



# Local Flood Guide Upper Ferntree Gully



# FloodSafe

## Flood information for the Upper Ferntree Gully at Knox



Upper Ferntree Gully

KNOX



普通话

Italiano 廣東話

Deutsche Ελληνικά



In your language

[ses.vic.gov.au/get-ready/other-languages](http://ses.vic.gov.au/get-ready/other-languages)

FLOOD STORM  
EMERGENCY **132 500**

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

### The Knox local area

The City of Knox has just over 154,000 residents with eleven suburbs in total.

Ferntree Gully Creek and Ferny Creek are part of the Corhanwarrabul Creek catchment. Upper Ferntree Gully is located within the Corhanwarrabul Creek catchment and is quite close to several waterways including the above-mentioned creeks.

The area comprises of predominantly residential zones with a number of pockets of retail business districts.

### Are you at risk of flooding?

Moderate to heavy rainfall over a period of 12 hours or more usually results in severe flooding within the City of Knox and this is caused by moist warm airflow from northern Australia.

Riverine Flooding can occur after prolonged moderate to heavy rain, mostly occurring in summer and autumn. Significant flooding can still occur during winter and spring.

Flash flooding usually occurs in the summer with little warning. It generally affects small areas but damage can be severe. It occurs after high intensity rainfall, short in duration and is usually associated with thunderstorms. The local urban drainage system rapidly reaches capacity during these events.

Areas at risk of flooding in Upper Ferntree Gully include:

- Several educational facilities
- The Ferntree Plaza Shopping Centre
- Burwood Highway, Acacia Road, Clow Avenue, Dawson Street, Forest Oak Drive, Mount View Road, New Road, Rollings Road and Waters Avenue

The adjacent map shows the potential effect of flooding in a 1% Annual Exceedance Probability (AEP) flood at Upper Ferntree Gully. A 1% AEP flood means there is a 1% chance of a flood this size occurring in any year.

### Your local emergency broadcasters are:

- ABC Radio 774 AM
- STEREO 97.4 FM
- SKY NEWS Television

### Knox City Council contact details:

Phone: 03 9298 8000  
Web: [knox.vic.gov.au](http://knox.vic.gov.au)  
Email: [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)

### Did you know?

The Upper Ferntree Gully area has a history of flooding, including a rainfall event which occurred on the 5th of February 2011.

Upper Ferntree Gully received a massive 140mm (14 centimetres) of rainfall in just 12 hours.

Floodwater over roads caused the following road closures;

- Brenock Park Drive, Ferntree Gully
- Mountain Gate Drive, Ferntree Gully
- Burwood Highway at Station Street, Ferntree Gully
- Burwood Highway at Hilltop Road, Upper Ferntree Gully
- Forest Road at Railway Underpass, Ferntree Gully

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

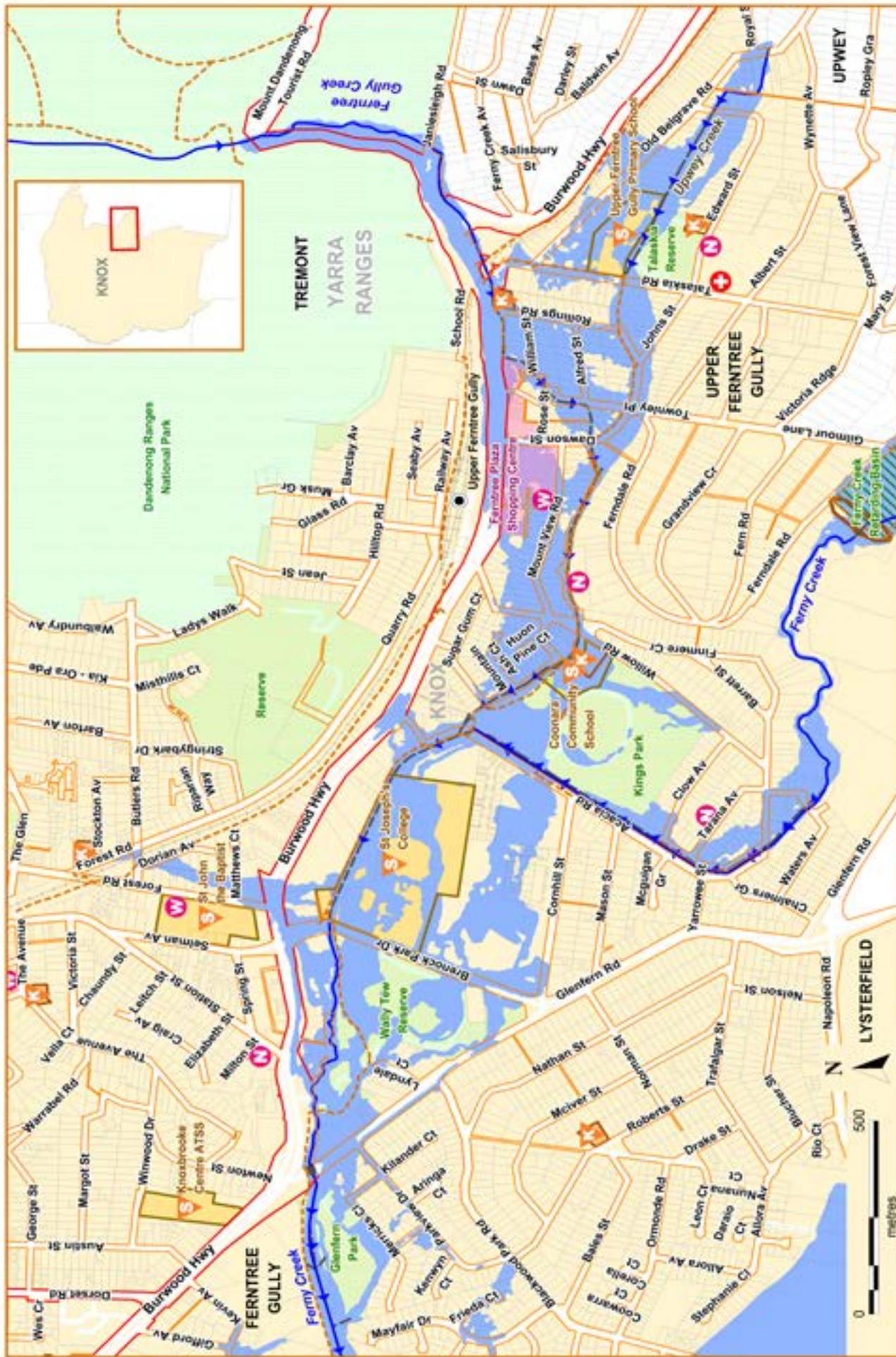
If you live close to a creek, river or in a low-lying area you may be at risk of flooding. Even if you are not directly affected, you may still need to detour around flooded areas.

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



*Ferny Creek in flood*

# Your Local Flood Information



**Legend**

- 1% AEP Flood Extent (Blue shaded area)
- Park / Reserve (Green shaded area)
- Retaining Basin (Green hatched area)
- Shopping Precinct (Pink shaded area)
- Major Road (Red line)
- Tertiary Road (Orange line)
- Walking / Bicycle Trail (Blue line with 'W' symbol)
- Railway (Black line with cross-ticks)
- Embankment (Brown line)
- Hospital (Red cross symbol)
- School / College (Orange 'S' symbol)
- Kindergarten / Child Care (Orange 'K' symbol)
- Nursing Home / Aged Care (Orange 'N' symbol)
- Place Of Worship (White 'W' symbol)
- Melbourne Water Stormwater Drain (Black dashed line)
- River / Creek (Blue line)
- Nursing Home / Aged Care (Orange 'N' symbol)
- Place Of Worship (White 'W' symbol)

**Upper Ferntree Gully  
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.

# 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 floodwater might affect people and properties. This includes safety messages to remind you what to do.

As Upper Ferntree Gully is 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. Upper Ferntree Gully 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](http://bom.gov.au).

## Know your local environment

If you live in the Upper Ferntree Gully area, 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 Upper Ferntree Gully community 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 Knox 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.
- 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 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](http://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](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 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 Knox City Council for information and advice.

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** **000** Triple Zero  
Police Fire Ambulance TTY106

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

**VicEmergency Hotline** **1800 226 226**  
Operates during major floods or storms

**VicEmergency** [emergency.vic.gov.au](http://emergency.vic.gov.au)  
Victorian emergency warnings

**Bureau of Meteorology (BoM)** **1300 659 217**  
Weather information, forecasts, warnings  
[bom.gov.au](http://bom.gov.au)

**National Relay Service (NRS)** [relayservice.gov.au](http://relayservice.gov.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>

**VicRoads** **13 11 70**  
Road closures and hazard reporting service  
[vicroads.vic.gov.au](http://vicroads.vic.gov.au)

## Knox City Council Contact Details

Phone: 03 9298 8000  
Email: [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)  
Web: [knox.vic.gov.au](http://knox.vic.gov.au)

**Weather District:** Central

**Catchment Management Authority:** Melbourne Water

## Emergency Broadcasters

Emergency broadcasters include ABC ■ ABC Melbourne 774  
Local Radio, designated commercial radio ■ STEREO 974 97.4 FM  
stations across Victoria and SKY NEWS ■ SKY NEWS Television  
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: \_\_\_\_\_