



# Local Flood Guide Upper Murray



# FloodSafe

Flood information for the Upper Murray Area from Corryong to Lake Hume



UPPER MURRAY AREA



In partnership with:



NORTH EAST  
CATCHMENT  
MANAGEMENT  
AUTHORITY



FLOOD STORM  
EMERGENCY **132 500**

For more information visit  
[www.ses.vic.gov.au](http://www.ses.vic.gov.au)

# Your Local Flood Information

Know your risk

## The Upper Murray Area

The main towns located in the Upper Murray River catchment are Walwa, Towong and Corryong in Victoria and Jingellic in New South Wales.

The Upper Murray River flows west towards Lake Hume and the Hume Dam (completed in 1936) which is one of the major water storages for the Murray system. Floods in the Upper Murray area can be caused by heavy rainfall, fast melting snow from snowfields in New South Wales and Victoria and water releases from the Khancoban Pondage, part of the Snowy Hydro Scheme. In addition, the area's creeks and valleys are prone to flash flooding after heavy rainfall. Walwa is also prone to flooding from the Murray River.

Although the Hume Dam was not designed for flood mitigation, it has reduced the frequency and amount of damage caused by minor and moderate floods. However in major floods, it is unlikely that the dam will be effective in reducing the flood impacts.

The map below shows a 1% flood in the Upper Murray area. A 1% flood means that there is a 1% chance of a flood this size or larger occurring in any given year. A 1% flood measures about 7.91 metres on the Jingellic Gauge (approximate 2012 flood level).

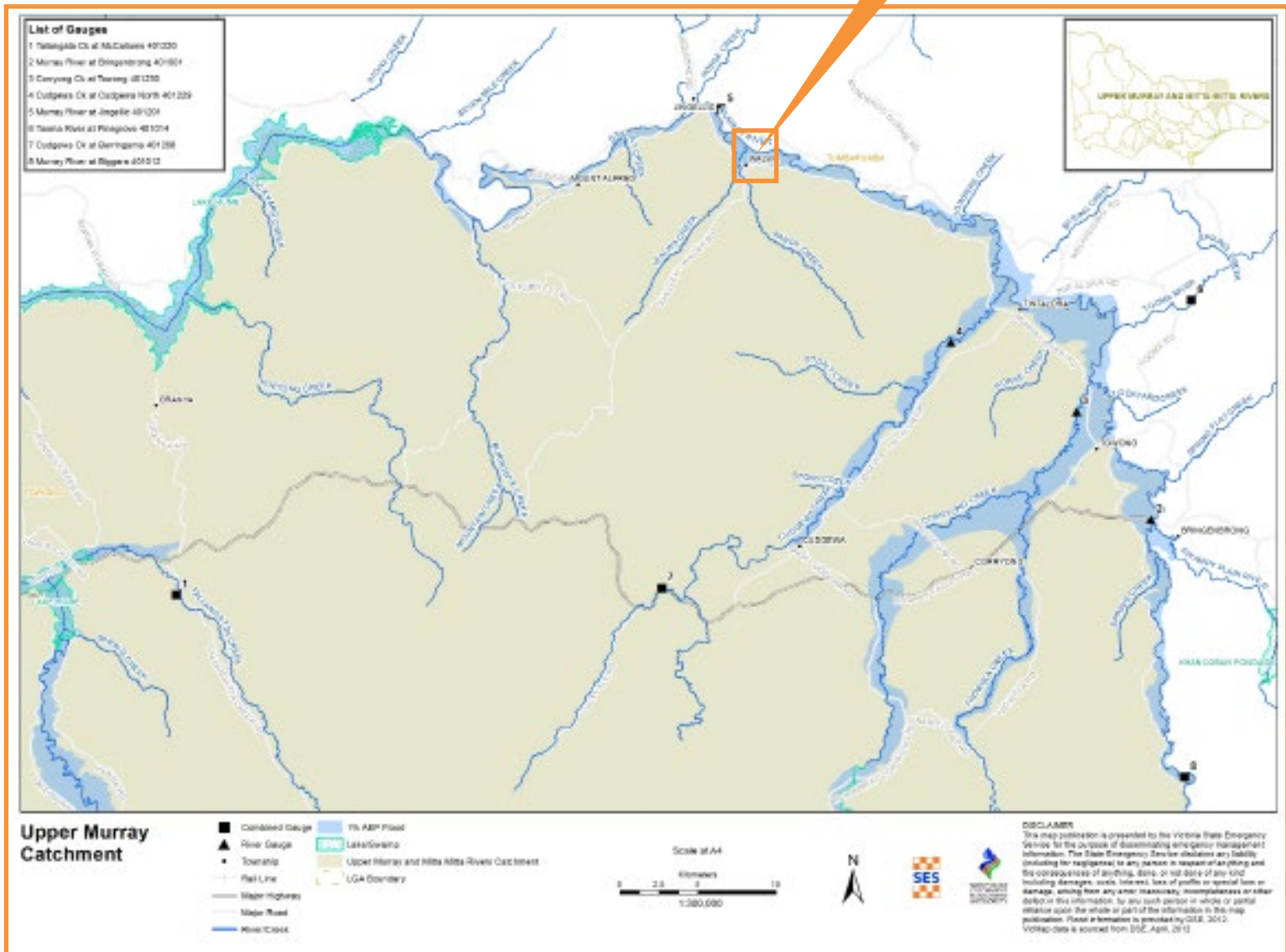
### Your local emergency broadcasters are:

- ABC 106.5 FM or 99.7 FM
- 2AY 1494 AM
- The River 105.7 FM or 96.5 FM
- Star FM 104.9 FM or 95.7 FM

### Towong Council Contact details:

Phone: 1300 365 222  
 Email: [info@towongshire.vic.gov.au](mailto:info@towongshire.vic.gov.au)  
 Web: [www.towongshire.vic.gov.au](http://www.towongshire.vic.gov.au)

Detailed map on page 3



### Disclaimer

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## Are you at risk of flood?

The Upper Murray area has a significant history of flooding since records began. During recent floods, one house, many farms, riverside camping areas and sportsgrounds in and around Walwa were flooded for several days. Floods in this area have often destroyed or damaged roads and bridges. In the area, large trees and plant debris regularly block waterways. When these blockages give way, this can create powerful surges of water and unexpected rises in river levels.

Flash floods from steep mountain creeks often flood roads such as Murray River Road in Victoria or River Road in New South Wales, isolating valley communities, and camping areas. Major settlements in the Upper Murray area are above the Murray River floodplain, however high river levels in the Murray River can cause floodwater to back up into surrounding creeks resulting in longer periods of high water, or even second flood peaks. This can also cause isolation and increase damage to local areas.

When camping, regularly check local river heights and weather warnings. If floods occur, move immediately to higher ground and only move vehicles and camping gear if safe to do so.

## Murray River flood levels at the Jingellic Gauge

The Upper Murray area has eight gauges spread along its rivers and creeks. Some have flood class levels set (minor, moderate, major) while others show water height in metres. The table below gives some information about the possible effects of flooding based on the Jingellic Gauge including when your access may be cut off and when your property may be affected. For information about other local Victorian gauges, refer to the *guide to flood gauges on the Upper Murray* supplement.

height unknown	1870 flood level. Unofficial largest flood.
7.91 m	2012 flood level. In Walwa the low-lying areas of the township were evacuated, one house was flooded and people were rescued from the caravan park. Flooding caused damage to caravan park facilities, golf course and football ground.
7.64 m	October 2010 flood. In Jingellic, this flood caused flooding of low-lying areas including Jingellic camping ground which was covered in 2m of water. Nearly all roads cut. In Walwa, homes in O'Halloran Street were isolated by floodwater. The caravan park, golf course and football ground were flooded. Across Towong Shire, many roads were closed and bridges were damaged. The Murray River Bridge at Towong was cut for two days.
7.51 m	1974 flood level.
<b>7.50 m</b>	<b>MAJOR FLOOD LEVEL</b>
7.32 m	1975 flood level.
7.11 m	September 2010 flood. Warm rain falling on snow added to this flood.
7.01 m	1934 flood level.
6.86 m	1917 flood level.
6.55 m	1955 flood level.
5.64 m	Jingellic riverside camping ground starts to flood.
<b>5.50 m</b>	<b>MODERATE FLOOD LEVEL</b>
5.15 m	River Road (Victoria) closed at Tintaldra and Towong.
5.00 m	Water starts flowing over River Road (Victoria) at Tintaldra, Towong and Ournie.
<b>4.00 m</b>	<b>MINOR FLOOD LEVEL</b>

## Did you know?

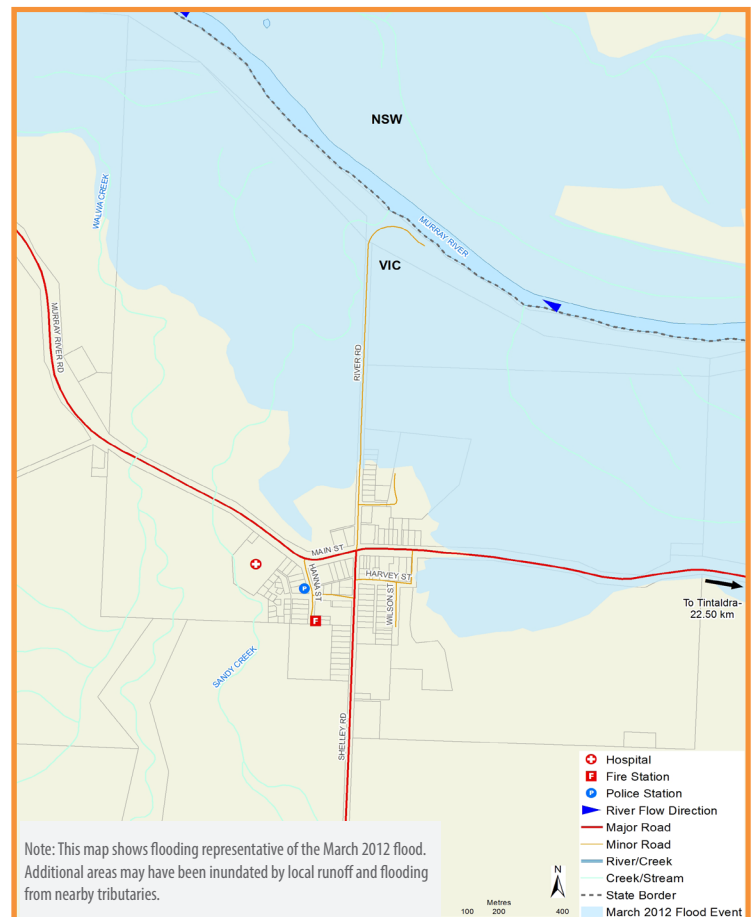
Locally, the largest flood is known as the 1870 flood but this was before records began. The 2012 flood in Walwa which reached 7.91 metres on the Jingellic Gauge is the highest flood since records began in 1890.

Walwa was affected by the 2012 flood when a few homes were threatened and low-lying areas were evacuated. The caravan park, golf course and football ground flooded.

In 2010, two floods were recorded on the Jingellic Gauge near Walwa:

- September – During this flood, the Jingellic Gauge reached 7.11 metres, requiring the local Walwa caravan park to be evacuated and one house was sandbagged.
- October – During this flood, water reached 7.64 metres on the Jingellic Gauge requiring the local caravan park to be evacuated and threatened houses in Walwa.

The map below shows a flood similar to the 2012 flood which measured 7.91 metres on the Jingellic Gauge.



# About Flood Warnings

## What warnings mean

**Warnings** are issued by the Bureau of Meteorology (BoM) to tell people about possible flooding.

A **Flood Watch** means there is a developing weather pattern that might cause floods in one or two days.

**Flood Warnings** mean flooding is about to happen or is already happening. There are minor, moderate and major Flood Warnings.

### A Minor Flood Warning means floodwater can:

- Come up through drains in nearby streets.
- Cover low-lying areas including riverside camping areas.
- Affect some low-lying caravan parks.
- Cover minor roads, tracks and low level bridges.
- Spread across land or go into buildings on some properties and farms.

### A Moderate Flood Warning means floodwater can:

- Spill over river banks and spread across low-lying areas.
- Start to threaten buildings, roads, rail, power and other developments.
- Require evacuation in some areas.
- Cover main roads.

### A Major Flood Warning means floodwater can:

- Cause widespread flooding.
- Threaten more houses and businesses.
- Cause properties and whole areas to be isolated by water.
- Disrupt major roads and transport routes.
- Require many evacuations.

The Victoria State Emergency Service (SES) will give information about how the floodwater might affect people and properties. This includes safety messages to remind you what to do.

### Severe Thunderstorm Warnings

Thunderstorms are classified as severe due to their potential to cause significant localised damage through wind gusts, large hail, tornadoes or flash flooding. Severe Thunderstorm Warnings are issued to the community by BoM.

### Severe Weather Warnings

These warnings are issued to the community by BoM when severe weather is expected that is not directly related to severe thunderstorms or bushfires. Examples of severe weather include damaging winds and flash flooding.

**Flash Flooding** happens quickly. There may be little or no warning. The arrival time or depth of a flash flood can usually not be predicted.

**Remember, you may not receive any official warning.**

**Emergency assistance may not be immediately available. Be aware of what is happening around you to stay safe.**

**Never wait for a warning to act.**

## Emergency Alert

SES may provide alerts to the Upper Murray Area community through the Emergency Alert telephone warning system. All emergency service providers can use Emergency Alert to warn communities about dangerous situations by voice message to landline telephones or text message to mobile phones.

If you receive a warning, make sure that all family members, people at work and your neighbours are aware of the situation.

**If you receive an Emergency Alert you should pay attention and act. It could mean life or death.**

If you need help to understand a warning, ask a friend, neighbour or family member.

## Warnings for the Upper Murray Area

For the Murray River, Flood Warnings are issued by BoM. Flood Warnings provide predictions of flood size (minor, moderate or major), time and possible peaks of the Murray River.

It is important to know how the predicted flood levels are likely to impact you as you may be affected before the peak.

*For the Walwa area, See page 3: Murray River Flood Levels at the Jingellic Gauge. Use this table to figure out when you need to start following your flood emergency plan.*

In **Victoria**, Flood Watches or Flood Warnings for the North East apply for this area and include the: Upper Murray River and Corryong, Cudgewa, and Nariel Creeks.

In **New South Wales**, Flood Watches or Flood Warnings for the South West Catchment apply for this area of the Upper Murray River. Other ungauged waterways include: the Jingellic, Horse, Cowper, Coppabella, Stockyard, Seven Mile, Spring Flat and Spring Creeks, Tooma River (Pinegrove) and Swampy Plain River.

More details of recent river and creek heights in Victoria can be found in the *Guide to flood gauges on the Upper Murray* supplement available from Towong Shire or the SES website.

## Safety in floods

Driving through floodwater is the number one cause of adult deaths during floods. Never walk, ride, swim or drive through floodwater.

Playing in floodwater is the number one cause of death during floods for children and teenagers. Floodwater is filled with unseen dangers, containing hidden debris such as broken glass, shattered timbers and twisted metals as well as sewage, food waste and toxic chemicals.

Floodwater is toxic never allow your children to play or swim in floodwater.

### NOW – before a flood

- Check if your home or business is subject to flooding. For more information, contact Towong Shire Council.
- Develop an emergency plan.
- Check if you could be cut off by floodwater.
- Know the safest way to go if you decide to leave your property and plan an alternative route.
- Check your insurance policies to ensure your equipment, property and business are covered for flood damage.
- Keep a list of emergency numbers near the telephone.
- Put together an emergency kit.

### When a flood is likely

- Take action. Follow your emergency plan.
- Listen to your radio for information and advice.
- Check your neighbours are safe and know about the flood.
- Stack possessions on benches and tables with electrical goods in the highest places.
- Anchor objects that are likely to float and cause damage.
- Move rubbish bins, chemicals and poisons to the highest place.
- Put important papers, valuables, photos and other special personal items into your emergency kit.
- Business owners should raise stock, business records and equipment onto benches and tables.
- Rural property owners should move livestock, pumps and machinery to higher ground.
- If you are likely to be isolated, have enough food, drinking water, medicine, fuel and other needs to last at least three days.
- Do not forget pet food and stock feed.

### Your emergency plan

Emergencies can happen at any time, with little warning. People who have planned and prepared for emergencies have reduced the impact and recovered faster.

Taking the time to think about emergencies and make your own plan helps you think clearly and have more control to make better decisions when an emergency occurs.

Your Emergency Plan should identify:

- The types of emergencies that might affect you.
- How those emergencies might affect you.
- What you will do before, during and after an emergency.
- Where to get more information.
- Where you will go if you evacuate and the best way to go in different circumstances.
- A list of phone numbers you will need, including emergency services, your insurance company, friends and family.



Visit [ses.vic.gov.au](http://ses.vic.gov.au) to obtain a copy of your Home Emergency Plan workbook

### Evacuation

Victoria Police is responsible for coordinating an evacuation in an emergency. During a flood, Police, SES and other emergency services may advise you to evacuate to keep you safe. It is important that you follow this advice.

There are two types of evacuation notices that may be issued via your emergency broadcaster during a flood:

- **Prepare to evacuate** – you should act quickly and take immediate action to protect your life and property. Be ready to leave your property.
- **Evacuate immediately** – you must leave immediately as there is a risk to lives.

Remember you can leave at any time if you feel unsafe. You do not need to wait to be told to evacuate.

#### The time for me to evacuate is before:

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# Emergency Kit

Every home and business should have a basic emergency kit:



Check your kit often. Make sure things work. Replace out of date items.

When a warning is issued, have ready for use or pack into your kit:



## I need to add:

Write your list here. Tick items as you pack them into your kit.

- Special needs \_\_\_\_\_
- Photos \_\_\_\_\_
- Family keepsakes \_\_\_\_\_
- Valuables \_\_\_\_\_
- Documents \_\_\_\_\_
- Other \_\_\_\_\_

# During and After a Flood

**Never**  
Drive, Ride or Walk  
Through Floodwater

## During a flood

When flooding has begun:

- **Never drive, ride, swim or walk through floodwater.**
- **Floodwater can be deep and damage roads and bridges.**
- **Do not let your children play or swim in floodwater.**  
It is dirty, dangerous and deadly.
- Tune in to your emergency broadcasters: ABC Local Radio, Commercial Radio, designated Community Radio Stations and SKY NEWS Television.
- In life-threatening emergencies, call Triple Zero (000).
- **For SES emergency assistance call 132 500.**
- Stay away from all waterways including drains and culverts.
- Stay away from fallen power lines as electricity travels easily through water.
- Be aware that animals, snakes, rats, spiders and other pests may be on the move during a flood. These animals can come into houses and other buildings or hide around sandbags.
- Keep in contact with neighbours.
- Be prepared to leave early.

### When you leave early or evacuate:

- Leaving early is always the safest option, leave well before roads are closed by floodwater.
- Take your emergency kit and three days supply of clothing with you.
- Turn off the electricity, gas and water as you leave.
- Take your pets with you. Do not leave them behind. Dogs should be muzzled and cats in cages.
- Go to a relief centre or to stay with friends or family in higher areas.

### If activated, Relief Centres can help you with:

- Temporary accommodation
- Financial help
- Personal support
- Drinks and meals
- Basic clothing and personal needs
- Help to contact family and friends.

If you choose to shelter with a friend or relative, tell authorities where you are staying.

## After a flood

Flood dangers do not end when the water begins to fall. To make sure you stay safe:

- Keep listening to local emergency broadcasters.
- Do not return home until advised that it is safe.

Once you return to your home:

- Drink bottled water or boil all drinking water until advised that the water supply is safe.
- Throw away any food or medicines that may have been in contact with floodwater or affected by power outages.
- When entering the building, use a torch to light your way. Never use matches, cigarette lighters or any other flame as there may be gas inside.
- Keep the electricity and gas off until checked and tested by a professional.
- Take photographs of all damage for insurance.
- Clean your home straight away to prevent disease.

## How SES helps the community

The Victoria State Emergency Service (SES) is a volunteer based emergency service. Although SES volunteers attempt to reach everyone prior to or during an emergency, at times this is not possible. Therefore it is advisable for you to be prepared for emergencies so that you can share responsibility for your own wellbeing during those times. In a flood, SES assistance may include:

- Giving flood advice
- Protecting essential services
- Helping to protect infrastructure
- Rescuing people from floodwater
- Advising of an evacuation.

To assist your preparation, it is recommended that you obtain a copy of the SES Home Emergency Plan by visiting [ses.vic.gov.au](http://ses.vic.gov.au).



# Emergency Checklist

## NOW: Flood preparation

- Check if your insurance policies cover flooding.
- Keep this list of emergency numbers near the telephone.
- Put together an emergency kit and prepare a home or business Emergency Plan, see [ses.vic.gov.au](http://ses.vic.gov.au).

## When you hear a Flood Watch or weather warning

- Listen to Severe Weather Warnings for flash flooding.
- Listen to radio and check the SES website for more information and advice.
- Go over your emergency plan. Pack clothing and other extra items into your emergency kit and take this with you if you evacuate.

## When flooding may happen soon (a Flood Warning)

- Make sure your family members and neighbours are aware of what is happening.
- Be ready to evacuate. Act early, conditions change rapidly, roads and escape routes can be covered or blocked. Don't forget to take pets and your medicine with you.
- Put household valuables and electrical items as high as possible.
- Turn off water, gas and electricity at the mains.
- Secure objects likely to float and cause damage. Raise chemicals and oils well above the predicted flood height.
- Move pumps, machinery, hay and livestock to higher ground.

## During the flood

- For SES emergency assistance, call 132 500.
- DO NOT drive, ride, swim or walk through floodwater. This is the main cause of death during floods.
- NEVER allow children to play in floodwater. This is the main cause of death during floods for children and young people.
- Stay away from drains, culverts and waterways, water can flow quickly and have strong currents.
- Stay well clear of fallen trees, power lines and damaged buildings.

## After the flood: recovery

- If your property has been flooded, check with Towong Shire Council for information and advice.
- Have all electrical and gas equipment professionally tested before use.

For more information visit:

- [ses.vic.gov.au](http://ses.vic.gov.au)
- [facebook.com/vicses](https://www.facebook.com/vicses)
- [twitter.com/vicseswarnings](https://twitter.com/vicseswarnings)

# Emergency Contacts

**Life-threatening emergency**  
Police Fire Ambulance

**000** Triple Zero  
TTY106

**Victoria State Emergency Service (SES)**  
For SES emergency assistance

**132 500**

**SES Information Line**

Operates during major floods or storms

**1300 842 737**  
**1300 VIC SES**

[www.ses.vic.gov.au](http://www.ses.vic.gov.au)

**Bureau of Meteorology (BoM)**

Weather information, forecasts, warnings

**1300 659 217**

[www.bom.gov.au](http://www.bom.gov.au)

**National Relay Service (NRS)**

[www.relayservice.com.au](http://www.relayservice.com.au)

The deaf, hearing or speech impaired can call SES or Triple Zero (000) using NRS:

	DIAL	THEN ASK FOR
■ <b>Speak and Listen (SSR)</b> users phone	<b>1300 555 727</b>	<b>132 500</b>
■ <b>TTY / Voice</b> users phone	<b>13 36 77</b>	<b>132 500</b>

**Internet Relay** users log into

[www.iprelay.com.au/call/](http://www.iprelay.com.au/call/)  
then enter: **132 500 or 000**

**VicRoads**

Road closures and hazard reporting service

**13 11 70**

[www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

## Towong Shire Council

Phone:

**1300 365 222**

Email:

[info@towongshire.vic.gov.au](mailto:info@towongshire.vic.gov.au)

Web:

[www.towongshire.vic.gov.au](http://www.towongshire.vic.gov.au)

**Weather District:**

North East (VIC)  
South West Slopes (NSW)

**Catchment:**

North East Catchment (VIC)  
South West Catchment (NSW)

## Emergency Broadcasters

Emergency broadcasters include ABC Local Radio, designated commercial radio stations across Victoria and SKY NEWS Television.

- ABC 106.5 FM or 99.7 FM
- 2AY 1494 AM
- The River 105.7 FM or 96.5 FM
- Star FM 104.9 FM or 95.7 FM

**Complete the following and keep this information handy close to the phone:**

Your electricity supplier: \_\_\_\_\_

Your gas supplier: \_\_\_\_\_

Doctor: \_\_\_\_\_

Vet: \_\_\_\_\_

## Insurance

Policy Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

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