



Local Flood Guide



FloodSafe

Hawthorn and Hawthorn East

Flood information for Hawthorn and Hawthorn East



HAWTHORN AND HAWTHORN EAST



廣東話
普通话
Ελληνικά
ગુજરાતી
हिन्दी

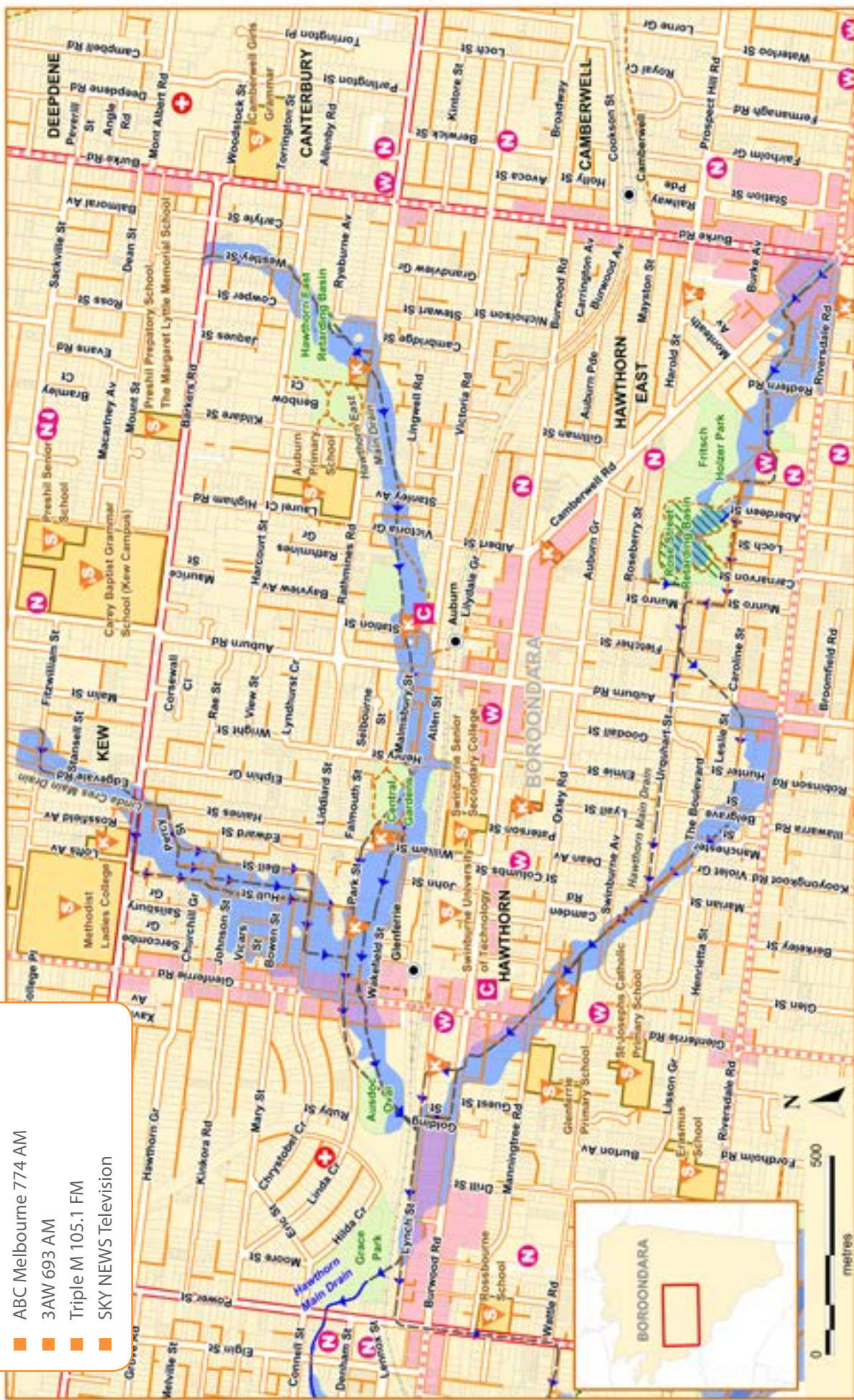
ses.vic.gov.au/get-ready/other-languages

FLOOD STORM
EMERGENCY **132 500**

For more information visit
ses.vic.gov.au

Your Local Flood Information

- Your local emergency broadcasters are:**
- ABC Melbourne 774 AM
 - 3AW 693 AM
 - Triple M 105.1 FM
 - SKY NEWS Television



Boroondara City Council contact details:

Phone: 9278 4444
 TTY: 13 36 77
 Web: boroondara.vic.gov.au
 Email: boroondara@boroondara.vic.gov.au

	1% AEP Flood Extent		Major Road		Hospital
	Park / Reserve		Tertiary Road		School / College
	Retaining Basin		Walking / Bicycle Trail		Kindergarten / Child Care
	Shopping Precinct		Railway		Nursing Home / Aged Care
			Tramway		Community Centre
			Melbourne Water Stormwater Drain		Place Of Worship
			River / Creek		
			Nursing Home / Aged Care		
			Community Centre		

**Hawthorn
 1 in a 100 year (1% AEP)
 Flood Map**

Disclaimer
 This map publication is presented by Victoria State Emergency Service for the purpose of disseminating emergency management information. The contents of the information has not been independently verified by Victoria State Emergency Service. No liability is accepted for any damage, loss or injury caused by errors or omissions in this information or for any action taken by any person in reliance upon it. Flood information is provided by Melbourne Water

The Hawthorn and Hawthorn East local area

The suburbs of Hawthorn and Hawthorn East are located in the Boroondara City Council area. 'Boroondara' is from the Woiwurrung language and is roughly translated as 'place of shade'. Despite the many tree lined streets, Hawthorn and Hawthorn East are busy urban areas. Glenferrie Road, for example, is a major shopping strip and one of 82 'Major Activity Centres' identified in the Melbourne 2030 Metropolitan Strategy.

Ongoing urban development means that rain water is not always easily absorbed into the ground and can lead to flash flooding. Flash flooding occurs with little warning, only lasts a short time, and can cause severe localised damage.

The map on the opposite page shows the expected flooding in a 1% Average Exceedance Probability (AEP) flood in Hawthorn and Hawthorn East. A 1% AEP flood means there is a 1% chance of a flood this size occurring in any year. Minor changes in blocked or clear drainage (caused by rubbish and leaves for example) can affect where flooding occurs.

The map represents one of many possible flooding scenarios in Hawthorn or Hawthorn East.

Are you at risk of flooding?

The Yarra River meanders along the western side of Hawthorn and Gardiner's Creek follows along the south of Hawthorn and Hawthorn East. They meet on Hawthorn's south-west. Both the river and creek can be affected when there has been a prolonged rainfall event. The areas most vulnerable to flooding include the green strips along the banks (including Muir Street and Glan Avon Road), as well as Fairview Park and Patterson Reserve.

Increased urbanisation means that there is less exposed soil to absorb excess water, which then runs off towards lower lying areas. Four main stormwater drains help to move this water from the east and north to discharge into the Yarra River at Wallen Road, Hawthorn.

During high intensity rainfall (more than 20 millimetres per hour, often during thunderstorms) the amount of water can lead to these drains overflowing, causing flash flooding. Areas affected by flooding (including tram services) can include:

- Glenferrie Road
- Riversdale Road
- Camberwell Road including the shopping precinct
- Auburn Road
- Belgrave Street
- Hawthorn Community House, William Street

Did you know?

Hawthorn and Hawthorn East have a history of flooding, including in 1914, 1934, 1974, 2003, 2004 and 2011. In 2011, 146 millimetres of rain fell in 15 hours. This led to a flood that measured 5.6 metres on the Gardiners Creek Gauge, and caused:

- The Solway pedestrian Bridge on Gardiners Creek upstream of Burke Road to be affected.
- Camberwell Junction to be completely flooded, including the Rivoli Cinema Complex and surrounding restaurants

While no two floods are the same, floods like this or worse could occur again.

If you live close to a creek, river or in a low-lying area you may be at risk of flooding. Even if you are not directly affected, you may still need to detour around flooded areas.

Knowing what to do can save your life and help protect your property.

Tips for Businesses

It is not just homes that can be affected by flooding; flooding may also pose a risk to your business.

Flooding can happen at any time, sometimes with very little warning. Think of how much you could lose in stock, equipment and fittings, as well as the profits you could lose for the days and weeks cleaning up after the flood. This is why it is important for businesses to prepare for flooding.

SES has created an online self-guided Business FloodSafe Toolkit to assist you in the development of your Flood Plan. The plan does not have to be very complex but it needs to be:

- Written down
- Duplicated
- Understood by your staff and key stakeholders.

Improvising or adapting to circumstances at the last minute is neither wise, nor safe and often impacts how the business will recover.

For more information aimed at business and emergencies visit the emergency portal: tsbi.com.au/resource-category/emergency-resource-portal/



Underground residential carpark, 2011. Photo Andrew Robinson via the Herald Sun

About Flood Warnings

What warnings mean

Warnings are issued by the Bureau of Meteorology (BoM) to inform people about the possibility of flooding.

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

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.

As Hawthorn and Hawthorn East are prone to flash flooding, Severe Weather Warnings and Severe Thunderstorm Warnings are your earliest triggers to activate your Home Emergency Plan.

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 results in water rising rapidly and flowing powerfully and quickly. Hawthorn and Hawthorn East residents should listen out for warnings with flash flooding and remember that flash flooding:

- Occurs so fast that it is difficult to provide a detailed warning. Often it arrives without any warning.
- Usually results from heavy rainfall falling during short, severe storms.

Listen to Severe Thunderstorm Warnings and Severe Weather Warnings for your area. If you hear a warning, check the BoM and SES websites for information and advice. You can monitor river and rainfall conditions on the BoM website at bom.gov.au.

Know your local environment

If you live in the Hawthorn and Hawthorn East areas, keep an eye on the weather, especially heavy rainfall or sustained rainfall over a number of days.

Knowing your local area and making your own observations are a great way to help you prepare for future floods.

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 Hawthorn and Hawthorn East communities through the Emergency Alert telephone warning system. All emergency service providers can use an 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.

During flash flooding

When flash flooding is likely, if you decide to leave, do so **well before** flooding occurs. Leaving early before flooding occurs is always the safest option. You may decide to shelter with neighbours, family or friends in a safer area.

Evacuating through floodwater is very dangerous and you may be swept away. NEVER drive, ride or walk through floodwater.

If you do not leave early enough and become trapped by rising floodwater inside your home or business, stay inside your building and seek the highest part such as a second storey.

Stay there and call Triple Zero (000) if your emergency is life-threatening.

If you are staying in a caravan or temporary dwelling, move to higher ground **before** flooding begins.

Safety in flash flooding

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, harbouring hidden debris such as broken glass, shattered timbers and twisted metals as well as sewage, putrid 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 Boroondara City 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.
- Stay alert for weather warnings and heavy rainfall.

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.
- 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 will reduce the impact and recover faster.

Taking the time to think about emergencies and make your own plan helps you think clearly, have more control and 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 service providers, your insurance company, friends and family.



Visit ses.vic.gov.au to obtain a copy of your Home Emergency Plan workbook

Evacuation

During a flood, police, SES, and other emergency service providers 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** – means 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. You may only have minutes to evacuate in a flash flooding situation.

Do not return to your home until you are sure it is safe to do so. You do not need to wait to be told to evacuate.

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.**
- Remember that floodwater can be deeper than you think and can hide damaged roads and bridges.
- Never 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 during floods and storms call 132 500.
- Stay away from all waterways including drains and culverts.
- Stay away from fallen powerlines as electricity travels easily through water.
- Be aware that animals such as 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 act quickly.

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 you are sure that it is safe.

Once you return to your home:

- Investigate the structural safety of your building.
- Keep the electricity and gas off until checked and tested by a professional.
- When entering a building, use a torch to light your way. Never use matches or cigarette lighters as there may be gas inside.
- Take photographs of all damage for insurance.
- 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.
- Clean your home straight away to prevent disease.

How SES helps the community

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, especially during flash flooding which occurs so quickly. 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.



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.

When you hear a Flood Watch or weather warning

- Listen to Severe Weather Warnings for flash flood.
- 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.
- Leave early if you intend to evacuate.

When flooding may happen soon (heavy rainfall)

- Make sure your family members and neighbours are aware of what is happening.
- 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.
- If you are staying in a caravan or temporary dwelling, move to higher ground BEFORE flooding begins.

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 as water can flow quickly and have strong currents.
- Stay well clear of fallen trees, powerlines and damaged buildings.
- If you are trapped inside a building, stay inside and shelter in the highest place. Call Triple Zero (000) in a life-threatening emergency.

After the flood: recovery

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

For more information visit:

-  ses.vic.gov.au
-  facebook.com/vicses
-  twitter.com/vicseswarnings

Emergency Contacts

Life-threatening emergency Triple Zero
Police Fire Ambulance **000** TTY106

Victoria State Emergency Service (SES) **132 500**
For SES emergency assistance

SES information line **1300 842 737**
Operates during major floods or storms **1300 VIC SES**

VicEmergency emergency.vic.gov.au
Victorian emergency warnings

Bureau of Meteorology (BoM) **1300 659 217**
Weather information, forecasts, warnings bom.gov.au

National Relay Service (NRS) relayservice.gov.au

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

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

Internet Relay users log into iprelay.com.au/call/
then enter: **132 500 or 000**

VicRoads **13 11 70**
Road closures and hazard reporting service vicroads.vic.gov.au

City of Boroondara Contact Details

Phone: 9278 4444
Email: boroondara@boroondara.vic.gov.au
Web: boroondara.vic.gov.au

Weather District: Central

Catchment Management Authority: Melbourne Water

Emergency Broadcasters

Emergency broadcasters include ABC Local Radio, designated commercial radio stations across Victoria and SKY NEWS Television.	<ul style="list-style-type: none"> ■ ABC Melbourne 774 AM ■ 3AW 693 AM ■ Triple M 105.1 FM ■ SKY NEWS Television
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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: _____