously injured (2018 - 2022).  Date accessed: 6/12/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C6 – Insignificant	No significant road closures recorded.  Date accessed: 6/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.

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Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Armidale Regional Council has a Road Asset Management Plan. Unclear if there is investment for Ben Lomond road but future works have been identified.  Date accessed: 6/12/23
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	\$1.1 billion total freight value from Armidale Regional Council.  Date accessed: 6/12/23

Customer Journey Risk Assessment – [region] Report

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Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C4 – Moderate	Rumbee Communications Tower.

**Risk Matrix, Tolerance and Response Output**



**2.5 Customer Journey #5: Kempsey Road**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Carrai Plateau	Cunnawarra National Park, Lower Creek Carrai Plateau Carrai Plateau	<ul style="list-style-type: none"> <li>▪ Daisy Plains Huts</li> <li>▪ Cunnawarra National Park, Lower Creek Hut</li> </ul>	N/A	N/A

**Likelihood**

Transport for NSW

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Kempsey Road Customer Journey.

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L4 – Unlikely	There is no change to days above 35°C in the mountain regions of the New England North West, around Armidale. No major changes in the FFDI. Cold nights are projected to decrease across the New England North West by an average of 9 days per year by 2030. Slight increase in annual rainfall by +1.6%.  Date accessed: 4/12/23
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	4 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes severe weather and flooding and storms.  Date accessed: 1/12/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	2 seriously injured (2018 - 2022).  Date accessed: 6/12/23
Everyday Service Delivery	<a href="#">Traffic (TfNSW) Volumes Report</a> <a href="#">Road classifications</a>	C1 – Catastrophic	Roads closed > 10 days due to bush fire. Limited alternative routes available.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
High Risk Communities	<a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>		Date accessed: 6/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C5 – Minor	Several endangered species are located in Cunnawarra NP. Fire Management practices in place.  Date accessed: 6/12/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C5 – Moderate	Several cultural heritage assets in NP.  Date accessed: 6/12/23
Financial	Transport for NSW Corridor Plans  Local Government Asset Management Plans	C3 – Major	Armidale Regional Council has a Road Asset Management Plan. Major plans for Kempsey Road upgrades.  Date accessed: 6/12/23
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a>	No Rating	The journey within the national parks is likely to provide less economic value to the economy from this LGA.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
	<a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>		Date accessed: 6/12/23
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C6 – Insignificant	No critical technology or public utility infrastructure identified as high risk within the journey.  Date accessed: 6/12/23

**Risk Matrix, Tolerance and Response Output**



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### 3. Gunnedah Council

#### 3.1 Customer Journey #1: Black Stump Way

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Emerald Hill Premer Tambar Springs Willala Township Isolated Rural Properties	Emerald Hill Premer Tambar Springs Trinkey Forest	N/A	N/A	Trinkey Forest

#### Likelihood

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Black Stump Way Customer Journey.

TERM Rating (Descriptor)	Source Documents	Likelihood	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClIM) data</a>	L2 - Very Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030. Change in number of days a year where max temp >35 degree is expected to be 1 to 5 days in the near future (2020 - 39).  Date accessed: 27/11/23

Customer Journey Risk Assessment - [region] Report

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for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	Likelihood	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	5 Natural Disaster Declarations in the last 6 years in Gunnedah LGA (2018 – 2023). This includes severe flooding and storms.  Date accessed: 27/11/23

Transport for NSW

**Consequences**

Consequence	Source Documents	Consequence	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 6 seriously injured (2018 - 2022).  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C6 – Insignificant	No historical road closure incidents recorded.  Date accessed: 27/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C4 – Moderate	Hazard reduction burning in place, areas with very high OFH and some endangered species in Trinket State.  Date accessed: 30/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C5 – Minor	Some cultural heritage assets. Mention of potential unrecorded cultural assets in area.  Date accessed: 30/11/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	Consequence	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans <a href="#">TfNSW Media Release</a>	C3 – Major	Grain Valley Road is regional road, included in road network strategy. Upgrades to Black Stump Way.  Date accessed: 28/11/23
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$1 billion freight value outbound from Gunnedah.  Date accessed: 28/11/23
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C3 – Major	No identified high-risk technology or public utility assets. Willala Township rated Major consequence.  Date accessed: 28/11/23

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



**3.2 Customer Journey #2: Gunnedah**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Around Black Jack State Forest Gunnedah Avarad Estate	Lundy House Gunnedah Avarad Estate Kelvin	N/A	<ul style="list-style-type: none"> <li>Porcupine Lookout communications</li> <li>Blackjack Mountain Radio Site</li> </ul>	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Gunnedah Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L2 - Very Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030. Change in number of days a year where max temp >35 degree is expected to be 1 to 5 days in the near future (2020 - 39).

Customer Journey Risk Assessment – [region] Report

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for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L3 – Likely	Date accessed: 27/11/23  5 Natural Disaster Declarations in the last 6 years in Gunnedah LGA (2018 - 2023). This includes severe flooding and storms.  Date accessed: 27/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 6 seriously injured (2018 - 2022)  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> TfNSW Spatial Data Tool	C1 – Catastrophic	Namoi River is prone to flooding which results in community isolation for the duration of the flood.  Date accessed: 27/11/23
Environment is natural considerations, environmental	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
vulnerability, or sensitivities			
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.
Financial	Transport for NSW Corridor Plans  Local Government Asset Management Plans <a href="#">Gunnedah Shire Council Major Projects</a>	C3 – Major	Kelvin road investment and upgrade by Gunnedah Shire Council.  Date accessed: 28/11/23
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a>	C1 – Catastrophic	\$1 billion freight value outbound from Gunnedah.  Date accessed: 28/11/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a> <a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C3 - Major	Porcupine Comms: Major Blackjack mountain: Moderate  Date Accessed: 28/11/23

**Risk Matrix, Tolerance and Response Output**



**3.3 Customer Journey #3: Kamilaroi**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Breeza Isolated rural Properties	Isolated rural Properties Breeza	N/A	▪ Kamilaroi	N/A

Transport for NSW

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Curlewis Township	Curlewis Township		<ul style="list-style-type: none"> <li>Gunnedah Industrial Estate</li> </ul>	

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Kamilaroi Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L2 – Very Likely	<p>Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030. Change in number of days a year where max temp &gt;35 degree is expected to be 1 to 5 days in the near future (2020 - 39).</p> <p>Date accessed: 27/11/23</p>
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	<p>5 Natural Disaster Declarations in the last 6 years in Gunnedah LGA (2018 - 2023). This includes severe flooding and storms.</p> <p>Date accessed: 27/11/23</p>

**Consequences**

Customer Journey Risk Assessment – [region] Report

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	Approximately 9 seriously injured and 1 killed (2018 - 2022).  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">SBS News Articles</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C1 – Catastrophic	End point of journey is Gunnedah which is prone to floods that isolate the community.  Date accessed: 27/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Financial	<p>Transport for NSW Corridor Plans</p> <p>Local Government Asset Management Plans</p>	C6 – Insignificant	<p>Kamilaroi highway owned by TfNSW, planned improvements to the highway.</p> <p>Date accessed: 28/11/23</p>
Economic value to the economy	<p><a href="#">Regional Plans</a></p> <p><a href="#">NSW Regional Economic Development Strategies</a></p> <p><a href="#">TraNSIT Web (csiro.au)</a></p> <p><a href="#">Value of Agricultural Commodities Produced, Australia</a></p> <p><a href="#">Strategic Freight Forecasts - commodity forecast map</a></p> <p><a href="#">Strategic Freight Forecasts - commodity origin map</a></p> <p><a href="#">Strategic Freight Forecasts - commodity destination map</a></p>	C1 – Catastrophic	<p>\$1 billion freight value outbound from Gunnedah.</p> <p>Source: TraNSIT CSIRO Data. Filtered by Gunnedah and road freight.</p> <p>Date accessed: 28/11/2023</p>
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<p><a href="#">NSW Population Projections</a></p> <p><a href="#">Transport for NSW Projects and initiatives map</a></p> <p><a href="#">School Infrastructure Projects</a></p> <p><a href="#">Health Infrastructure Projects</a></p> <p>TfNSW Spatial Data Tool</p>	C3 – Major	<p>No identified high-risk technology or public utility assets. Curlewis Township rated Major consequence.</p> <p>Date accessed: 28/11/2023</p>

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



**3.4 Customer Journey #4: Kelvin**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	N/A	<ul style="list-style-type: none"> <li>Boonala Aboriginal Area</li> </ul>	<ul style="list-style-type: none"> <li>Kelvin Mountain Radio Site</li> <li>Isolated rural Properties</li> </ul>	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Kelvin Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClIM) data</a>	L2 - Very Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030. Change in number of days a year where max temp >35 degree is expected to be 1 to 5 days in the near future (2020 - 39).  Date accessed: 27/11/23

Customer Journey Risk Assessment - [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L3 - Likely	5 Natural Disaster Declarations in the last 6 years in Gunnedah LGA (2018 - 2023). This includes severe flooding and storms.  Date accessed: 27/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 1 seriously injured (2018 - 2022).  Date accessed: 27/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C6 – Insignificant	No road closures recorded due to hazards.  Date accessed: 27/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.

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Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C4 – Moderate	<p>A few cultural assets in area vulnerable to frequent fires.</p> <p>Date accessed: 30/11/23</p>
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	<p>Kelvin road investment and upgrade by Gunnedah Shire Council.</p> <p>Date accessed: 28/11/23</p>
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNST Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	<p>\$1 billion freight value outbound from Gunnedah.</p> <p>Source: TraNSIT CSIRO Data. Filtered by Gunnedah and road freight.</p> <p>Date accessed: 28/11/23</p>

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Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C4 – Moderate	Kelvin Mountain Radio Site.  Date accessed: 28/11/23

**Risk Matrix, Tolerance and Response Output**



**3.5 Customer Journey #5: Oxley**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Isolated rural Properties Mullaley	Carroll Gunnedah Mullaley Rural Properties Isolated rural Properties Mullaley	N/A	<ul style="list-style-type: none"> <li>▪ Lake Keepit State Park (to Manilla)</li> <li>▪ Gunnedah</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lake Keepit State Park</li> </ul>

Transport for NSW

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
	Lake Keepit State Park (to Manilla) Carroll Namoi Cotton Gin			

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Oxley Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L2 - Very Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030. Change in number of days a year where max temp >35 degree is expected to be 1 to 5 days in the near future (2020 - 39).  Date accessed: 27/11/23
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L3 - Likely	5 Natural Disaster Declarations in the last 6 years in Gunnedah LGA (2018 - 2023). This includes severe flooding and storms.  Date accessed: 27/11/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	Approximately 12 seriously injured (2018 - 2022).  Date accessed: 27/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C1 – Catastrophic	End point of journey is Gunnedah which is prone to floods that isolate the community.  Date accessed: 27/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> Saving our Species Project Lake Keepit Hakea	C5 – Minor	Some endangered species.  Date accessed: 30/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Financial	<p>Transport for NSW Corridor Plans</p> <p>Local Government Asset Management Plans</p>	C6 – Insignificant	<p>Oxley Highway, owned by TfNSW, draft corridor strategy as per 2016.</p> <p>Date accessed: 28/11/23</p>
Economic value to the economy	<p><a href="#">Regional Plans</a></p> <p><a href="#">NSW Regional Economic Development Strategies</a></p> <p><a href="#">TraNSIT Web (csiro.au)</a></p> <p><a href="#">Value of Agricultural Commodities Produced, Australia</a></p> <p><a href="#">Strategic Freight Forecasts - commodity forecast map</a></p> <p><a href="#">Strategic Freight Forecasts - commodity origin map</a></p> <p><a href="#">Strategic Freight Forecasts - commodity destination map</a></p>	C1 – Catastrophic	<p>\$1 billion freight value outbound from Gunnedah.</p> <p>Source: TraNSIT CSIRO Data. Filtered by Gunnedah and road freight.</p> <p>Date accessed: 28/11/23</p>
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<p><a href="#">NSW Population Projections</a></p> <p><a href="#">Transport for NSW Projects and initiatives map</a></p> <p><a href="#">School Infrastructure Projects</a></p> <p><a href="#">Health Infrastructure Projects</a></p> <p>TfNSW Spatial Data Tool</p>	C6 – Insignificant	<p>No identified high-risk technology or public utility assets.</p> <p>Date accessed: 28/11/23.</p>

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



3.6 Customer Journey #6: Boggabri

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Boggabri	N/A	N/A	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, flood risk is most likely to interrupt the Boggabri Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClIM) data</a>	L2 - Very Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030. Change in number of days a year where max temp >35 degree is expected to be 1 to 5 days in the near future (2020 - 39).  Date accessed: 27/11/23

Customer Journey Risk Assessment – [region] Report

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Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	5 Natural Disaster Declarations in the last 6 years in Gunnedah LGA (2018 - 2023). This includes severe flooding and storms.  Date accessed: 27/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	Approximately 4 seriously injured and 1 killed (2018 - 2022).  Date accessed: 27/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C1 – Catastrophic	History of total closure for 14 days during flood. Unspecified if alternative routes are available for heavy vehicles.  Date accessed: 29/11/23
Environment is natural considerations, environmental	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
vulnerability, or sensitivities			
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Kamilaroi highway owned by TfNSW, planned improvements to the highway. Upgrades to Black Stump Way.  Date accessed: 28/11/23
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a>	C1 – Catastrophic	\$1 billion freight value outbound from Gunnedah. Source: TraNSIT CSIRO Data. Filtered by Gunnedah and road freight.  Date accessed: 28/11/23

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">Strategic Freight Forecasts – commodity destination map</a> <a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C6 – Insignificant	No identified high risk technology or public utility assets. No identified high risk technology or public utility assets.

**Risk Matrix, Tolerance and Response Output**



4. Moree Plains Council

4.1 Customer Journey #1: Tycannah

Transport for NSW

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Narrabri to Moree Isolated Rural Properties	<ul style="list-style-type: none"> <li>Gamilaroi Nature Reserve</li> <li>Terry Hie Hie Aboriginal Area</li> </ul>	N/A	<ul style="list-style-type: none"> <li>Kirramingly Nature Reserve</li> </ul>

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Tycannah Customer Journey.

TERM Rating (Descriptor)	Source Documents	[[likelihood]]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 - Likely	<p>In the region around Moree, hot days are projected to increase across the region by an average of 10-20 days per year, with an average increase in annual temperatures and a slight increase in the Forest Fire Danger Index (FFDI). Little change in annual rainfall expected.</p> <p>Date accessed: 17/11/23</p>
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 - Likely	<p>7 Natural Disaster Declarations in the last 6 years in the Moree Plains Shire Council (2018 - 2023). This includes bushfires, severe flooding and storms.</p> <p>Date accessed: 17/11/23</p>

Customer Journey Risk Assessment - [region] Report

Transport  
for NSW

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	Evidence of fatal crash between Moree and Narrabri in 2018. 15 seriously injured in Moree between 2018 and 2022.  Date accessed: 17/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C3 – Major	Total road closure during fire resulting in heavy traffic.  Date accessed: 20/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C3 – Major	Multiple nature reserves located along journey. Management plans include intention to develop fire regimes.  Date accessed: 20/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a>	C4 – Moderate	Few cultural assets located along journey.  Date accessed: 20/11/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
	<a href="#">Maritime heritage database</a>		
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C6 – Insignificant	Newell Highway is owned by TfNSW, and has major investment in place.  Date accessed: 20/11/23
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	(Moree Plains = \$2.7 bil) TraNSIT.  Date accessed: 20/11/23
Technology and public utility including electricity, water supply and production/treatment,	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C6 – Insignificant	No major technology and public utility assets identified in this customer journey.

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
telecommunications			

**Risk Matrix, Tolerance and Response Output**



**4.2 Customer Journey #2: Mehi/ Gwydir**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Stanley Village - Top Camp Site Moree central Bendygleet Biniguy Village Garah Village Ashley Village Garah to Mungindi Moree to Garah Moree Industrial area South bank Moree Moree Moree to Collarenebri Moree to Pallamallawa	<ul style="list-style-type: none"> <li>Midkin Nature Reserve</li> <li>Waterbird Lagoon</li> </ul>	N/A	<ul style="list-style-type: none"> <li>Midkin Nature Reserve</li> <li>Gwydir Wetlands State Conservation Area</li> </ul>

Customer Journey Risk Assessment – [region] Report

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
	Near Moree Racecourse South bank Moree Moree north South bank Moree Moree to Boggabillia Pallamallawa Township SES Garah Operations Centre Moree Plains Shire Council Emergency Operations Centre			

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Mehi/Gwydir Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	In the region around Moree, hot days are projected to increase across the region by an average of 10-20 days per year, with an average increase in annual temperatures and a slight increase in the Forest Fire Danger Index (FFDI). Little change in annual rainfall expected.  Date accessed: 20/11/23

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	7 Natural Disaster Declarations in the last 6 years in the Moree Plains Shire Council (2018 - 2023). This includes bushfires, severe flooding and storms.  Date accessed: 17/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	Single fatality between Mungindi to Ashley, with more than 1 seriously injured.  Date accessed: 21/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C5 – Minor	Total road closures based on previous flood incidents with 1 hour alternative route.  Date accessed: 21/11/23
Environment is natural considerations, environmental	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C1 – Catastrophic	No fire management plan currently in place. Vegetation response to fires unknown but has been noted that extinction may occur.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
vulnerability, or sensitivities			
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C4 – Moderate	Asset identified in Bushfire Management Plan with very high risk rating.
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C6 – Insignificant	Highways owned by TfNSW with investments and plans.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a>	C1 – Catastrophic	(Moree Plains = \$2.7 bil) TraNSIT.  Date accessed: 20/11/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">Strategic Freight Forecasts – commodity destination map</a> <a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C6 – Insignificant	Special protection zones (Garah Ops centre, Moree plains emergency ops centre).

**Risk Matrix, Tolerance and Response Output**



**4.3 Customer Journey #3: Macintyre**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Toomelah Township	SES Mungindi Operations Centre SES Boggabilla Operations Centre Boomi Village Boggabilla to Yetman	N/A	N/A	N/A

Transport for NSW

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
	Boomi to Mungindi Toomelah Township Isolated Rural Properties Garah to Mungindi Mungindi Township			

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Macintryre Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L1 – Almost Certain	In the region around Moree, hot days are projected to increase across the region by an average of 10-20 days per year, with an average increase in annual temperatures and a slight increase in the Forest Fire Danger Index (FFDI). Little change in annual rainfall expected.  Date accessed: 20/11/23
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L2 – Very Likely	7 Natural Disaster Declarations in the last 6 years in the Moree Plains Shire Council (2018 - 2023). This includes bushfires, severe flooding and storms.  Date accessed: 17/11/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	2 seriously injured in 2018 from road user crashes.  Date accessed: 21/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C5 – Minor	Total road closures based on previous flood incidents with alternative route available (unspecified time).  Date accessed: 21/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C5 – Minor	Highways owned by TfNSW, however, cannot locate management plans for roads.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNST Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	(Moree Plains = \$2.7 bil) TraNST.  Date accessed: 20/11/23
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C6 – Insignificant	Special protection zones (Boggabilla and Mungindi Ops Centre).

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



## 5. Narrabri Council

### 5.1 Customer Journey #1: Area 1

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Wee Waa Levy Isolated Rural Properties Wee Waa Lagoon SES Wee Waa	N/A	N/A	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, flood risk is most likely to interrupt the Narrabri Area 1 Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L2 - Very Likely	Hot days are projected to increase across the region by an average of 10-20 days per year. Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030.

Customer Journey Risk Assessment – [region] Report

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[[likelihood]]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	9 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes bushfires, severe weather, flooding and storms.  Date Accessed: 27/11/23

Transport for NSW

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	Single fatality and/or more than 20 serious injuries.  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C2 – Severe	GeoHub road status incidents.  Date accessed: 29/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.  Date Accessed: 29/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C6 – Insignificant	TfNSW own Kamilaroi Highway, investment into maintenance of highway,
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	\$1.4 billion freight value outbound from Narrabri. Date accessed: 28/11/23
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C6 – Insignificant	No major technology and public utility assets identified. Wee Waa Levee identified, however this involves flood prevention, rather than water supply.  Date accessed: 8/01/24.

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



**5.2 Customer Journey #2: Area 2**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Gwabegar Village	SES Pilliga Isolated Rural Properties Gwabegar Village	N/A	N/A	<ul style="list-style-type: none"> <li>Pilliga National Park</li> <li>Pilliga Nature Reserve and East</li> <li>Timmallalie National Park - southern part Moree LGA</li> </ul>

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Narrabri Area 2 Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClm) data</a>	L2 - Very Likely	Council Assessment

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L2 – Very Likely	9 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes bushfires, severe weather, flooding and storms.  Date accessed: 27/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 4 seriously injured (2018 - 2022).  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TfNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C2 – Severe	Extensive road closures in flood incidents. Limited alternative routes available for heavy vehicles.  Date accessed: 29/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C2 – Severe	Timallallie National Park contains several endangered flora/fauna species. Managed under strict fire suppression strategies defined by clear guidelines. Multiple frequently burnt regions with rapid rate of spread in area.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
			Date accessed: 29/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Cypress Way, Pilliga Road captured in road strategy. Both roads have maintenance plans.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	\$1.4 billion freight value outbound from Narrabri. Date accessed: 28/11/2023

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C6 – Insignificant	No identified high-risk tech or public utility assets.

**Risk Matrix, Tolerance and Response Output**



**5.3 Customer Journey #3: Area 3**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Mt Kaputar National Park camping ground	<ul style="list-style-type: none"> <li>Deriah Aboriginal Area</li> <li>Willala Aboriginal Area</li> </ul>	<ul style="list-style-type: none"> <li>Mt Kaputar Communications</li> <li>Broadcast Australia Facility Mt. Kaputar (Mt Dowe)</li> </ul>	<ul style="list-style-type: none"> <li>Bullawa Creek State Conservation Area</li> <li>Couradda National Park</li> <li>Moema National Park</li> <li>Mt Kaputar</li> </ul>

Customer Journey Risk Assessment – [region] Report

Transport  
for NSW

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Narrabri Area 3 Customer Journey.

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L2 – Very Likely	Council Assessment
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	9 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes bushfires, severe weather, flooding and storms.  Date accessed: 27/11/23

Transport for NSW

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 4 seriously injured (2018 - 2022)  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C4 – Moderate	Total road closures have occurred with alternative routes available adding 1-3 hours of travel time  Date accessed: 29/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C3 – Major	Areas like the Bullawa Creek State Conservation Area have significant floral species richness with a range of vulnerable fauna species in Willala. No hazard reduction burning plans in place.  Date accessed: 29/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C3 – Major	Willala Aboriginal Area hosts historic graffiti that easily weathers and other historic features that are partially destroyed.  Date accessed: 29/11/23

Customer Journey Risk Assessment – [region] Report

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C1 – Catastrophic	Kaputar Road owned by Council, cannot identify evidence of plans and investment.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$1.4 billion freight value outbound from Narrabri.
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C2 – Severe	Broadcast Australia Facility Mt Kaputar / Governor Radio Repeater Site, Priority 1B and 1C.

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



5.4 Customer Journey #4: Area 4

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Mullaley Village Narrabri SES Local Headquarters (VRA) Narrabri Shire Council Emergency Operations Centre Council Depot	N/A	<ul style="list-style-type: none"> <li>Isolated rural properties</li> <li>ARTC Signalling and Cable</li> </ul>	<ul style="list-style-type: none"> <li>Bobbiwaa State Conservation Area</li> <li>Brigalow Nature Reserve</li> <li>Leard State Conservation Area</li> <li>Killarney State Conservation area</li> <li>Yarrie Lake</li> </ul>

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Narrabri Area 4 Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a>	L4 - Unlikely	Council Assessment

Customer Journey Risk Assessment – [region] Report

Customer Journey Risk Assessment – [region] Report

Transport for NSW

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">NSW and ACT Regional Climate Model (NARClM) data</a> <a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L2 – Very Likely	9 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes bushfires, severe weather, flooding and storms.  Date accessed: 27/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 4 seriously injured (2018 - 2022). Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> TfNSW Spatial Data Tool	C1 – Catastrophic	Severe flooding in Narrabri results in community isolation with no alternative routes available.  Date accessed: 29/11/23
Environment is natural considerations, environmental	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C3 – Major	Several environmental assets including a large Conservation Area containing many threatened flora/ fauna species. Risk of gilgai's (waterholes), bogging.  Date accessed: 29/11/23

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
vulnerability, or sensitivities			
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C5 – Minor	Several Aboriginal cultural heritage sites located in environmental assets.  Date accessed: 29/11/23
Financial	Transport for NSW Corridor Plans  Local Government Asset Management Plans	C2 – Severe	Grain Valley Road owned by Council and included in network strategy plan. Investment unclear.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a>	C1 – Catastrophic	\$1.4 billion freight value outbound from Narrabri.  Date accessed: 28/11/23

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">Strategic Freight Forecasts – commodity destination map</a> <a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C6 – Insignificant	No identified high-risk tech or public utility assets.

**Risk Matrix, Tolerance and Response Output**



## 6. Tamworth Council

### 6.1 Customer Journey #1: Extended Tamworth

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Hanging Rock Village	Hanging Rock Community Hall	N/A	▪ Middleton Private Plantations (North and South)	N/A
Lindesay	Duri Public School		▪ Nundle State Forest (East and West)	
Lindesay	Niangala Public School		▪ Dungowan Dam Catchment	
Lindesay	Wollomin Public School		▪ Chaffey Dam	
Niangala Village	Nundle Public School		▪ Mt Baldwin Communications Tower	
Moore Creek	Loomberah Community Hall (RFS)		▪ Nangarah Repeater	
	Ogunbil Community Hall (RFS)		▪ Community Hall (RFS)	
	Dungowan Public School		▪ Dungowan Sport and Rec Ground	
	Lynchwood Scout Camp			
	Hanging Rock Village			
	Horton Falls Rd			
	Limbri Village			
	Attunga Village			
	Niangala Village			
	Woolomin			
	Woolomin Village			
	Ogunbil Village			
	Warrabah			

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Extended Tamworth Customer Journey.

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L2 – Very Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030.
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	13 Natural Disaster Declarations between 2018 and 2023.  Date accessed: 23/11/23

Transport for NSW

**Consequences**

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C1 – Catastrophic	Approximately 28 seriously injured and 4 killed from Barraba through to Attunga along Manilla Rd, turnoff to Moonbi, and then south on New England Highway to Nemingha (2018 - 2022)  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TfNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C4 – Moderate	2 day closures with alternative route available.  Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C3 – Major	Nundle Satte Forest is a habitat to several endangered to critically endangered animal species. Fire management plans are in place (RFMS) but not extensive.  Date accessed: 29/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a>	C6 – Insignificant	No cultural assets identified along journey.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
	<a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>		
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C4 – Moderate	Manilla Road - Regional road. No asset management plan.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$3.5 billion freight task value in Tamworth (road only).  Date accessed: 23/11/23
Technology and public utility including electricity, water supply and production/treatment,	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a>	C1 – Catastrophic	Mt Baldwin Comms Tower (Moderate) Niangala Public School rated at catastrophic consequence.  Date accessed: 23/11/23

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
telecommunications	<a href="#">TfNSW Spatial Data Tool</a>		

**Risk Matrix, Tolerance and Response Output**



**6.2 Customer Journey #2: New England**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Watson Creek Village	Wtason Creek Village Timbumburi Public School Tintinhull Public School Bendemeer Township Moonbi Village Pindari Estate	<ul style="list-style-type: none"> <li>Goonoo Goonoo Station</li> </ul>	<ul style="list-style-type: none"> <li>Mt Bullimbulla Communications Tower (Moonbi Trig)</li> <li>Moonbi Observatory</li> </ul>	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the New England Customer Journey.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	Council Assessment
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	13 Natural Disaster Declarations between 2018 and 2023.  Date accessed: 23/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C1 – Catastrophic	Approximately 18 seriously injured and 2 killed in road accidents from Timbumburi, Bendeemer to Watsons creek.  Date accessed: 23/11/22
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C4 – Moderate	2 hour closures that prohibited heavy vehicles from passing. Alternative routes exist with an unspecified amount of added time to journey.  Date accessed: 30/11/23

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C5 – Minor	Singular cultural asset (Goonoo Goonoo Station) that has been restored in recent years.  Date accessed: 29/11/23
Financial	Transport for NSW Corridor Plans  Local Government Asset Management Plans	C4 – Moderate	Oxley Highway  NE Highway
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TranSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a>	C1 – Catastrophic	\$3.5 billion freight task value in Tamworth (road only).  Date accessed: 23/11/23

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
	<a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>		
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C1 – Catastrophic	Mt Baldwin Comms Tower (Moderate) Niangala Public School rated at catastrophic consequence.  Date accessed: 23/11/23

**Risk Matrix, Tolerance and Response Output**

Risk Rating	Response
	

6.3 Customer Journey #3: Tamworth City

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Tamworth East	Burgmans Lane	N/A	▪ Bald Hill	N/A
Kingswood	Kingswood Estate		▪ Communications Tower	
Mount Falcon Estate	Calala		▪ Kable Avenue/Peel Street	
	Calala Lane		▪ Natural Gas Pumping Station	
	North Tamworth		▪ Peel Street	
	Rural Properties		▪ Flagstaff Communications Repeater	
	Jewry Street (west of Peel River)		▪ Botanic Gardens	
	Kable Avenue/Peel Street		▪ Endeavour Park	
	Kia-Ora Lane		▪ Lynchwood Scout Camp	
	Oxley Vale			
	Peel Street			
	Roberts Road			
	Tamworth East			
	New England Highway			
	Scotts Road			
	Kingswood Estate			
	Lynchwood Scout Camp			
	Whitehouse Lane			
	Mount Falcon Estate			
	Farrer Agricultural High School			
	Farrer Memorial Agricultural High School			
	Calrossy and William Cowper			
	Nemingha Public School			

Transport  
for NSW

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Tamworth City Customer Journey.

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L2 – Very Likely	Council Assessment
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L2 – Very Likely	13 Natural Disaster Declarations between 2018 and 2023.  Date accessed: 23/11/23

Transport  
for NSW

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C1 - Catastrophic	Approximately 54 seriously injured and 3 killed in road accidents in the town of Tamworth (2018 - 2022).  Date accessed: 23/11/22
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C1 – Catastrophic	Extended road closures in Tamworth result in community isolation with no alternative routes for heavy vehicles specified.  Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C5 – Minor	A few gardens and parks however no significant concerns.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a>	C6 – Insignificant	No environmental assets identified along journey.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
	<a href="#">Maritime heritage database</a>		
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Upper Moore Creek Road has investment from Tamworth Council for upgrades.  Date accessed: 23/11/22
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	\$3.5 billion freight task value in Tamworth (road only)  Date accessed: 23/11/22
Technology and public utility including electricity, water supply and production/treatment,	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C5 – Minor	Bald Hill Comms Tower.  Date accessed: 23/11/22

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
telecommunications			

**Risk Matrix, Tolerance and Response Output**

Risk Rating	Response
	

**6.4 Customer Journey #4: Oxley**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Somerton Public School Somerton Village	N/A	N/A	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Oxley Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	This is classified as likely as there is a chance of higher mean temperatures and a higher frequency of hot days over 35 degrees.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	13 Natural Disaster Declarations between 2018 and 2023.  Date accessed: 23/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 5 seriously injured along Oxley Highway, Somerton (2018 - 2022).  Date accessed: 23/11/22
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C6 – Insignificant	No prior road closures recorded due to natural hazards.  Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 - Insignificant	No cultural assets identified along journey.
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C5 - Minor	Oxley Highway
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 - Catastrophic	\$3.5 billion freight task value in Tamworth (road only).  Date accessed: 23/11/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C4 – Moderate	Somerton Public School Consequence rating: Moderate.  Date accessed: 23/11/23

**Risk Matrix, Tolerance and Response Output**



## 7. Walcha Council

### 7.1 Customer Journey #1: Oxley

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Kangaroo Flat Woolbrook	Kangaroo Flat Walcha Road	<ul style="list-style-type: none"> <li>▪ Carrai National Park</li> </ul>	<ul style="list-style-type: none"> <li>▪ Brassey State Forest</li> <li>▪ Croft Knoll Plantation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Carrai National Park</li> </ul>

Transport for NSW

Customer Journey Risk Assessment – [region] Report

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
	Woolbrook Yarrowitch Yarrowitch Public School	<ul style="list-style-type: none"> <li>Werrikimbe National Park</li> <li>Yarrowitch River Hut and Stock Yards</li> <li>Youdales Mill Hut</li> <li>Birds Nest Hut &amp; Stock Yards</li> <li>Deep Gully Hut</li> <li>Green Gully Hut and Stock Yards</li> <li>Walcha Road Railway Station &amp; Yard Group</li> <li>Mooraback Hut</li> </ul>	<ul style="list-style-type: none"> <li>Enfield State Forest</li> <li>Wild Dog Fence (Western side of Oxley Wild Rivers NP)</li> <li>Walcha Landfill/Transfer Station</li> <li>Walcha Water Treatment Plant</li> <li>Woolbrook Landfill/Transfer Station</li> <li>Youdales Hut &amp; Stock Yards</li> <li>Mary's View</li> </ul>	<ul style="list-style-type: none"> <li>Werrikimbe National Park</li> <li>Mummel Gulf National Park</li> <li>Enfield State Forest</li> <li>Cottan Bimbang NP</li> </ul>

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Oxley Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L2 – Very Likely	Council Assessment. *Note: this might be an over-estimated risk based on climate change projections Little change in rainfall, 0 to 0.5 change in number of days a year FFDI > 50 (high fire danger days), little to

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Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	no change in number of days a year max temp > 35 degrees celcius.  Date accessed: 23/11/23  6 Natural Disaster Declarations in the last 6 years for Walcha LGA from 2018 to 2023 (includes bushfires, severe weather, and flooding).  Date accessed: 23/11/23

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**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C1 – Catastrophic	Approximately 5 killed and 7 seriously injured from Woolbrook along Oxley Hwy through Yarrawitch (2018 - 2022).  Date Accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C3 – Major	Road closures due to bushfires with alternative routes adding 2-3 hours of travel time. Historically road closure has lasted 19 days.  Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C2 – Severe	Multiple environmental assets host to various endangered species. Some of these are susceptible to frequent, high intensity fires but with management plans in place (Werrikimbe).  Date accessed: 30/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a>	C2 – Severe	Many cultural assets within region, some without proper planning or management (Carrai NP).  Date accessed: 30/11/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
	<a href="#">Maritime heritage database</a>		
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C5 – Minor	Oxley Highway: <a href="https://www.transport.nsw.gov.au/sites/default/files/media/documents/2017/oxley-highway-draft-corridor-strategy.pdf">https://www.transport.nsw.gov.au/sites/default/files/media/documents/2017/oxley-highway-draft-corridor-strategy.pdf</a>  No evidence of plans or investment into Kangaroo Flat Road, coachwood road, etc.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$600 million as per TraNSIT data.
Technology and public utility including electricity, water supply and	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a>	C3 – Major	Yarrowitch Public School: Major Walcha Water Treatment Plant: Moderate.

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Consequence	Source Documents	[consequence]	Analysis
production/treatment, telecommunications	<a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>		

**Risk Matrix, Tolerance and Response Output**



7.2 Customer Journey #2: Thunderbolts

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Nowendoc	Longflat Nowendoc Nowendoc Public School	<ul style="list-style-type: none"> <li>▪ Giro State Forest</li> <li>▪ Giro State Forest</li> <li>▪ Oxley Wild Rivers National Park</li> <li>▪ Christies Hut</li> <li>▪ Hams Hut and Homestead</li> <li>▪ Wright's Hut</li> <li>▪ Colwells Hut and Stock Yards</li> <li>▪ Front Tableland Hut and Stock Yards</li> </ul>	<ul style="list-style-type: none"> <li>▪ Tuggolo State Forest</li> <li>▪ Nowendoc State Forest</li> <li>▪ Giro State Forest</li> <li>▪ Riamukka State Forest</li> <li>▪ Jacky Barker Campground</li> <li>▪ Budds Mare Camp Ground</li> <li>▪ Riverside Camp Ground</li> </ul>	<ul style="list-style-type: none"> <li>▪ Tuggolo State Forest</li> <li>▪ Oxley Wild Rivers National Park</li> </ul>

Customer Journey Risk Assessment – [region] Report

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High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
		<ul style="list-style-type: none"> <li>▪ Left Hand Hut</li> <li>▪ Middle Yards Hut</li> <li>▪ Sunnyside Woolshed</li> <li>▪ Tin Hut</li> </ul>		

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Thunderbolts Way Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	<p>*Note: this might be an over-estimated risk based on climate change projections</p> <p>Little change in rainfall, 0 to 0.5 change in number of days a year FFDI &gt; 50 (high fire danger days), little to no change in number of days a year max temp &gt; 35 degrees Celsius.</p> <p>Date accessed: 23/11/23</p>
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	<p>6 Natural Disaster Declarations in the last 6 years for Walcha LGA from 2018 to 2023 (includes bushfires, severe weather, and flooding).</p> <p>Date accessed: 23/11/23</p>

Customer Journey Risk Assessment – [region] Report

Transport for NSW

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C1 – Catastrophic	Approximately 2 killed and 15 seriously injured between 2018 and 2022. Note: this route encapsulate a North to South trajectory between Walcha and south on Thunderbolts Way and Niangala Road.  Date Accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C3 – Major	Road closures due to bushfires with alternative routes adding 2-3 hours of travel time. Historically road closure has lasted 19 days.  Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C3 – Major	Many environmental assets host to various endangered flora/fauna, some with a diverse range of ecosystems. Specific fire management strategies in place.  Date accessed: 30/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a>	C1 – Catastrophic	Extensive cultural assets within region, some damaged by natural weathering and human impacts (stone artifacts).  Date accessed: 30/11/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
	<a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>		
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C5 – Minor	Oxley Highway: <a href="https://www.transport.nsw.gov.au/sites/default/files/media/documents/2017/oxley-highway-draft-corridor-strategy.pdf">https://www.transport.nsw.gov.au/sites/default/files/media/documents/2017/oxley-highway-draft-corridor-strategy.pdf</a>  No evidence of plans or investment in other regional/local roads.  Date accessed: 8/01/24
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	\$600 million as per TraNSIT data.
Technology and public utility	<a href="#">NSW Population Projections</a>	C3 – Major	Nowendoc Public School RFS rating: Major.

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
including electricity, water supply and production/treatment, telecommunications	<a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>		

**Risk Matrix, Tolerance and Response Output**



## 8. Glenn Innes Council

### 8.1 Customer Journey #1: Gwydir

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Glen Innes Corrections Centre Isolated Dwellings Wellingrove Isolated Rural Properties	<ul style="list-style-type: none"> <li>▪ Washpool National Park</li> <li>▪ Gibraltar Range</li> <li>▪ Gibraltar House</li> </ul>	<ul style="list-style-type: none"> <li>▪ Mount Mitchell</li> <li>▪ Frog Hollow Repeater</li> <li>▪ Beardy Waters Woodland</li> </ul>	<ul style="list-style-type: none"> <li>▪ Washpool National Park</li> <li>▪ Gibraltar Range</li> </ul>

Transport for NSW

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
	Matheson		<ul style="list-style-type: none"> <li>Boundary Falls Campground</li> <li>Mulligans Campground</li> <li>Raspberry Lookout</li> </ul>	

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Gwydir Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L4 - Unlikely	<p>There is no change to days above 35°C in the mountain regions of the New England North West, around Glenn Inness. No major changes in the FFDI. Cold nights are projected to decrease across the New England North West by an average of 9 days per year by 2030. The greatest decreases are seen in the eastern mountainous region around Glenn Innes, which is projected to experience an additional 10-20 fewer nights per year. Changes in cold nights can have considerable impacts on native ecosystems and agricultural crops reliant on cold winters.</p> <p>Date accessed: 22/11/23</p>
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a>	L2 - Very Likely	<p>12 Natural Disaster Declarations in the last 6 years for Glenn Innes LGA from 2018 to 2023 (includes bushfires, severe weather, storms and flooding).</p>

Customer Journey Risk Assessment – [region] Report

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for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
	<a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>		Date accessed: 22/11/23

Transport  
for NSW

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	10 - 11 seriously injured between 2018 to 2022, and 2 fatalities over the same time period.  Note: These fatalities and casualties cover the Gwydir Highway (Moogem to Glen Innes) and Strathbogie Road. This does not include fatalities or injuries within the town of Glen Innes.  Date accessed: 22/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C2 – Severe	Previous fire incidents resulted in total road closure for 5 days with alternative routes unsuitable for heavy vehicles.  Date accessed: 22/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C2 – Severe	Frequent fires occur in national parks and can sustain rapidly moving, high intensity fires.  Date accessed: 22/11/23
Cultural assets include Aboriginal, non-indigenous historical, and	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C3 – Major	Natural parks are also cultural assets that would be partially destroyed in bushfires.  Date accessed: 22/11/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
other cultural assets	<a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>		
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C5 – Minor	Gwydir Highway owned by TfNSW. Investing to improve flood immunity. Cannot locate plans. Investment in place to upgrade. No data on Strathbogie Road.  Date accessed: 22/11/23
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$700 mil - Freight value in glen innes by road. Beef is primary freight.  Date accessed: 22/11/23
Technology and public utility including	<a href="#">NSW Population Projections</a>	C3 – Major	Frogs Hollow Repeater major consequence as per BFRMP.

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
electricity, water supply and production/treatment, telecommunications	<a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>		Date accessed: 22/11/23

**Risk Matrix, Tolerance and Response Output**

Risk Rating	Response
	

8.2 Customer Journey #2: Glen Innes

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Glen Innes	N/A	<ul style="list-style-type: none"> <li>Glen Innes Substation</li> <li>Glen Innes Water Treatment Plant</li> </ul>	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Glen Innes Customer Journey.

Customer Journey Risk Assessment – [region] Report

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Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L4 – Unlikely	There is no change to days above 35°C in the mountain regions of the New England North West, around Glenn Innes. No major changes in the FFDI. Cold nights are projected to decrease across the New England North West by an average of 9 days per year by 2030. The greatest decreases are seen in the eastern mountainous region around Glenn Innes, which is projected to experience an additional 10-20 fewer nights per year. Changes in cold nights can have considerable impacts on native ecosystems and agricultural crops reliant on cold winters.  Date accessed: 22/11/23
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L2 – Very Likely	12 Natural Disaster Declarations in the last 6 years for Glenn Innes LGA from 2018 to 2023 (includes bushfires, severe weather, storms and flooding).  Date accessed: 22/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	12 seriously injured between 2018 to 2022 within the town of Glen Innes

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Everyday Service Delivery	<a href="#">Traffic (TfNSW) Volumes Report</a> <a href="#">Road classifications</a>	C4 – Moderate	Date accessed: 22/11/23 Gwydir Highway has been closed in previous back burning events. Alternative routes prioritised for local residents, none specified for heavy vehicles
High Risk Communities	<a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>		Date accessed: 22/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C5 – Minor	TfNSW own Gwydir Highway, New England Highway. Plans along highway. No plans for Church Street. Date accessed: 22/11/23

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$700 mil - Freight value in glen innes by road.Beef is primary freight.
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C4 – Moderate	Glen Innes Water Treatment Plant at moderate consequence as per BFRMP.  Date accessed: 22/11/23

**Risk Matrix, Tolerance and Response Output**



Transport for NSW

8.3 Customer Journey #3: New England

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Bullock Mountain Homestead Isolated Rural Properties Dundee RFS station and Rural Properties Deepwater township	N/A	▪ Stone Henge	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the New England Customer Journey.

TERM Rating (Descriptor)	Source Documents	[[likelihood]]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L5 - Very Unlikely	Council Assessment.
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L2 - Very Likely	12 Natural Disaster Declarations in the last 6 years for Glenn Innes LGA from 2018 to 2023 (includes bushfires, severe weather, storms and flooding).  Date accessed: 22/11/23

Customer Journey Risk Assessment – [region] Report

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for NSW

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	1 killed and 10 seriously injured over 2018 - 2022 on the New England Hwy  Date accessed: 22/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C6 – Insignificant	Flooding on New England Hwy resulted in total road closure for < 1 day. Heavy vehicle travel was still permitted.  Date accessed: 23/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment – [region] Report

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Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Financial	<p>Transport for NSW Corridor Plans</p> <p>Local Government Asset Management Plans</p>	C6 – Insignificant	<p>TfNSW own New England Highway. Plans along highway.</p> <p>Date accessed: 22/11/23</p>
Economic value to the economy	<p><a href="#">Regional Plans</a></p> <p><a href="#">NSW Regional Economic Development Strategies</a></p> <p><a href="#">TraNSIT Web (csiro.au)</a></p> <p><a href="#">Value of Agricultural Commodities Produced, Australia</a></p> <p><a href="#">Strategic Freight Forecasts - commodity forecast map</a></p> <p><a href="#">Strategic Freight Forecasts – commodity origin map</a></p> <p><a href="#">Strategic Freight Forecasts – commodity destination map</a></p>	C1 – Catastrophic	\$700 mil - Freight value in glen innes by road. Beef is primary freight.
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<p><a href="#">NSW Population Projections</a></p> <p><a href="#">Transport for NSW Projects and initiatives map</a></p> <p><a href="#">School Infrastructure Projects</a></p> <p><a href="#">Health Infrastructure Projects</a></p> <p>TfNSW Spatial Data Tool</p>	C6 – Insignificant	No public utility or technology assets identified as at risk as per Consolidated Council Data for NENW.

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**Risk Matrix, Tolerance and Response Output**



**8.4 Customer Journey #4: Emmaville**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Emmaville Township	Isolated Rural Properties Rummery's Hill Kangawalla Emmaville Land Fill Mount Mitchell RFS	N/A	N/A	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Emmaville Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	Council Assessment.

Customer Journey Risk Assessment – [region] Report

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Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L2 – Very Likely	12 Natural Disaster Declarations in the last 6 years for Glenn Innes LGA from 2018 to 2023 (includes bushfires, severe weather, storms and flooding).  Date accessed: 22/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	2 seriously injured over 2018 - 2022.  Date accessed: 22/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C6 – Insignificant	Past fires did not result in total road closures.  Date accessed: 23/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C2 – Severe	Emmaville road is regional road. New England Road Network Strategy exists. Unsure if investment in place.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$700 mil - Freight value in Glen Innes by road. Beef is primary freight.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C6 – Insignificant	No public utility or technology assets identified as at risk as per Consolidated Council Data for NENW.

**Risk Matrix, Tolerance and Response Output**



**8.5 Customer Journey #5: Old Grafton Road**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Wyaliba	Isolated Rural Properties Wyaliba	N/A	N/A	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Old Grafton Road Customer Journey.

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Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L2 – Very Likely	Council Assessment.
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L2 – Very Likely	12 Natural Disaster Declarations in the last 6 years for Glenn Innes LGA from 2018 to 2023 (includes bushfires, severe weather, storms and flooding).  Date accessed: 22/11/23

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**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	1 seriously injured between 2018 – 2022.  Date accessed: 22/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C5 – Minor	Bushfire incident resulted in total road closure for 1 day. Alternative routes available.  Date accessed: 23/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C1 – Catastrophic	Frequent fires occur in national parks and can sustain rapidly moving, high intensity fires.  Date accessed: 23/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	No risk rating	No data available on Old Grafton Road.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	\$700 mil - Freight value in Glen Innes by road. Beef is primary freight.
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C6 – Insignificant	No public utility or technology assets identified as at risk as per Consolidated Council Data for NENW.

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



**8.6 Customer Journey #6: Red Range**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Isolated Rural Properties	N/A	N/A	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, flood risk is most likely to interrupt the Red Range Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 - Likely	Council Assessment
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 - Very Likely	12 Natural Disaster Declarations in the last 6 years for Glenn Innes LGA from 2018 to 2023 (includes bushfires, severe weather, storms and flooding).  Date accessed: 22/11/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	2 killed and 8 seriously injured over 2018 – 2022.  Date accessed: 22/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C2 – Severe	Previous incidents resulted in extended total road closure with limited alternative routes available.  Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment – [region] Report

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C4 – Moderate	No identified road plans for this section of the New England Highway.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$700 mil - Freight value in Glen Innes by road. Beef is primary freight.
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C6 – Insignificant	No public utility or technology assets identified as at risk as per Consolidated Council Data for NENW.

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



**8.7 Customer Journey #7: Blue Hills**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Glen Innes	Glen Innes	N/A	<ul style="list-style-type: none"> <li>Glen Innes Landfill/Community Recycling</li> </ul>	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire risk is most likely to interrupt the Blue Hille Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L5 - Very Unlikely	Council Assessment.
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a>	L2 - Very Likely	12 Natural Disaster Declarations in the last 6 years for Glenn Innes LGA from 2018 to 2023 (includes bushfires, severe weather, storms and flooding).

Customer Journey Risk Assessment - [region] Report

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Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
	<a href="#">TfNSW Spatial Data Tool</a>		Date accessed: 22/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C1 – Catastrophic	4 killed and 9 seriously injured between 2018 and 2022.  Date accessed: 29/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TfNSW) Volumes Report</a> <a href="#">Road classifications</a> TfNSW Network Restriction Reports <a href="#">TfNSW Spatial Data Tool</a>	C2 – Severe	Previous incidents resulted in extended total road closure with limited alternative routes available.  Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C4 – Moderate	Gwydir Highway and New England Highway owned by TfNSW. No plans identified along this section of customer journeys.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C5 – Minor	This customer journey is reference to a singular road on outskirts of Glen Innes. There is no corridor within this journey, therefore, reasonable assumption that little to no freight travels through this road.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C6 – Insignificant	No public utility or technology assets identified as at risk as per Consolidated Council Data for NENW.

**Risk Matrix, Tolerance and Response Output**



## 9. Liverpool Council

### 9.1 Customer Journey #1: Liverpool Plains Shire Council 3

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Premer Township	Premer Township	N/A	▪ White's Creek	N/A

Transport for NSW

Customer Journey Risk Assessment – [region] Report

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Walhallow Settlement	Pine Ridge Township		<ul style="list-style-type: none"> <li>Isolated Rural Properties</li> </ul>	
Spring Ridge Township	Colly Blue Township		<ul style="list-style-type: none"> <li>Mt Tamarang Radio Site</li> </ul>	
Colly Blue Township	Caroona Township			
Caroona Township	Spring Ridge Township			
Premer Township	Walhallow Settlement			
Spring Ridge Township				

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Liverpool Plains Shire Council 3 Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	<p>Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030.</p> <p>Date accessed: 24/11/23</p>
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	<p>6 Natural Disaster Declarations in the last 6 years for Liverpool Plains LGA from 2018 to 2023 (includes bushfires and flooding).</p> <p>Date accessed: 24/11/23</p>

Transport for NSW

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	1 killed 5 seriously injured between 2018 and 2022.  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C5 – Severe	Total road closure for 1 day with alternative routes available.  Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Asset Management Plan for roads within Liverpool Plains Shire Council. Investment into Coonabarabran Road.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNStIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	\$0.9 billion freight value outbound from Liverpool.  Date accessed 28/11/23
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C3 – Major	Mt Tamarang Communications Site: Moderate. Premer Township - cannot access bore (water supply) in case of flood.

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



9.2 Customer Journey #2: Liverpool Plains Shire Council 4

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Isolated Rural Properties	Werris Creek Hospital Werris Creek Township Wallabadah Township	N/A	▪ Water Treatment Plan	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Liverpool Plains Shire Council 4 Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030.  Date accessed: 24/11/23

Customer Journey Risk Assessment – [region] Report

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L3 – Likely	6 Natural Disaster Declarations in the last 6 years for Liverpool Plains LGA from 2018 to 2023 (includes bushfires and flooding).  Date accessed: 24/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	6 seriously injured between 2018 and 2022.  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C6 – Insignificant	No prior road closures recorded due to hazards.  Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Asset Management Plan for roads within Liverpool Plains Shire Council.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$0.9 billion freight value outbound from Liverpool.  Date accessed: 28/11/2023

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C3 – Major	Werris Creek Hospital: Major. Water Treatment Plant cut off

**Risk Matrix, Tolerance and Response Output**



**9.3 Customer Journey #3: Liverpool Plains Shire Council 5**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Whodathoughtit Lookout Boolah Gap	Quirindi Township Whodathoughtit Lookout Boolah Gap Quirindi Hospital Isolated Rural Properties	N/A	<ul style="list-style-type: none"> <li>Whodathoughtit Lookout</li> <li>Quirindi Water Supply</li> </ul>	N/A

Transport for NSW

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Liverpool Plains Shire Council 5 Customer Journey.

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030.  Date accessed: 24/11/23
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	6 Natural Disaster Declarations in the last 6 years for Liverpool Plains LGA from 2018 to 2023 (includes bushfires and flooding).  Date accessed: 24/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	1 seriously injured between 2018 and 2022.  Date accessed: 23/11/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Everyday Service Delivery	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a>	C6 – Insignificant	No prior road closures recorded due to hazards.
High Risk Communities	<a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>		Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Asset Management Plan for roads within Liverpool Plains Shire Council.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$0.9 billion freight value outbound from Liverpool. Date accessed: 28/11/2023
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C1 – Catastrophic	Quirindi Hospital and Water Supply.

**Risk Matrix, Tolerance and Response Output**

Risk Rating	Response
	

Transport for NSW

9.4 Customer Journey #4: Liverpool Plains Shire Council 6

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Willow Tree Township Isolated Rural Properties	Isolated Rural Properties Willow Tree Township	N/A	▪ Mt Helens Radio Site	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Liverpool Plains Shire Council 6 Customer Journey.

TERM Rating (Descriptor)	Source Documents	[[likelihood]]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 - Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030.  Date accessed: 24/11/23
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 - Likely	6 Natural Disaster Declarations in the last 6 years for Liverpool Plains LGA from 2018 to 2023 (includes bushfires and flooding).  Date accessed: 24/11/23

**Consequences**

Customer Journey Risk Assessment – [region] Report

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	3 seriously injured between 2018 and 2022.  Date accessed: 24/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TfNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C6 – Insignificant	Partial road closures recorded with temporary changes in traffic conditions.  Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.
Financial	Transport for NSW Corridor Plans	C3 – Major	Asset Management Plan for roads within Liverpool Plains Shire Council.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Economic value to the economy	Local Government Asset Management Plans  <a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	\$0.9 billion freight value outbound from Liverpool.  Date accessed: 28/11/2023
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C3 – Major	Mt Helen Communications Site: Major.

**Risk Matrix, Tolerance and Response Output**

Transport for NSW



## 10. Uralla Council

### 10.1 Customer Journey #1: New England Highway

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Invergowrie West Invergowrie Rural Residential Area	Invergowrie West Invergowrie Rural Residential Area	N/A	N/A	N/A

#### Likelihood

A Natural Disaster can differ in type and intensity. In this assessment, fire risk is most likely to interrupt the New England Highway Customer Journey.

TERM Rating (Descriptor)	Source Documents	[[likelihood]]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L4 - Unlikely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L4 – Unlikely	3 Natural Disaster Declarations in the last 6 years from 2018 to 2023 (includes bushfires and flooding).  Date accessed: 28/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	1 killed (Bundarra Rd) and 4 seriously injured between 2018 and 2022.  Date accessed: 28/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C6 – Insignificant	No significant road closures recorded.  Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Asset Management Plan for Uralla Shire Council. Bundarra Road has investment.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$0.2 billion freight value outbound from Uralla.  Date accessed 28/11/2023

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C6 – Insignificant	No Technology and public utility assets identified along journey.

**Risk Matrix, Tolerance and Response Output**



**10.2 Customer Journey #2: Thunderbolts Way**

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Bundarra	Bundarra Balala Kingstown Bundarra Central School	N/A	<ul style="list-style-type: none"> <li>▪ Bundarra Landfill/Transfer Station</li> <li>▪ Stoney Batter National Park</li> </ul>	<ul style="list-style-type: none"> <li>▪ Indwarra National Park</li> <li>▪ Serpentine Ridge National Park</li> </ul>

**Likelihood**

Transport for NSW

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Thunderbolts Way Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L4 - Unlikely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030.
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L4 - Unlikely	3 Natural Disaster Declarations in the last 6 years from 2018 to 2023 (includes bushfires and flooding).  Date accessed: 28/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C1 - Catastrophic	2 killed and 8 seriously injured between 2018 and 2022.  Date accessed: 28/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a>	C3 - Major	Two-day closures with alternative routes available.

Customer Journey Risk Assessment - [region] Report

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
	<a href="#">TfNSW Spatial Data Tool</a>		
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C4 – Moderate	Some vulnerable flora/ fauna. Not very high risk of bushfires so, no intensive fire management is allocated.  Date accessed: 30/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C5 – Minor	Potential of some cultural assets within National Parks. No study done to determine assets are of cultural heritage.  Date accessed: 30/11/23
Financial	Transport for NSW Corridor Plans  Local Government Asset Management Plans	C3 – Major	Asset Management Plan for Uralla Shire Council. Bundarra Road has investment.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a>	C1 – Catastrophic	\$0.2 billion freight value outbound from Uralla.  Date accessed: 28/11/2023

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
	<a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>		
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C6 – Insignificant	No Technology and public utility assets identified along journey.

**Risk Matrix, Tolerance and Response Output**



10.3 Customer Journey #3: Uralla

Transport for NSW

Customer Journey Risk Assessment – [region] Report

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
West Uralla Rural Residential Area Uralla Rocky River	West Uralla Rural Residential Area Uralla Kentucky Rocky River	<ul style="list-style-type: none"> <li>Uralla</li> </ul>	<ul style="list-style-type: none"> <li>Mount Mutton Water Reservoir</li> <li>CSIRO Research Station</li> <li>Uralla Landfill/Transfer Station</li> </ul>	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Uralla Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L4 – Unlikely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030.
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L4 – Unlikely	3 Natural Disaster Declarations in the last 6 years from 2018 to 2023 (includes bushfires and flooding).  Date accessed: 28/11/23

Transport for NSW

Consequences

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	1 killed and 9 seriously injured between 2018 and 2022.  Date accessed: 28/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C5 – Minor	Total road closures for 1-2 days with alternative routes available.  Date accessed: 30/11/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified.  Date accessed: 8/01/24

Customer Journey Risk Assessment – [region] Report

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 - Major	Asset Management Plan for Uralla Shire Council. Bundarra Road has investment.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 - Catastrophic	\$0.2 billion freight value outbound from Uralla.
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C4 - Moderate	Mount Mutton Water Reservoir: Moderate.

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



## 11. Tenterfield Council

### 11.1 Customer Journey #1: Tenterfield 1

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Isolated Dwellings	Jennings	<ul style="list-style-type: none"> <li>Robertsons Cabin</li> </ul>	<ul style="list-style-type: none"> <li>Boonoo Boonoo Depot</li> </ul>	<ul style="list-style-type: none"> <li>Boonoo Boonoo National Park</li> </ul>
Jennings	Isolated Dwellings	<ul style="list-style-type: none"> <li>Merrigall Stock Yards</li> </ul>	<ul style="list-style-type: none"> <li>Robinsons Cabin</li> </ul>	
Legume	Legume	<ul style="list-style-type: none"> <li>World War II Tank Traps</li> </ul>	<ul style="list-style-type: none"> <li>Bald Rock</li> </ul>	
Liston	Liston			
Urbanville Township	Urbanville Township Isolated Rural Dwellings			

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Tenterfield 1 Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a>	L3 - Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
	<a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>		little change in annual rainfall by 2030. Hot days (over 35 degrees) are projected to increase across the region by an average of 1-5 days per year by 2030. Minimal, if any, change in likelihood to fire danger days.  Date accessed: 28/11/23
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	10 Natural Disaster Declarations in the last 6 years for Tenterfield LGA from 2018 to 2023 (includes bushfires and flooding).  Date accessed: 28/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C4 – Moderate	0 killed or seriously injured between 2018 and 2022.  Date accessed: 28/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a>	C2 – Severe	Substantial road closures > 10 days but alternative routes available.  Date accessed: 5/12/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
	<a href="#">TfNSW Spatial Data Tool</a>		
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C4 – Moderate	<p>Several flora/fauna species under ROTAP as endangered or vulnerable that cannot withstand fires. Several areas that are very vulnerable to fires as most of the region is forest land. Plans to establish fire management plan (2002).</p> <p>Date accessed: 30/11/23</p>
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C3 – Major	<p>Multiple cultural assets. May be more as some assets have not been identified due to lack of documentation or research (Boonoo Boonoo NP).</p> <p>Date accessed: 30/11/23</p>
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C2 – Severe	<p>Minimal evidence of investment in place for all major roads within journey.</p> <p>Date accessed: 5/12/23</p>
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a>	C1 – Catastrophic	<p>\$0.6 billion freight value outbound from Tenterfield.</p> <p>Date accessed: 28/11/23</p>

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
	<a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>		
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C5 – Minor	No critical technology and / or public utility assets / infrastructure identified along the journey.

**Risk Matrix, Tolerance and Response Output**



11.2 Customer Journey #2: Tenterfield 2

Transport for NSW

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Jubullum Aboriginal Village	Isolated Dwellings	▪ Washpool National Park	▪ Girard Repeater	▪ Washpool National Park
Isolated Dwellings	Tabullum Township		▪ Emu Creek Eco Retreat	
Isolated Rural Dwellings	Isolated Rural Dwellings	▪ Girard State Forest	▪ Lanaki Camping Area	
Frasers Cutting	Tabulum	▪ Sandy Flat	▪ Lanikai Camping Area	
	Jubullum Aboriginal Village	▪ Four Bulls Hut		
	Frasers Cutting			

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Tenterfield 2 Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and Northwest LGA, but little change in annual rainfall by 2030. Hot days (over 35 degrees) are projected to increase across the region by an average of 1-5 days per year by 2030. Minimal, if any, change in likelihood to fire danger days.  Date accessed: 28/11/23
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a>	L2 – Very Likely	10 Natural Disaster Declarations in the last 6 years for Tenterfield LGA from 2018 to 2023 (includes bushfires and flooding).

Transport for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
	<a href="#">TfNSW Spatial Data Tool</a>		Date accessed: 28/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	1 killed and 3 seriously injured between 2018 and 2022.  Date accessed: 29/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> TfNSW Network Restriction Reports <a href="#">TfNSW Spatial Data Tool</a>	C1 – Catastrophic	Extended road closures due to flood with limited alternative routes available.  Date accessed: 5/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C1 – Catastrophic	Many endangered species including a few at possible risk of extinction and several thought to be extinct species. Several areas listed as prone to rapid high fires in bushfire seasons.  Data accessed: 30/11/23
Cultural assets include Aboriginal,	<a href="#">NSW Bushfire Risk Management Plans</a>	C4 – Moderate	Several cultural assets along road.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
non-indigenous historical, and other cultural assets	<a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>		Date accessed: 1/12/23.
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C2 – Severe	Minimal evidence of investment in place for all major roads within journey.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$0.6 billion freight value outbound from Tenterfield.
Technology and public utility including	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a>	C5 – Minor	No critical technology and / or public utility assets / infrastructure identified along the journey.

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
electricity, water supply and production/treatment, telecommunications	<a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>		

**Risk Matrix, Tolerance and Response Output**

Risk Rating	Response
	

11.3 Customer Journey #3: Tenterfield 3

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Sandy Flat	Sandy Flat	<ul style="list-style-type: none"> <li>Bolivia Station</li> </ul>	N/A	N/A
Isolated rural Properties	Isolated rural Properties	<ul style="list-style-type: none"> <li>Shearing Shed</li> </ul>		
Torrington Village	Torrington Village	<ul style="list-style-type: none"> <li>Bolivia Shearing Shed</li> </ul>		
Emmaville Township	Emmaville Township	<ul style="list-style-type: none"> <li>Railway Bridge</li> </ul>		
Isolated rural Properties	Deepwater village	<ul style="list-style-type: none"> <li>Red Rock Mine</li> </ul>		
Isolated Dwellings	Isolated Dwellings	<ul style="list-style-type: none"> <li>Bulidings</li> </ul>		
Torrington Village	Stannum Village			

**Likelihood**

Customer Journey Risk Assessment - [region] Report

Transport for NSW

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Tenterfield 3 Customer Journey.

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	<p>Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days (over 35 degrees) are projected to increase across the region by an average of 1-5 days per year by 2030. Minimal, if any, change in likelihood to fire danger days.</p> <p>Date accessed: 28/11/23</p>
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	<p>10 Natural Disaster Declarations in the last 6 years for Tenterfield LGA from 2018 to 2023 (includes bushfires and flooding).</p> <p>Date Accessed: 28/11/23</p>

Transport for NSW

Consequences

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	1 killed and 7 seriously injured between 2018 and 2022.  Date accessed: 29/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C6 – Insignificant	No total road closure with duration > 1 day recorded.  Date accessed: 5/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C4 – Moderate	Some cultural assets in need of repairs.  Date accessed: 1/12/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C2 – Severe	Minimal evidence of investment in place for all major roads within journey.  Date accessed: 5/12/23
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	\$0.6 billion freight value outbound from Tenterfield.  Date accessed: 28/12/23
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C5 – Minor	No critical technology and / or public utility assets / infrastructure identified along the journey.

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



11.4 Customer Journey #4: Tenterfield 4

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Isolated Dwellings	N/A	N/A	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Tenterfield 4 Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClIM) data</a>	L3 – Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days (over 35 degrees) are projected to increase across the region by an average of 1-5 days per year by 2030. Minimal, if any, change in likelihood to fire danger days.  Date accessed: 28/11/23

Customer Journey Risk Assessment – [region] Report

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	10 Natural Disaster Declarations in the last 6 years for Tenterfield LGA from 2018 to 2023 (includes bushfires and flooding).  Date accessed: 28/11/23

Transport for NSW

Consequences

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C6 - Insignificant	0 killed and 0 seriously injured between 2018 and 2022.  Date accessed: 29/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C6 - Insignificant	No total road closure with duration > 1 day recorded.  Date accessed: 5/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 - Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 - Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment - [region] Report

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C2 – Severe	Minimal evidence of investment in place for all major roads within journey.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$0.6 billion freight value outbound from Tenterfield.
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C5 – Minor	No critical technology and / or public utility assets / infrastructure identified along the journey.

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



11.5 Customer Journey #4: Tenterfield 5

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Isolated dwellings on Mt Lindsay Road	Tenterfield Isolated Dwellings Isolated dwellings on Mt Lindsay Road Isolated dwellings on Mt Lindsay Road Tenterfield Creek Dam	N/A	<ul style="list-style-type: none"> <li>Tenterfield Showground</li> <li>Tenterfield</li> </ul>	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Tenterfield 5 Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 - Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days (over 35 degrees) are projected to increase across the

Customer Journey Risk Assessment - [region] Report

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	region by an average of 1-5 days per year by 2030. Minimal, if any, change in likelihood to fire danger days.  Date accessed: 28/11/23  10 Natural Disaster Declarations in the last 6 years for Tenterfield LGA from 2018 to 2023 (includes bushfires and flooding).  Date accessed: 28/11/23

Transport for NSW

Consequences

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	1 killed and 2 seriously injured between 2018 and 2022.  Date accessed: 29/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C2 – Severe	Substantial road closures > 10 days but alternative routes available.  Date accessed: 5/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment – [region] Report

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C2 – Severe	Minimal evidence of investment in place for all major roads within journey.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$0.6 billion freight value outbound from Tenterfield.
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C2 – Severe	If Dam were to fail, inundation of several residential properties would occur.

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



Customer Journey Risk Assessment – [region] Report

## 12. Inverell Council

### 12.1 Customer Journey #1: Ashford

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
<ul style="list-style-type: none"> <li>Ashford Township</li> <li>Isolated Dwelling</li> <li>Isolated Rural Properties</li> <li>Isolated Rural Properties</li> <li>Graman Village</li> <li>"Isolated Dwelling Wallangra-Ashford Rd"</li> <li>Ashford Rd"</li> </ul>	<ul style="list-style-type: none"> <li>Ashford Township</li> <li>Isolated Rural Properties</li> <li>Graman Village</li> <li>Inverell to Yetman</li> <li>Ashford</li> <li>Isolated Dwelling Wallangra-Ashford Rd</li> <li>Sunhaven Aged Care Facility</li> <li>Ashford Central School</li> <li>SES Ashford Operations Centre</li> </ul>	<ul style="list-style-type: none"> <li>Cypress Logging Buildings</li> <li>Tamariki Homestead and Buildings</li> </ul>	<ul style="list-style-type: none"> <li>Mt Hallam Radio Site</li> <li>Trans-grid Sub-station</li> <li>Kwiambal Houses and Workshop</li> </ul>	<ul style="list-style-type: none"> <li>Ashford Caves</li> <li>Tamariki Homestead and Buildings</li> </ul>

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(Inverell Council  
Depot)

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Ashford Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 - Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030. Change in number of days a year where max temp >35 degree is expected to be 1 to 5 days in the near future (2020 - 39).  Date accessed: 22/11/23
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 - Very Likely	9 Natural Disaster Declarations in the last 6 years Inverell (2018 - 2023). This includes bushfires, severe flooding and storms.  Date accessed: 17/11/23

**Consequences**

Customer Journey Risk Assessment - [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 5 seriously injured (2018 - 2022).  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TfNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C4 – Moderate	Road closures lasting 2 days have been recorded with alternative routes available.  Date accessed: 5/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C3 – Major	No fire management plans in place. Several species of endangered to vulnerable flora and fauna present and registered as ROTAP.  Date accessed: 30/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C4 – Moderate	Several cultural assets identified in fire management plans.  Date accessed: 30/11/23

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Warialda, Yetman, Graman, Bruxner Highway included in the NEJO road network strategy. Not all roads owned by TfNSW.  Date accessed: 28/11/23
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	\$1.9 billion freight value outbound from Inverell.  Date accessed: 28/11/23
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C3 – Major	Transgrid Sub-station, major consequence.

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



12.2 Customer Journey #2: Bruxner

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Texas SES Yetman Operations Centre Inverary Homestead and Outbuildings Yetman Memorial Hall	N/A	<ul style="list-style-type: none"> <li>Country Energy Radio Repeater Site</li> </ul>	<ul style="list-style-type: none"> <li>Dhinnaiwan Nature Reserve</li> </ul>

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Bruxner Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030. Change in number of days a year where max temp >35 degree is expected to be 1 to 5 days in the near future (2020 - 39).

Customer Journey Risk Assessment – [region] Report

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for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> TfNSW Spatial Data Tool	L2 – Very Likely	Date accessed: 22/11/23  9 Natural Disaster Declarations in the last 6 years Inverell (2018 - 2023). This includes bushfires, severe flooding and storms.  Date accessed: 17/11/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 1 seriously injured (2018 - 2022)  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> TfNSW Spatial Data Tool	C4 – Moderate	Road closures lasting 2 days have been recorded with alternative routes available.  Date accessed: 5/12/23
Environment is natural considerations,	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a>	C5 – Minor	Several species of endangered to vulnerable flora and fauna present.

Transport for NSW

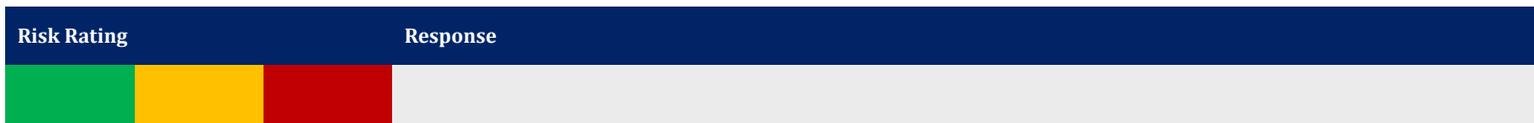
Consequence	Source Documents	[consequence]	Analysis
environmental vulnerability, or sensitivities	<a href="#">NPWS Plans of Management</a>		Date accessed: 30/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C5 – Minor	Some cultural assets within Dthinnawan Reserve.  Date accessed: 30/11/23
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Bruxner Highway owned by TfNSW, Holdfast Road is managed by council. Investment in place for the roads.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a>	C1 – Catastrophic	\$1.9 billion freight value outbound from Inverell.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">Strategic Freight Forecasts – commodity destination map</a> <a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C4 – Moderate	Country Energy Radio Repeater Site, Moderate.

**Risk Matrix, Tolerance and Response Output**



12.3 Customer Journey #3: Gwydir

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Delungra Township	Delungra Township	N/A	N/A	N/A

**Likelihood**

Transport  
for NSW

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Gwydir Customer Journey.

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	<p>Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030. Change in number of days a year where max temp &gt;35 degree is expected to be 1 to 5 days in the near future (2020 - 39).</p> <p>Date accessed: 22/11/23</p>
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	<p>9 Natural Disaster Declarations in the last 6 years Inverell (2018 - 2023). This includes bushfires, severe flooding and storms.</p> <p>Date accessed: 17/11/23</p>

Transport for NSW

Consequences

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 5 seriously injured (2018 - 2022)  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications <a href="#">TfNSW Network Restriction Reports</a> TfNSW Spatial Data Tool	C5 – Minor	Road impacted by floods for 2 days. Unclear if total or partial closure.  Date accessed: 5/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment – [region] Report

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Gwydir Highway owned by TfNSW, Other Delungra roads owned by Council.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$1.9 billion freight value outbound from Inverell.
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C6 – Insignificant	No identified high-risk assets in Delungra.

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



Customer Journey Risk Assessment – [region] Report

12.4 Customer Journey #4: Inverell Gilgai Tingha

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
Gilgai Village Isolated Dwellings Tingha Village	Bundarra Township Elsmore Isolated Rural Properties Isolated Dwelling Stannifer Village Tingha Village Gilgai School Inverell Town ship Inverell Shire Council Emergency Operations Centre SES Local Headquarters Inverell RFS and other small industry Tingha Public School	<ul style="list-style-type: none"> <li>Tingha Cementery</li> </ul>	<ul style="list-style-type: none"> <li>Mt Topper Plantation</li> <li>Trans-grid Sub-station (Essential Energy)</li> <li>Tingha Communications Tower</li> <li>Tingha Landfill</li> <li>Copeton Waters Holiday Park</li> </ul>	<ul style="list-style-type: none"> <li>Burrall Yurrul National Park</li> <li>Goonoowigall State Conservation Area</li> </ul>

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Inverell Gilgai Tingha Customer Journey.

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	<p>Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030. Change in number of days a year where max temp &gt;35 degree is expected to be 1 to 5 days in the near future (2020 - 39).</p> <p>Date accessed: 22/11/23</p>
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	<p>9 Natural Disaster Declarations in the last 6 years Inverell (2018 - 2023). This includes bushfires, severe flooding and storms.</p> <p>Date accessed: 17/11/23</p>

Transport for NSW

Consequences

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C1 – Catastrophic	Approximately 4 killed and 9 seriously injured (2018 – 2022).  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications TfNSW Network Restriction Reports TfNSW Spatial Data Tool	C3 – Major	Road closure incidents due to hazard events.  Date accessed: 5/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	TfNSW Spatial Data Tool <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C4 – Moderate	Some endangered species of flora and fauna. Fire management plans in place in most areas.  Date accessed: 30/11/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C5 – Minor	Some cultural assets identified as susceptible to fires.  Date accessed: 30/11/23

Customer Journey Risk Assessment – [region] Report

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Yetman Road and Thunderbolts Way owned by Council.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a>	C1 – Catastrophic	\$1.9 billion freight value outbound from Inverell.
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C4 – Moderate	Tingha Communications Tower, Moderate Tingha Public School, Moderate.

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



12.5 Customer Journey #5: Yetman

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Isolated rural Properties	N/A	N/A	N/A

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Yetman Customer Journey.

TERM Rating (Descriptor)	Source Documents	[[likelihood]]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClIM) data</a>	L3 – Likely	Mean temperatures are projected to rise by 0.7°C by 2030 in the New England and North West LGA, but little change in annual rainfall by 2030. Hot days are projected to increase across the region by an average of 7 days per year by 2030. Change in number of days a year where max temp >35 degree is expected to be 1 to 5 days in the near future (2020 - 39).  Date accessed: 22/11/23

Customer Journey Risk Assessment – [region] Report

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L2 – Very Likely	9 Natural Disaster Declarations in the last 6 years Inverell (2018 - 2023). This includes bushfires, severe flooding and storms.  Date accessed: 17/11/23

Transport for NSW

Consequences

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C4 – Moderate	Approximately 2 minor injured (2018 - 2022).  Date accessed: 23/11/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications <a href="#">TfNSW Network Restriction Reports</a> TfNSW Spatial Data Tool	C4 – Moderate	Road closures lasting 2 days have been recorded with alternative routes available.  Date accessed: 5/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C6 – Insignificant	No environmental assets identified along journey.
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C6 – Insignificant	No cultural assets identified along journey.

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Financial	Transport for NSW Corridor Plans Local Government Asset Management Plans	C3 – Major	Bruxner Highway owned by TfNSW, Holdfast Road is managed by council. Investment in place for the roads.
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	\$1.9 billion freight value outbound from Inverell.
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> TfNSW Spatial Data Tool	C6 – Insignificant	No identified high-risk assets in Delungra.

Transport  
for NSW

**Risk Matrix, Tolerance and Response Output**



Customer Journey Risk Assessment – [region] Report

## 13. Gwydir Council

### 13.1 Customer Journey #1: North to South

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
<ul style="list-style-type: none"> <li>• Warialda Village</li> <li>• Toolimbah Repeater</li> </ul>	<ul style="list-style-type: none"> <li>• Warialda Village</li> <li>• Isolated Rural Properties</li> <li>• Upper Bingara</li> <li>• Coolati Village</li> <li>• Toolimbah Repeater</li> <li>• Warialda High School</li> <li>• Naroo Nursing Home</li> <li>• Warialda Hospital</li> <li>• Warialda Pre School</li> </ul>	N/A	<ul style="list-style-type: none"> <li>▪ Warialda Rail Station</li> <li>▪ Toolimbah Repeater</li> </ul>	<ul style="list-style-type: none"> <li>▪ Warialda State Conservation Area</li> <li>▪ Gwydir River National Park</li> <li>▪ Bingara State Conservation Area</li> <li>▪ Gunyerwarildi National Park</li> <li>▪ Serpentine Ridge National Park</li> <li>▪ Taringa Nature Reserve</li> </ul>

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the North to South Customer Journey.

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	Hot days are projected to increase across the region by an average of 10-20 days per year, with an average increase in annual temperatures and a slight increase in the Forest Fire Danger Index (FFDI). Little change in annual rainfall expected.  Date accessed: 4/12/23
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	6 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes bushfires, severe flooding and storms.  Date accessed: 4/12/23

**Consequences**

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 8 seriously injured and 2 killed (2018 – 2022).  Date accessed: 4/12/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> <a href="#">Road classifications</a>	C6 – Insignificant	No extended road closures recorded.  Date accessed: 6/12/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
	<a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>		
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C4 – Moderate	Some endangered/ threatened ecological species with risks of frequent fires.  Date accessed: 5/12/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C5 – Minor	A few cultural assets in national parks (Gunyaerwaraldi).  Date accessed: 5/12/23
Financial	Transport for NSW Corridor Plans  Local Government Asset Management Plans	C2 – Severe	Gwydir Council Transport Asset Management Plan No clear evidence of investment.  Date accessed: 6/12/23
Economic value to the economy	<a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a>	C1 – Catastrophic	\$0.9 billion freight value outbound from Gwydir.  Date accessed: 6/12/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Consequence	Source Documents	[consequence]	Analysis
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts – commodity origin map</a> <a href="#">Strategic Freight Forecasts – commodity destination map</a> <a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C2 – Severe	Warialda High School, Naroo Nursing Home, Warialda Hospital, severe.  Date accessed: 6/12/23

**Risk Matrix, Tolerance and Response Output**



13.2 Customer Journey #2: East to West

Transport for NSW

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	Isolated Rural Properties	N/A	N/A	<ul style="list-style-type: none"> <li>Bullala National Park</li> <li>Warialda National Park</li> </ul>

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the East to West Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	Hot days are projected to increase across the region by an average of 10-20 days per year, with an average increase in annual temperatures and a slight increase in the Forest Fire Danger Index (FFDI). Little change in annual rainfall expected.  Date accessed: 4/12/23
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	6 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes bushfires, severe flooding and storms.  Date accessed: 4/11/23

**Consequences**

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 3 seriously injured (2018 - 2022).  Date accessed: 4/12/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TfNSW) Volumes Report</a> <a href="#">Road classifications</a> <a href="#">TfNSW Network Restriction Reports</a> <a href="#">TfNSW Spatial Data Tool</a>	C2 – Severe	Extended road closures recorded with alternative routes available.  Date accessed: 6/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C4 – Moderate	Some endangered/ threatened ecological species with risks of frequent fires.  Date accessed: 5/12/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C5 – Minor	A few cultural assets and potential unidentified ones (scarred trees, grinding grooves, etc exist).  Date Accessed: 5/12/23
Financial	Transport for NSW Corridor Plans	C5 – Minor	Gwydir Highway owned by TfNSW.

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Economic value to the economy	Local Government Asset Management Plans  <a href="#">Regional Plans</a> <a href="#">NSW Regional Economic Development Strategies</a> <a href="#">TraNSIT Web (csiro.au)</a> <a href="#">Value of Agricultural Commodities Produced, Australia</a> <a href="#">Strategic Freight Forecasts - commodity forecast map</a> <a href="#">Strategic Freight Forecasts - commodity origin map</a> <a href="#">Strategic Freight Forecasts - commodity destination map</a>	C1 – Catastrophic	\$0.9 billion freight value outbound from Gwydir.  Date accessed: 6/12/23
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<a href="#">NSW Population Projections</a> <a href="#">Transport for NSW Projects and initiatives map</a> <a href="#">School Infrastructure Projects</a> <a href="#">Health Infrastructure Projects</a> <a href="#">TfNSW Spatial Data Tool</a>	C2 – Severe	Warialda High School, Naroo Nursing Home, Warialda Hospital – very high fire risk.

**Risk Matrix, Tolerance and Response Output**

Transport for NSW



13.3 Customer Journey #3: North Star Road

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
	Isolated Rural Properties North Star Village	N/A	N/A	<ul style="list-style-type: none"> <li>Gunyerwarildi National Park</li> <li>Planchonella Nature Reserve</li> </ul>

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the North Star Road Customer Journey.

TERM Rating (Descriptor)	Source Documents	[[likelihood]]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClIM) data</a>	L3 - Likely	Hot days are projected to increase across the region by an average of 10-20 days per year, with an average increase in annual temperatures and a slight increase in the Forest Fire Danger Index (FFDI). Little change in annual rainfall expected.  Date accessed: 4/12/23

Customer Journey Risk Assessment – [region] Report

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	6 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes bushfires, severe flooding and storms.  Date accessed: 4/11/23

Transport for NSW

Consequences

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C2 – Severe	1 killed and 1 seriously injured (2018 - 2022).  Date accessed: 6/12/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications <a href="#">TfNSW Network Restriction Reports</a> TfNSW Spatial Data Tool	C6 – Insignificant	No extended road closures recorded.  Date accessed: 6/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C4 – Moderate	Some endangered/ threatened ecological species with risks of frequent fires.  Date accessed: 5/12/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C5 – Minor	A few cultural assets in national parks (Gunyerwaraldi).  Date accessed: 5/12/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

Customer Journey Risk Assessment – [region] Report

Consequence	Source Documents	[consequence]	Analysis
Financial	<p>Transport for NSW Corridor Plans</p> <p>Local Government Asset Management Plans</p>	C2 – Severe	<p>Gwydir Council Transport Asset Management Plan</p> <p>No clear evidence of investment.</p> <p>Date accessed: 6/12/23</p>
Economic value to the economy	<p><a href="#">Regional Plans</a></p> <p><a href="#">NSW Regional Economic Development Strategies</a></p> <p><a href="#">TraNSIT Web (csiro.au)</a></p> <p><a href="#">Value of Agricultural Commodities Produced, Australia</a></p> <p><a href="#">Strategic Freight Forecasts - commodity forecast map</a></p> <p><a href="#">Strategic Freight Forecasts – commodity origin map</a></p> <p><a href="#">Strategic Freight Forecasts – commodity destination map</a></p>	C1 – Catastrophic	<p>\$0.9 billion freight value outbound from Gwydir.</p> <p>Date accessed: 6/12/23</p>
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<p><a href="#">NSW Population Projections</a></p> <p><a href="#">Transport for NSW Projects and initiatives map</a></p> <p><a href="#">School Infrastructure Projects</a></p> <p><a href="#">Health Infrastructure Projects</a></p> <p><a href="#">TfNSW Spatial Data Tool</a></p>	C5 – Minor	<p>North Star Public School identified in the area. Not identified as at risk of natural disaster.</p> <p>Date accessed: 6/12/23</p>

Transport for NSW

**Risk Matrix, Tolerance and Response Output**



13.4 Customer Journey #4: Delungra Road

High Risk Communities	Human Settlements	Cultural Assets	Economic Assets	Environment Assets
N/A	N/A	<ul style="list-style-type: none"> <li>Copeton Waters State Park</li> </ul>	<ul style="list-style-type: none"> <li>Copeton Waters State Park</li> </ul>	<ul style="list-style-type: none"> <li>Gwydir River State Conservation Area</li> </ul>

**Likelihood**

A Natural Disaster can differ in type and intensity. In this assessment, fire and flood risk is most likely to interrupt the Delungra Customer Journey.

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Qualitative Expectation	<a href="#">Climate change in my region   AdaptNSW</a> <a href="#">NSW and ACT Regional Climate Model (NARClM) data</a>	L3 – Likely	Hot days are projected to increase across the region by an average of 10-20 days per year, with an average increase in annual temperatures and a slight increase in the Forest Fire Danger Index (FFDI). Little change in annual rainfall expected.  Date accessed: 4/12/23

Customer Journey Risk Assessment – [region] Report

Transport  
for NSW

Customer Journey Risk Assessment – [region] Report

TERM Rating (Descriptor)	Source Documents	[likelihood]	Analysis
Quantitative Frequency	<a href="#">Historic incidents of fire by LGA</a> <a href="#">NSW Natural disaster declarations</a> <a href="#">TfNSW Spatial Data Tool</a>	L3 – Likely	6 Natural Disaster Declarations in the last 6 years (2018 - 2023). This includes bushfires, severe flooding and storms.  Date accessed: 4/11/23

Transport for NSW

Consequences

Consequence	Source Documents	[consequence]	Analysis
Safety	TfNSW crash and incident data TfNSW Spatial Data Tool	C3 – Major	Approximately 1 seriously injured (2018 - 2022).  Date accessed: 6/12/23
Everyday Service Delivery High Risk Communities	<a href="#">Traffic (TFNSW) Volumes Report</a> Road classifications  <a href="#">TfNSW Network Restriction Reports</a>  TfNSW Spatial Data Tool	C6 – Insignificant	No extended road closures recorded.  Date accessed: 6/12/23
Environment is natural considerations, environmental vulnerability, or sensitivities	<a href="#">TfNSW Spatial Data Tool</a> <a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a>	C4 – Moderate	Some endangered/ threatened ecological species with risks of frequent fires.  Date accessed: 8/12/23
Cultural assets include Aboriginal, non-indigenous historical, and other cultural assets	<a href="#">NSW Bushfire Risk Management Plans</a> <a href="#">NPWS Plans of Management</a> <a href="#">Aboriginal heritage information management system</a> <a href="#">State heritage inventory</a> <a href="#">Maritime heritage database</a>	C5 – Minor	A few cultural assets in national parks.  Date accessed: 8/12/23

Customer Journey Risk Assessment – [region] Report

Transport for NSW

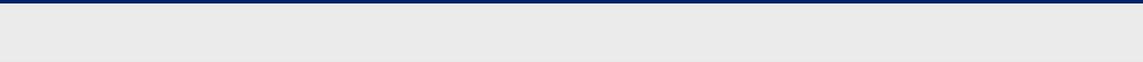
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Consequence	Source Documents	[consequence]	Analysis
Financial	<p>Transport for NSW Corridor Plans</p> <p>Local Government Asset Management Plans</p>	C2 – Severe	<p>Gwydir Council Transport Asset Management Plan</p> <p>No clear evidence of investment.</p> <p>Date accessed: 6/12/23</p>
Economic value to the economy	<p><a href="#">Regional Plans</a></p> <p><a href="#">NSW Regional Economic Development Strategies</a></p> <p><a href="#">TraNSIT Web (csiro.au)</a></p> <p><a href="#">Value of Agricultural Commodities Produced, Australia</a></p> <p><a href="#">Strategic Freight Forecasts - commodity forecast map</a></p> <p><a href="#">Strategic Freight Forecasts – commodity origin map</a></p> <p><a href="#">Strategic Freight Forecasts – commodity destination map</a></p>	C1 – Catastrophic	<p>\$0.9 billion freight value outbound from Gwydir.</p> <p>Date accessed: 6/12/23</p>
Technology and public utility including electricity, water supply and production/treatment, telecommunications	<p><a href="#">NSW Population Projections</a></p> <p><a href="#">Transport for NSW Projects and initiatives map</a></p> <p><a href="#">School Infrastructure Projects</a></p> <p><a href="#">Health Infrastructure Projects</a></p> <p>TfNSW Spatial Data Tool</p>	C5 – Minor	<p>Delungra and Bingara Public Schools. Not identified as at risk of natural disaster.</p>

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**Risk Matrix, Tolerance and Response Output**

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Risk Rating	Response
	  

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