



Local Flood Guide Lakes Entrance



FloodSafe

Flood information for the Gippsland Lakes at Lakes Entrance



LAKES ENTRANCE



EAST GIPPSLAND
CATCHMENT
MANAGEMENT
AUTHORITY



FLOOD STORM
EMERGENCY **132 500**

For more information visit
www.ses.vic.gov.au

The Lakes Entrance local area

Lakes Entrance lies at the eastern end of the Gippsland Lakes system on the Princes Highway. A large part of the town sits on a low-lying spit of land that projects into the Lakes, close to where they flow into Bass Strait.

Flooding in this community occurs as a result of increased levels in the Gippsland Lakes, coastal storm surges and flash flooding. Strong south westerly winds can increase lake levels by up to 50 centimetres at any time with peaks coinciding with high tide.

Gippsland Lakes flooding is caused by flooding of the Latrobe, Thomson, Macalister, Avon, Mitchell, Nicholson and/or Tambo Rivers that flow into the Lakes. Flooding typically takes one to three days to travel from these rivers to the Gippsland Lakes.

Are you at risk of flood?

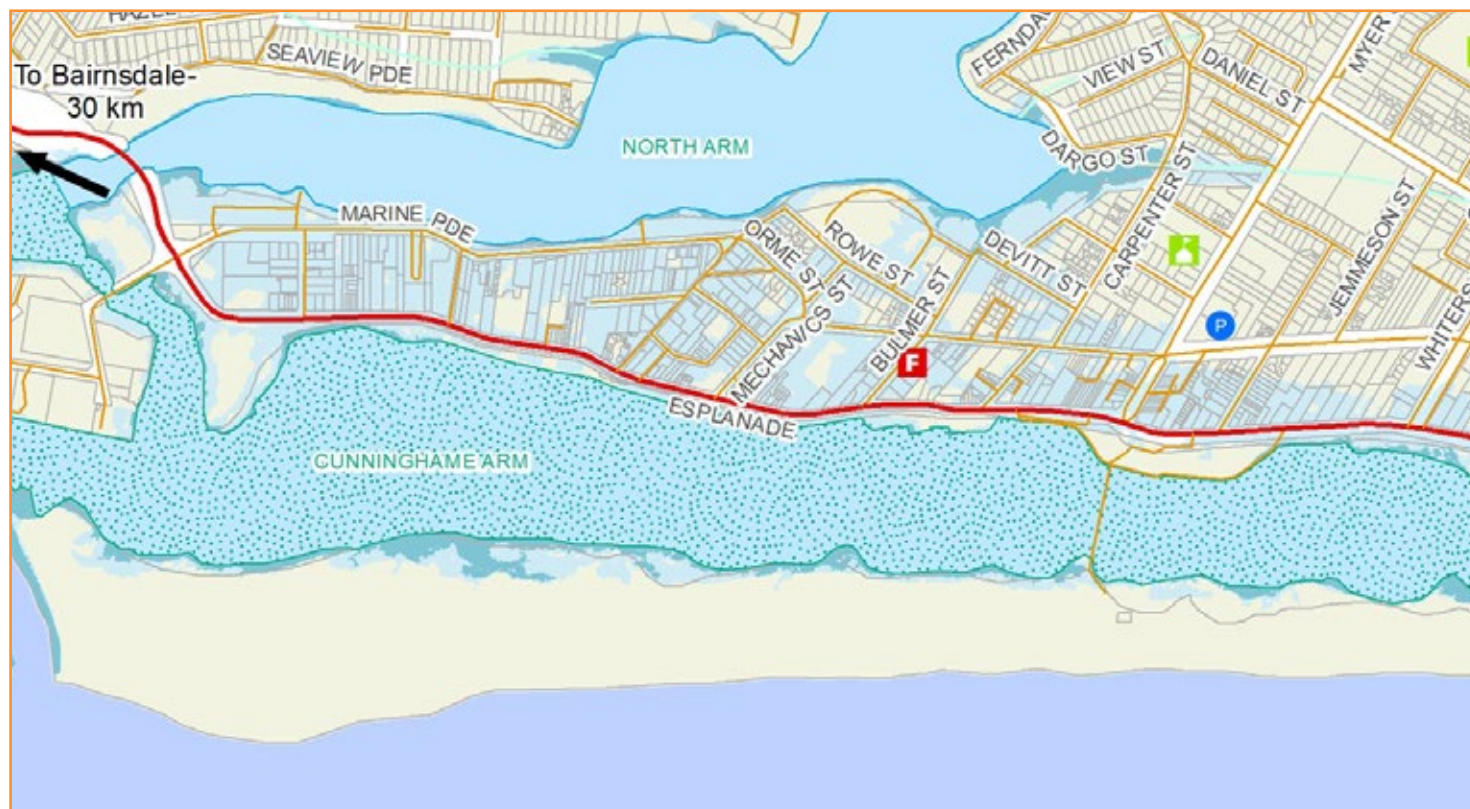
There are many homes and businesses in low-lying areas in Lakes Entrance that are at risk of flooding from the Gippsland Lakes.

Floodwater comes up through the storm water drains prior to coming over the lake foreshore, which may flood your property sooner than you expect.

Properties along Eastern Creek and on the elevated areas to the north and east are at risk of flash flooding. The Gippsland Lakes Flood Warning System only warns the community of flooding associated with increased lake levels as a result of flooding of the rivers leading into the lakes. Properties facing Eastern Creek may well be flooded by local heavy rain events that may not be preceded by flood warnings.

It is important to understand where the risks are and whether your property is at risk of flood or isolation. If your property is isolated during high tide, it may only be accessible during low tides.

The map below shows the expected flood extent of a major flood which measures 1.3 metres at the Cunningham Arm at Bullock Island Gauge.



Did you know?

During June 2007, four major East Coast Lows formed consecutively off the coast of New South Wales and eastern Victoria, with each one producing heavy rainfall.

The last East Coast Low brought up to 300 millimetres of rainfall in the Gippsland Lakes catchment resulting in lake levels rising 1.3 metres above normal levels. This flooding closed roads and inundated properties in Lakes Entrance.

Flooding could occur again in Lakes Entrance with similar or greater consequences including:

- Closure of the Princes Highway.
- Homes and businesses flooded above floor level.
- Flooding of caravan parks.
- Boat ramp and marina car parks flooded.
- Jetties and pedestrian boardwalks flooded.

Disclaimer

This map publication is presented by the Victoria State Emergency Service for the purpose of disseminating emergency management information. The contents of the information have not been independently verified by the 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 East Gippsland Catchment Management Authority.

Your Local Flood Information

Know your risk

Gippsland Lakes flood levels at the Cunningham Arm at Bullock Island Gauge

When the Bureau of Meteorology (BoM) issues flood warnings they may include a prediction of the Gippsland Lakes flood levels at the Cunningham Arm at Bullock Island Gauge.

While no two floods are the same, the following table can give you an indication of what you can expect at certain heights on the gauge, including when your access may be cut off and when your property may be affected.

1.80 m	1952 flood level Flooding has extended to include Eastern Beach Road, Princes Highway and Golf Links Road with almost the entire peninsula experiencing flooding at some level.
1.40 m	There are now nearly 250 properties isolated and over 400 properties experiencing some level of flooding, some up to 0.7m deep. Most roads on the peninsula are now closed at some point.
1.30 m	MAJOR FLOOD LEVEL 2007 and 1998 flood level. Much of the area to the west of Bulmer Street and bordering The Esplanade to the east of Bulmer Street, is now experiencing flooding with more than 150 properties isolated.
1.20 m	The Esplanade is now closed in various locations along with many other local roads, restricting traffic movement within the town and isolating properties.
1.10 m	There is no access for through traffic on The Esplanade at Laura Street and on Marine Parade at Carstairs Avenue. The Safeway car park, Apex Park and Playground and Rowe Street tennis courts are likely to be flooded.
0.90 m	MINOR FLOOD LEVEL Parts of Marine Parade, Laura Street, Carstairs Avenue and some streets between Marine Parade and The Esplanade at the eastern end of Lakes Entrance will start to flood via storm water drains.
0.70 m	Boat ramps, jetties, car parks, walking tracks and parks beside the lakes will experience flooding. Boat mooring lines may need extending.



Shop fronts and street flooded, 2007



About Flood Warnings

What warnings mean

Warnings are issued by the Bureau of Meteorology 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.

Flood Warnings mean flooding is about to happen or is already happening.

For the Gippsland Lakes, Flood Warnings are generally issued after many days of flooding in communities such as Traralgon, Sale, Stratford and Bairnsdale and before flooding begins in the communities around the Gippsland Lakes.

A Flood Warning provides predictions of flood impact and the estimated time before the lake will reach particular levels at various gauges and how long it will take for the waters to recede.

A Minor Flood Warning means:

- Lake levels start to flood waterside car parks and boat ramps
- Puddling will occur on and beside low-lying roads and properties
- Storm water drains will start to flood internal roadways and properties
- Caravan parks may start to flood
- Some local low-lying roads will start to flood.

A Major Flood Warning means:

- Lake levels have risen and cause extensive flooding in the towns and on lakeside farmland
- Residential and commercial properties are flooded
- Major traffic routes will be closed
- Properties and towns will be isolated
- Numerous evacuations may be required.

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 the Bureau of Meteorology.

Severe Weather Warnings

These warnings are issued to the community by the Bureau of Meteorology 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 Lakes Entrance 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 Lakes Entrance

For the Gippsland Lakes, Flood Warnings are issued by the Bureau of Meteorology. Flood Warnings provide predictions of flood size, time and possible peaks of the Gippsland Lakes at Lakes Entrance.

It is important to know how the predicted Gippsland Lakes flood level is likely to impact you, as you may be affected before the peak *see page 3: Gippsland Lakes flood levels at the Cunningham Arm at Bullock Island Gauge*. Use this table to figure out when you need to start following your flood emergency plan.

NOW – before a flood

- Check if your home or business is subject to flooding. For more information, contact East Gippsland Shire.
- 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.
- 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.

The time for me to evacuate is before:

Your emergency plan

Emergencies can happen at any time, with little warning. People who plan and prepare for emergencies reduce the impact and recover 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 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 leave early.

When you leave early or evacuate:

- Try to leave as early as possible as roads can be 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. Dogs should be muzzled and cats in cages.
- Go to a Relief Centre or to stay with friends or family in a non flooded area.

If activated, Relief Centres can provide:

- Temporary accommodation
- Financial help
- Personal support
- Drinks and meals
- Basic clothing and personal needs
- Assistance with contacting 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 you are sure that it is safe.

Once you return to your home:

- Investigate the structural safety of your building.
- 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 a building, use a torch to light your way. Never use matches or cigarette lighters 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, 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 policy 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 the 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.

After the flood: recovery

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

For more information visit:

-  ses.vic.gov.au
-  facebook.com/vices
-  twitter.com/viceswarnings

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

ses.vic.gov.au

Bureau of Meteorology (BoM)

Weather information, forecasts, warnings

1300 659 217

bom.gov.au

National Relay Service (NRS)

www.relayservice.com.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

www.iprelay.com.au/call/
then enter: **132 500 or 000**

VicRoads

Road closures and hazard reporting service

13 11 70

vicroads.vic.gov.au

East Gippsland Shire Contact Details

Phone: **1300 555 886**
Email: feedback@egipps.vic.gov.au
Web: www.eastgippsland.vic.gov.au

Weather District: East Gippsland

Catchment: Gippsland Lakes

Emergency Broadcasters

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

- ABC Radio 828 AM or 100.7 FM
- TR FM 99.5 FM
- 3GV Gold 1242 AM
- SKY NEWS Television

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: _____