



# Local Flood Guide City of Melbourne



## Kensington/ North Melbourne



Click your local map for flood information for the CBD, Southbank, Kensington & North Melbourne



## The CBD



## Southbank



普通话 9280 0721

廣東話 9280 0717

Indonesian / Bahasa 9280 0719

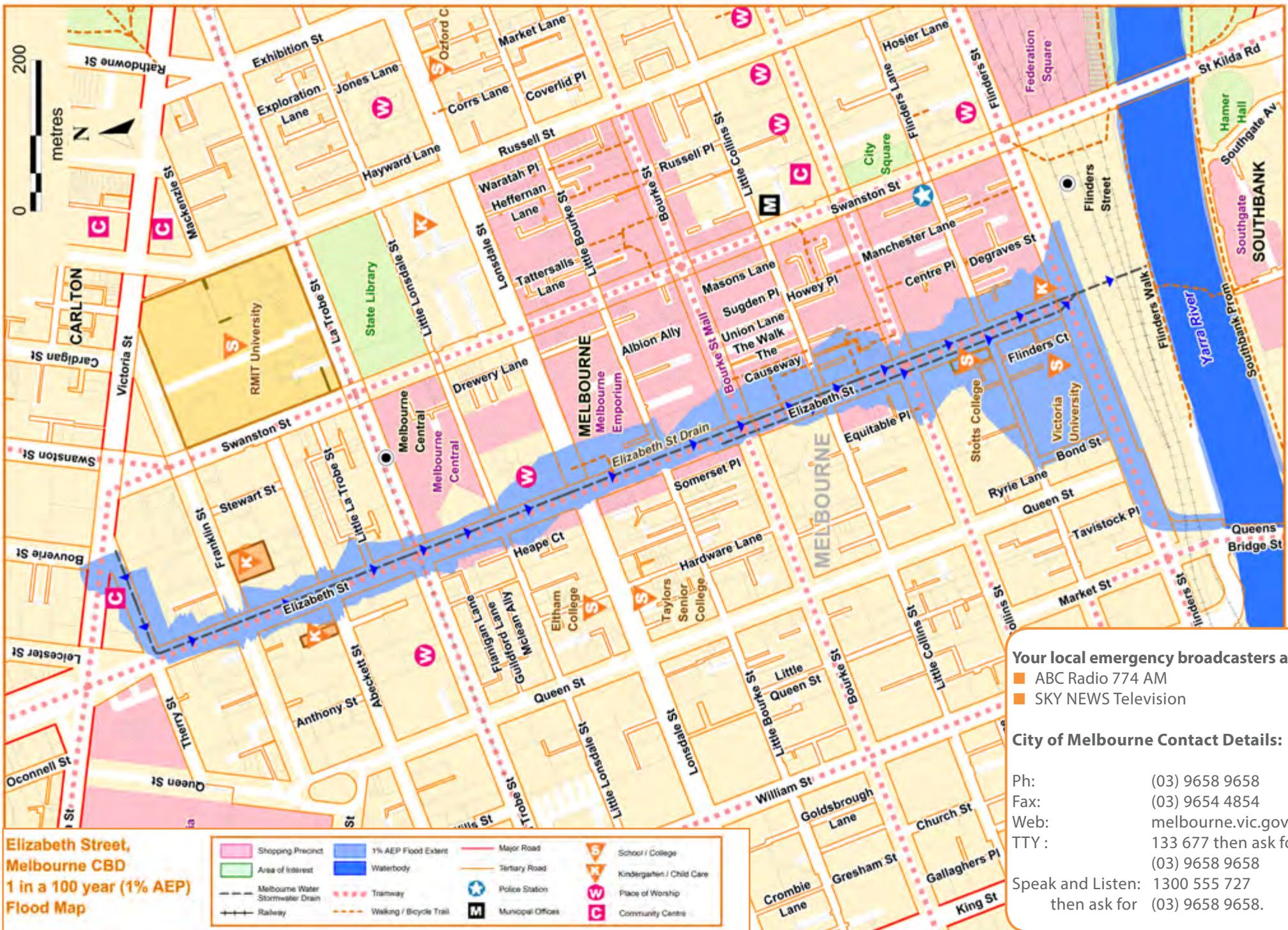
한국어 9280 0726

عربي 9280 0726



FLOOD STORM EMERGENCY **132 500**

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



**Elizabeth Street, Melbourne CBD  
1 in 100 year (1% AEP)  
Flood Map**

	Shopping Precinct		1% AEP Flood Extent		Major Road		School / College
	Area of Interest		Waterbody		Tertiary Road		Kindergarten / Child Care
	Melbourne Water Stormwater Drain		Tramway		Police Station		Place of Worship
	Railway		Walking / Bicycle Trail		Municipal Offices		Community Centre

**Your local emergency broadcasters are:**

- ABC Radio 774 AM
- SKY NEWS Television

**City of Melbourne Contact Details:**

Ph: (03) 9658 9658  
 Fax: (03) 9654 4854  
 Web: [melbourne.vic.gov.au](http://melbourne.vic.gov.au)  
 TTY: 133 677 then ask for (03) 9658 9658

Speak and Listen: 1300 555 727  
 then ask for (03) 9658 9658.

**Disclaimer**  
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### The Melbourne Central Business District

Melbourne's Central Business District (CBD) contains the central city grid and is bordered by the Yarra River in the south and Victoria Street in the north. The central city is home to retail, financial, legal, administrative, recreational, tourist and entertainment facilities and operates 24 hours a day, serving a wide variety of residents, workers and visitors.

The CBD is highly developed, meaning that rain water is not readily absorbed and tends to run off towards lower lying areas. During high intensity rainfall (more than 20 millimeters per hour, often during thunderstorms) the amount of run off can lead to stormwater drains overflowing, causing flash flooding. Flash flooding occurs with little warning, only lasts a short time and can cause severe localised damage.

The map on the previous page shows the expected flooding in a 1% Annual Exceedance Probability (AEP) flood around the Elizabeth street drain. A 1% AEP flood means there is a 1% chance of a flood this size occurring in any year. Please be aware that even minor changes in blocked or clear drainage can affect where flooding occurs.

The Council drainage network is designed to convey flows from minor storm events underground (typically 10 to 20% AEP). Roads, laneways, and floodways are designed to convey runoff from rainfall events in excess of this capacity. Flooding outside the flood extents shown in the maps above is possible in a 1% AEP event.



Melbourne CBD in flood, 1972, from The Age newspaper

### Are you at risk of flood?

Elizabeth Street is the lowest point in the CBD and is built on top of what was historically a natural creek. Since 1884 the Elizabeth underground drain has collected stormwater from Carlton and the CBD and released it into the Yarra River, which is influenced by the ocean tide. High tides can impact on the ability of storm water to enter the river from various waterways including the Elizabeth Street drain. This can be a major contributor to flooding along Elizabeth Street. Increased rubbish can also impact on stormwater drainage systems.

Additional streets that could be affected by flooding include Flinders Street, Flinders Lane, Bourke Street and Therry Street. The entrance to Melbourne Central Station at Elizabeth Street could also be flooded and specific tram routes affected.

If you live close to the river or in a low-lying area you may be at risk of flooding. If you live in a high rise building, you might not be able to leave, so having some emergency food and water available can help you during flooding. Having a plan is especially important if you use underground car parking or storage. 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.

### Did you know?

The CBD has a history of flooding, including flooding events in 1891, 1972, 1906, 1911, 1916, 1933, 1941, 1954, 1972, 1998, 2004, 2008, 2010 and 2011.

In February 1972, 78.5 millimetres of rainfall in one hour caused a wall of water 3-4 feet deep to sweep down Elizabeth Street. Cars were pushed down the street and a woman had to be rescued after she fell into deep water because a manhole cover had been washed away. The flooding led to significant disruption to public transport and traffic, and damaged properties and shops.

More recently, in March 2010, 47 millimetres of rainfall in one hour saw floodwater along Elizabeth Street at car-door level and the Flinders Street pedestrian underpass inundated. The hailstones accompanying the rain blocked stormwater entry pits so water couldn't drain away.

The City of Melbourne has been working to ensure risk from flooding is minimised. Find out about their recent work on drainage at [melbourne.vic.gov.au](http://melbourne.vic.gov.au).

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

### Tips for Businesses

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

As stories from previous flooding have shown, it can happen at any time and there is very little warning. Think of how much you could lose in stock, equipment and fittings, along with 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 which you can find at [ses.vic.gov.au](http://ses.vic.gov.au).

The Plan does not have to be very complex but it needs to be:

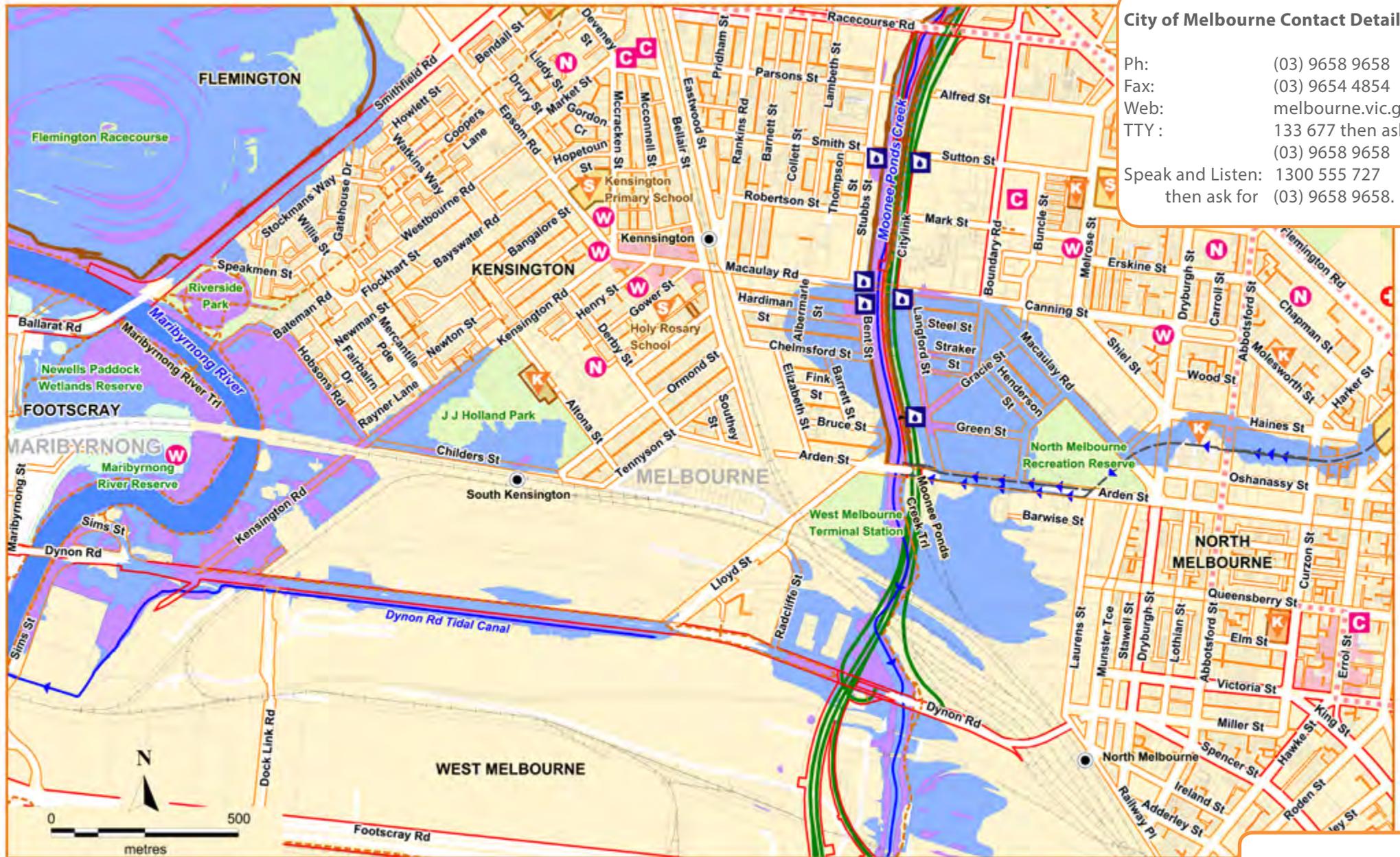
- written down,
- duplicated/ copied and
- understood by your staff and key stakeholders.

Improvising or adapting to circumstances at the last minute is not wise nor safe and often impacts how the business will recover.

For more information aimed at business and emergencies visit the Small Business Institute emergency portal, [tsbi.com.au](http://tsbi.com.au).



Melbourne CBD in flood, 1972, from The Age newspaper



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**Kensington & North Melbourne  
 1 in a 100 year (1% AEP)  
 Flood Map**

Shopping Precinct	1% AEP Flood Extent	Freeway	Railway	Community Centre
Park / Reserve	1% AEP Storm Surge Extent (Tide Level: 1.6m AHD)	Major Road	School / College	Drainage Pumping Station
Melbourne Water Stormwater Drain	Waterbody	Tertiary Road	Kindergarten / Child Care	
River / Creek	Levee / Flood Wall	Walking / Bicycle Trail	Place of Worships	
		Tramway		

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- SKY NEWS Television

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## Kensington & North Melbourne local area

Kensington and North Melbourne are located North West of Melbourne's central business district. The Moonee Ponds Creek acts as a boundary between the two suburbs and Kensington is bordered by the Maribyrnong River on the West.

While Kensington used to house livestock saleyards, North Melbourne has always been mainly residential due to its proximity to Melbourne's city centre. Major parks in the area that serve a double purpose of recreation and temporarily storing excess flood water when required include Lynch's Bridge, JJ Holland Park and the North Melbourne Recreation Reserve.

The map on the previous page shows the expected flooding in a 1% Annual Exceedance Probability (AEP) flood in Kensington and North Melbourne. A 1% AEP flood means there is a 1% chance of a flood this size occurring in any year. Please be aware that even minor changes in blocked or clear drainage can affect where flooding occurs.

## Are you at risk of flood?

The flat terrain around the Maribyrnong River just before it meets the Yarra River makes it easier for floodwater to spread out along Kensington Road, Hobsons Road, Childers Street and Smithfield Road. Nearby parks and stormwater ponds help to absorb some of this excess water, but when there is a very large rain event, some roads and public transport may still be impacted for up to 48 hours.

The Moonee Ponds Creek between the two suburbs is bordered by a levee to protect neighbouring houses and businesses when there has been prolonged rainfall north of Melbourne.

High intensity, short duration rainfall events can cause flash flooding in Kensington and North Melbourne. Bent Street and Langford Street (next to Moonee Ponds Creek) can be particularly affected as water drains from higher areas in Kensington or North Melbourne. The council has set up six pumping stations to remove excess water when required. The area around the Arden Street drain including Errol, Curzon, Haines and Abbotsford Streets can also be flooded due to topography. Public transport in the area might be affected. Finally it is important to be aware that McCauley Road between Haines Street and Canning Street can also be affected when a severe rain event (34 millimetres or more in an hour) occurs.

Warnings are available for flooding expected along the Maribyrnong River at Maribyrnong. Melbourne Water does not provide any flood warning service at Moonee Ponds Creek, due to the generally short warning times available.

If you live close to a creek, river or in a low-lying area you may be at risk of flooding. If you live in a high rise building, you might not be able to leave. Having a plan is especially important if you use underground car parking or storage. Even if you are not directly affected, you may still need to detour around flooded areas.

## Did you know?

Kensington and North Melbourne have a history of flooding, including flooding in 1906, 1916, 1934, 1974, 1993, 2010 and 2011. The 1906 flood was the largest on record measuring 5.18 metres at the Maribyrnong Gauge.

In 1934, 350 millimetres of rain fell in 48 hours over the Yarra catchment, with 140 millimetres falling over metropolitan areas. Riverine flooding was widespread with 6,000 people left homeless and 18 deaths.

The second largest flood for Kensington occurred in May 1974 with 110 millimetres of rain in 48 hours. During this flood, residents around the Maribyrnong River experienced considerable hardship, particularly as the flooding occurred without warning. At this time, the lower lying areas of Kensington were still home of the stockyards. Flemington Racecourse was out of action until October. The flood led to a real time flood monitoring system being established for the catchment by July 1975, to measure rainfall and river levels.

During the January 2011 rain event, flash flooding affected North Melbourne and Kensington with water over roads. Cars were trapped in floodwater in Stubbs Street and McCauley Road and other areas.

Since then, drains and infrastructure improvements have reduced the risk of a similar flood having the same impact. Find out about recent work on drainage at [melbourne.vic.gov.au](http://melbourne.vic.gov.au) and to learn more about what the council advises when preparing for floods or storms.

While no two floods are the same, floods like this or worse could occur again. Knowing what to do can save your life and help protect your property.

## Maribyrnong River flood levels at the Maribyrnong Gauge

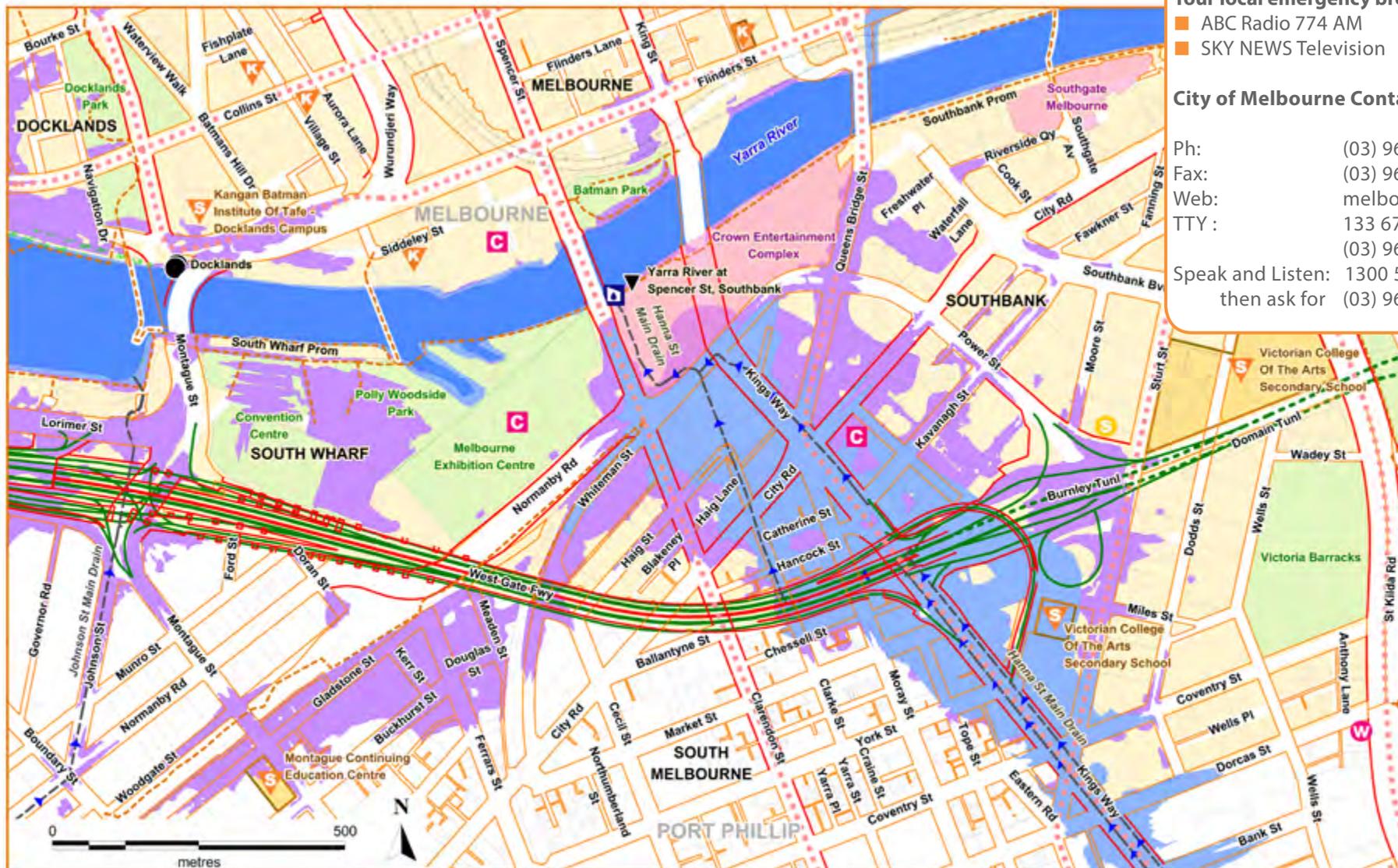
When the Bureau of Meteorology (BoM) issues Flood Warnings they include a prediction of the flood height at the Maribyrnong Gauge. While no two floods are the same, the following table can give you an indication of what you can expect at certain heights, including when your access may be cut off and when your property may be affected.

4.4 m	Height shown on map
4.20 m	14th May 1974 flood
3.83 m	15th September 1993 flood
<b>2.90 m</b>	<b>MAJOR FLOOD LEVEL</b>
	Flooding on Bangalore Street and Albermarie Street from Handman Street
2.64 m	30th July 1987 flood
<b>2.30 m</b>	<b>MODERATE FLOOD LEVEL</b>
	Maribyrnong River Trail flooded at various locations
2.21 m	14th January 2011 flood
<b>1.70 m</b>	<b>MINOR FLOOD LEVEL</b>
	Flooding on Smithfield Road, Hobson Road and Kensington Road (especially during high tide)

# The Southbank local area

Southbank stretches along the banks of the Yarra River from St Kilda Road to Clarendon Street, accommodating one of Melbourne's primary business centres. Areas of Southbank are at risk of flooding from both high water levels in the Yarra River as well as flash flooding caused by heavy rainfall over a short period of time. Many roads and public areas throughout Southbank occupy known flood risk zones, with the total area at risk of flooding potentially expanding due to higher intensity rainfall and rising sea-levels in the future.

The map below shows the expected flooding from the Yarra River in Southbank at minor, moderate and major flood levels:



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



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- SKY NEWS Television

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### Are you at risk of flood?

The Southbank area is prone to river and flash flooding due to high intensity, short rainfall events, and prolonged rainfall along the Yarra River catchment causing the waterway to overflow into surrounding areas. A significant number of business and residential buildings are at risk of flooding.

Southbank has a high level of urban development, meaning that rain water is not readily absorbed into the soil and tends to run off towards lower lying areas. During high intensity rainfall (more than 20 millimetres per hour, as can occur during thunderstorms) the amount of run off can lead to stormwater drains overflowing, causing flash flooding. Flash flooding occurs with little warning, only lasts a short time and can cause severe localised damage. Even minor changes in blocked or clear drainage (through rubbish, high tide or leaves for example) can affect where flooding occurs.

In the future, the flood risk in these areas could increase due to higher intensity rain and rising sea-levels resulting from climate change.

### Did you know?

The Great Flood of 1891 affected riverside suburbs from Southbank through to Collingwood, Richmond and Prahran when the Yarra River rose 14 metres above its normal level in some areas. The flooding left approximately 3,000 people homeless.

Since then, drains and infrastructure improvements have reduced the risk of a repeated event of that scale. Find out about recent work on drainage at [melbourne.vic.gov.au](http://melbourne.vic.gov.au) and to learn more about what the council advises when preparing for floods or storms.

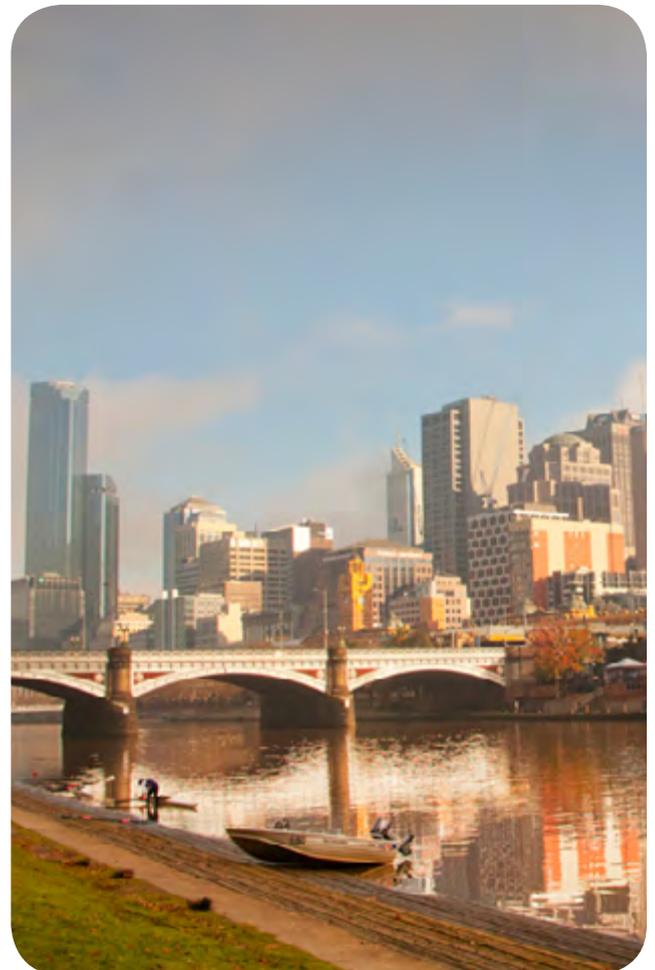
While no two floods are the same, floods like this or worse could occur again. Knowing what to do can save your life and help protect your property. Southbank residents should be aware of flood risks, be prepared and have their emergency plans ready when flooding occurs.

### Yarra River Flood Levels at the Spencer Street Gauge

When the Bureau of Meteorology issues flood warnings for Yarra River flooding which may affect Southbank, they include a prediction of the flood height at the Spencer Street Gauge. While no two floods are the same, the following table can give you an indication of what you can expect at certain heights, including when your access may be cut off and when your property may be affected. This gauge may also be affected by tidal flows which may affect the river height and the below is a guide only.

Southbank may also be affected by flash flooding. With the nature of flash flooding, warnings may not be issued so it is vital that you know what to do to stay safe when flooding starts.

2.24 m	<b>July 1891 flood level</b>	Floods above major flood level (1.6 metres) result in flooding of buildings, road inundation and disruption to the public transport system. Water exceeds depths of 0.3 metres on Sturt Street, Moore Street, Kings Street, Moray Street, City Road, Kavanagh Street, Queensbridge Street, Whiteman Street, Clarendon Street, as well as others in the area. Tram services on routes 1, 55, 96, 109, 112 are likely to be affected. Major flood level is shown on the map on page 2.
1.60 m	<b>Major Flood Level</b>	
1.37 m	<b>February 2005 flood level</b>	At floods above moderate flood level (1.3 metres), the ground floor level of some buildings become inundated. Victorian College of the Arts Secondary School on Miles Street and the MFC Station on Moray Street become affected by flooding on the road. Tram Services on Routes 55, 96, 109 and 112 are likely to be affected by flooding. Water exceeds depths of 30 centimetres on Moore Street, Miles Street, Kings Street, Moray Street, Hancock Street, Catherine Street, Clarke Street, Haig Lane, City Road, Balston Street, Queensbridge Street, Whiteman Street and Clarendon Street.
1.30 m	<b>Moderate Flood Level</b>	
		At minor flood level, the Yarra Promenade begins to flood.
1.10 m	<b>Minor Flood Level</b>	
1.05 m		Flood water inundates Queensbridge Street near Power Street



# 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.

A **Flood Warning** means flooding is about to happen or is already happening. There are minor, moderate and major flood warnings.

### A Minor Flood Warning means floodwater can:

- Reach the top of the river banks.
- 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.

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 during a flood.

### 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. City of Melbourne 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 warning.
- Results from heavy rainfall during short severe storms.

**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 City of Melbourne residents 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 Kensington and Southbank

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

- Yarra River

*See page 6: Spencer Street Gauge*

- Maribyrnong River

*See page 4: Maribyrnong Gauge at Maribyrnong*

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

Use the tables on pages 4 or 6 to figure out when you need to start following your flood emergency plan.

## 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.

### NOW – before a flood

- Check if your home or business is subject to flooding. For more information, contact the City of Melbourne.
- 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 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](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.
- 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

Victoria State Emergency Service (SES) is a volunteer based emergency service provider. 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 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](http://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 the City of Melbourne 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://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**

**VicEmergency**

Victorian emergency warnings

[emergency.vic.gov.au](http://emergency.vic.gov.au)

**Bureau of Meteorology (BoM)**

Weather information, forecasts, warnings

**1300 659 217**  
[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>

**Internet Relay** users log into

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

**VicRoads**

Road closures and hazard reporting service

**13 11 70**  
[vicroads.vic.gov.au](http://vicroads.vic.gov.au)

## City of Melbourne Contact Details

Ph: (03) 9658 9658  
 Fax: (03) 9654 4854  
 Web: [melbourne.vic.gov.au](http://melbourne.vic.gov.au)  
 TTY: 133 677 then ask for (03) 9658 9658  
 Speak and Listen: 1300 555 727 then ask for (03) 9658 9658.

**Weather District:** Central

**Catchment:** Melbourne Water

## Emergency Broadcasters

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

- ABC Radio 774 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: \_\_\_\_\_