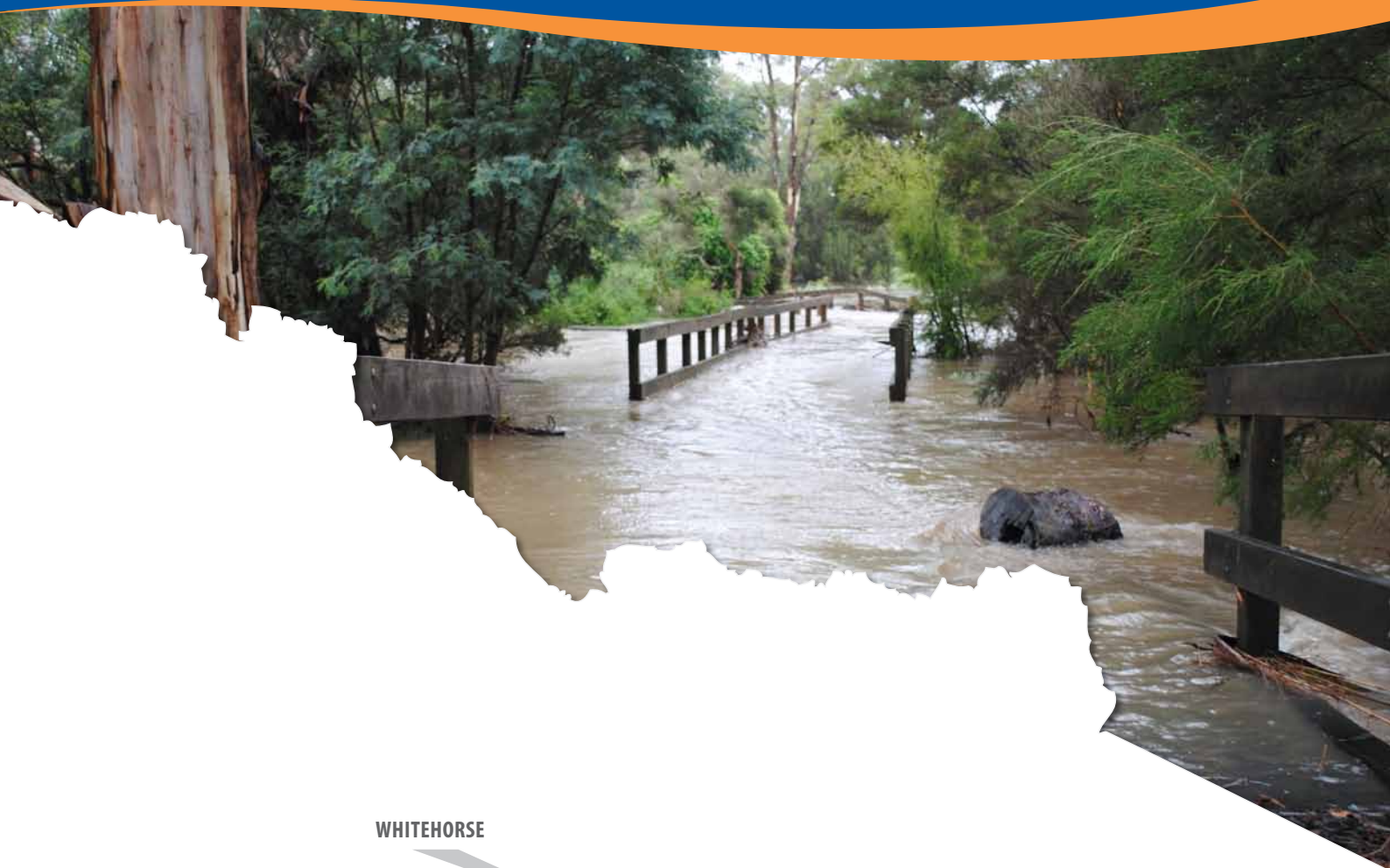




Local Flood Guide Whitehorse



Flood information for Blackburn Lake at the City of Whitehorse



WHITEHORSE

CITY OF



FLOOD STORM
EMERGENCY **132 500**

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

The Whitehorse Local Area

The City of Whitehorse is located approximately 15 kilometres from Melbourne CBD and covers an area of just under 65 square kilometres and has over 150,000 residents.

Waterways in the area include Gardiners Creek, Dandenong Creek, Koonung Creek and the smaller tributaries that branch off from these three creeks. The land is hilly in nature with many valleys, making some areas susceptible to flash flooding from heavy rainfall.

The map below shows the City's boundaries and suburbs as well as the major waterways and the potential impact of major flooding in the area:

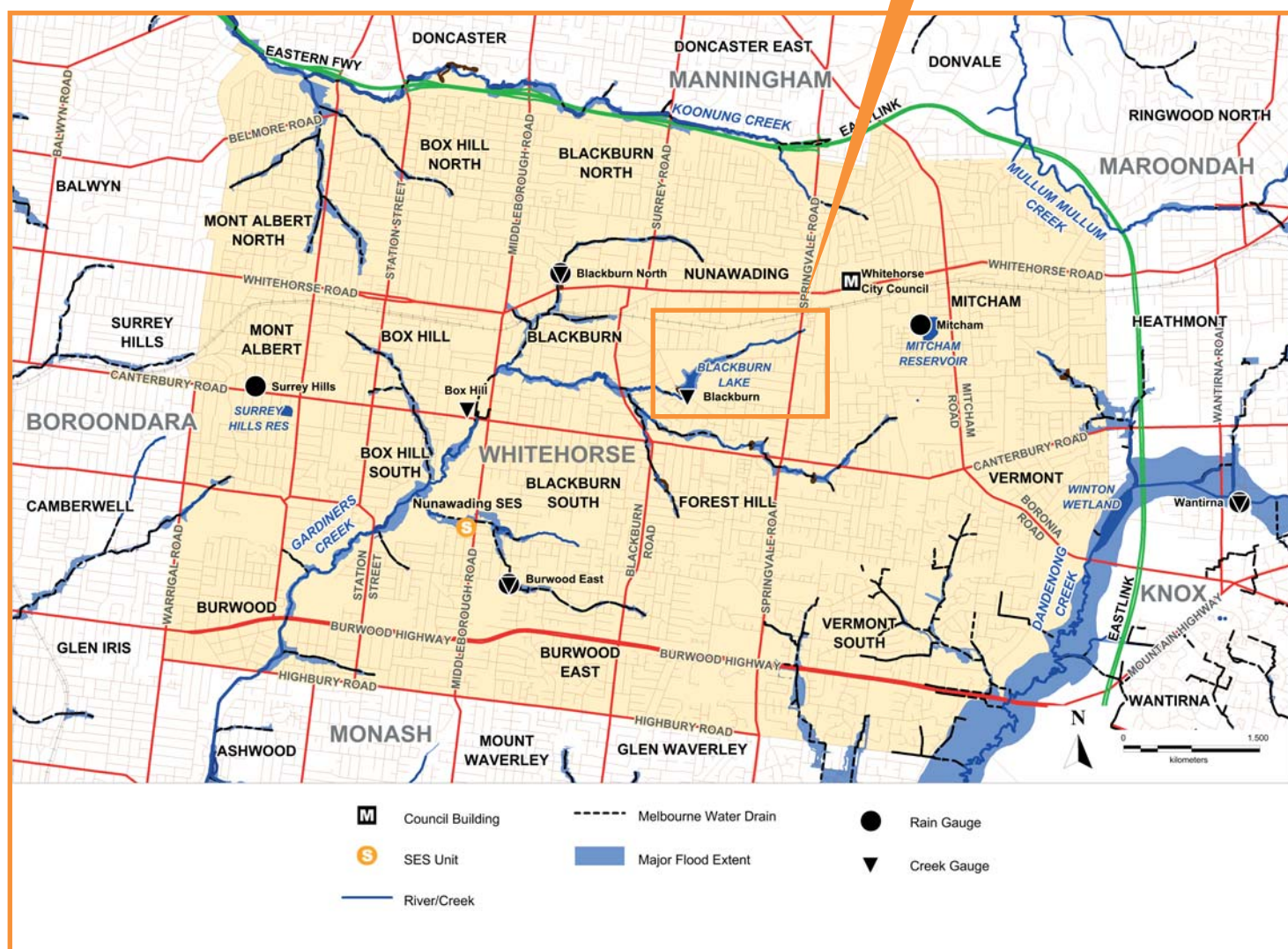
Your local emergency broadcasters are:

- ABC Radio 774 AM
- Stereo 974 97.4 FM
- SKY NEWS Television

City of Whitehorse Contact details:

Phone: 9262 6333
 Fax: 9262 6490
 Email: Customer.service@whitehorse.vic.gov.au
 TTY: 6262 6325
 Telephone Interpreter Service
 (TIS): 131 450 then ask for Whitehorse City Council

See detailed map on page 3



Disclaimer

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Your Local Flood Information

Know your risk

Are you at risk of flood?

Following development and urbanisation of the area, flooding has become more frequent and more intense within the City of Whitehorse than in the past.

Flooding in the area can be caused by:

- Overtopping of waterways and lakes causing flooding in low-lying areas close to these waterways due to prolonged rainfall; or
- Flash flooding from heavy rainfall associated with severe storms or severe weather events.

If you live close to a creek, river or in a low-lying area you may be at risk from floods.

Even if you are not directly affected you may still have to detour around flooded areas

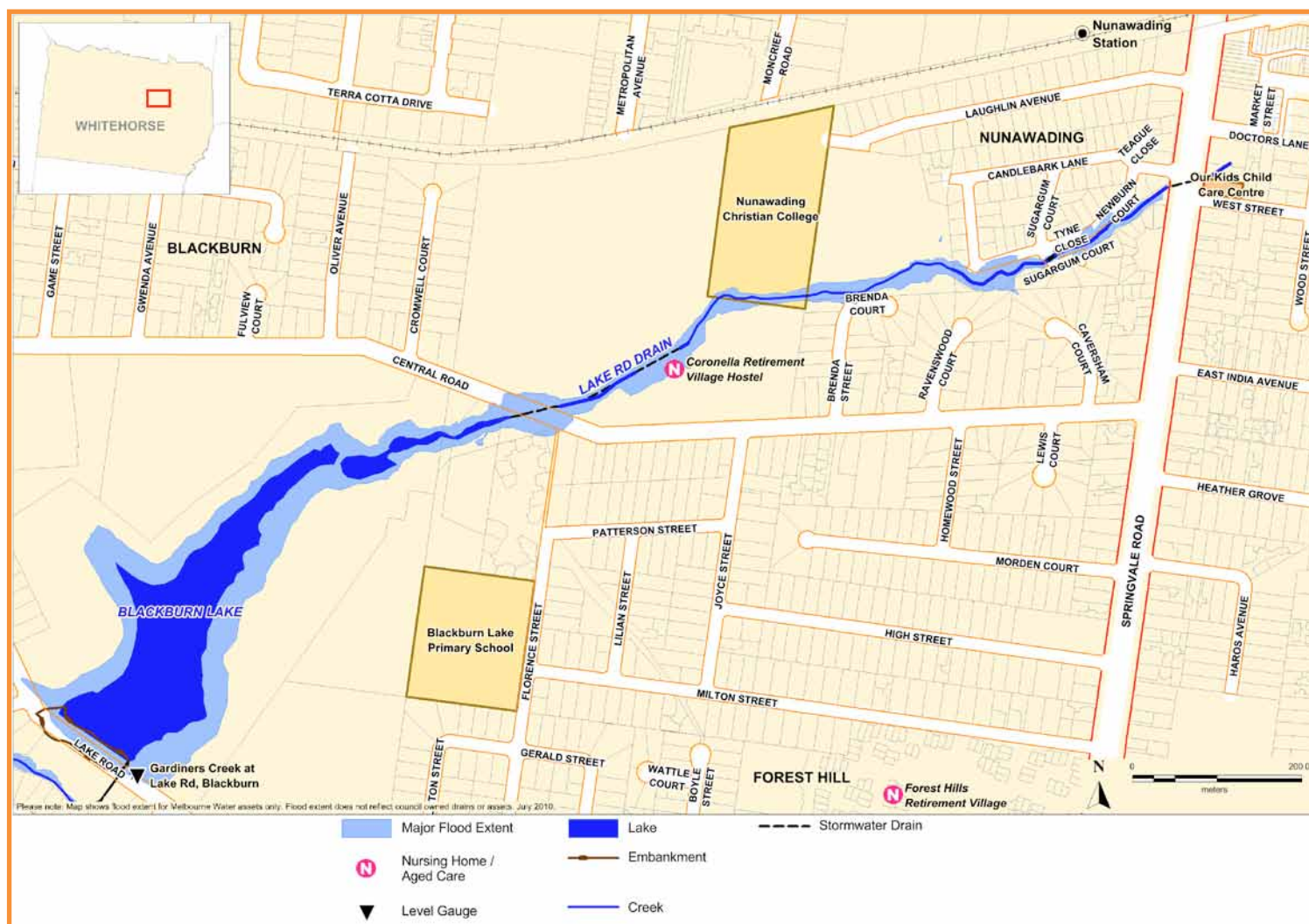
Blackburn Lake

Blackburn Lake straddles the north-eastern edge of Lake Road in Blackburn between Halley Street and Naughton Grove.

Historical records show that heavy rainfall over a short period of time can cause flash flooding in and around the Blackburn/Nunawading areas, and prolonged rainfall events may cause the Blackburn Lake and Lake Road drain to flood.

As the water within the Blackburn Lake can rise very rapidly there is generally very little opportunity for advance warnings to be issued to residents.

In this situation it is important to be aware of the risks and have your personal emergency plans ready for when flooding does occur. The map below shows the potential effect of flooding along Blackburn Lake and the Lake Road Dam in a major flood event:



Did you know?

The City of Whitehorse has experienced several major floods affecting the area in the past, usually resulting from heavy rainfall associated with storms, including:

- December 2003 when over 80mm of rain fell in a very short time period causing a devastating flash flood event.
- February 2005 when over 100mm of rainfall over 24 hours caused flash flooding as well as high winds bringing trees down in the area. Clean-up efforts in the area lasted a month following the storm.
- December 2007 when 100mm of rain fell over two days in the area causing flash flooding. During this, Nunawading was the third most affected area in Melbourne with 275 calls for assistance to the Victoria State Emergency Service (SES) over the two days.

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

About Flood Warnings

What warnings mean

Flood Watches and **Flood 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:

- 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.

The 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.

Listen to Severe Thunderstorm and Severe Weather warnings for your area. If you hear a warning, check the Bureau of Meteorology and Victoria State Emergency Service for information and advice.

Flash flooding: occurs because rain falls faster than the ground has the ability to absorb, causing water run-off into low-lying areas and into local drainage systems unable to cope with the volume of water. This results in water rising rapidly and flowing powerfully and quickly.

Flash flooding:

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

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 Whitehorse community through the Emergency Alert telephone warning system. All Emergency Services 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.

Leaving 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 e.g. a second story. Stay there and call 000 (Triple Zero) if your emergency is life-threatening.

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

NOW - before a flood

- Check if your home or business is subject to flooding. For more information, contact The City of Whitehorse.
- 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.

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** - 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.

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

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:

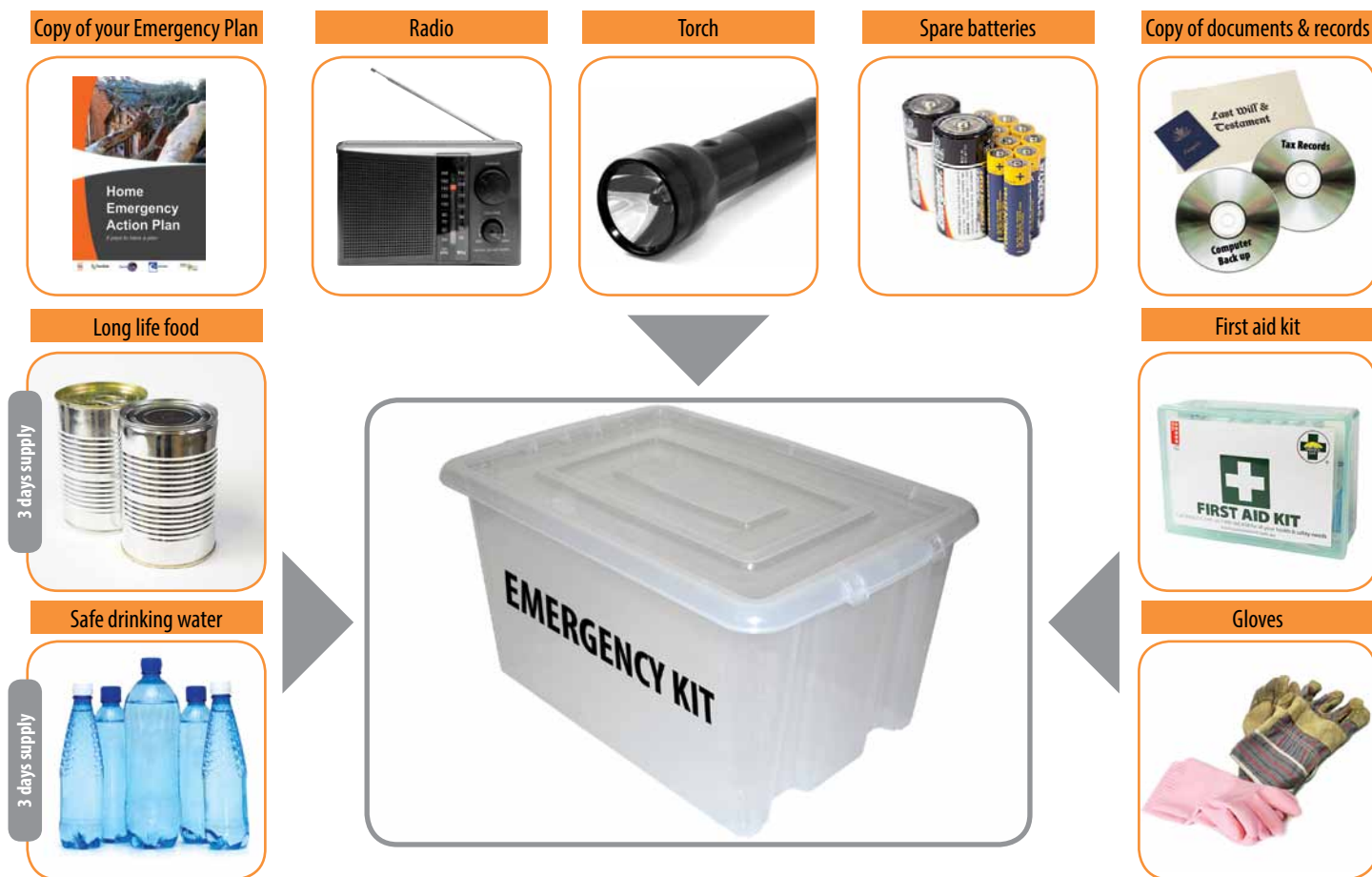
- The types of emergencies that might affect you.
- How those emergencies might affect you.
- What you will do before, during and after an emergency.
- Where to get more information.
- Where you will go if you evacuate and the best way to go in different circumstances.
- A list of phone numbers you will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



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

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.

<input type="checkbox"/> Special needs	_____
<input type="checkbox"/> Photos	_____
<input type="checkbox"/> Family Keepsakes	_____
<input type="checkbox"/> Valuables	_____
<input type="checkbox"/> Documents	_____
<input type="checkbox"/> 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 000 (triple zero).
- **For emergency help from the SES in floods and storms call 132 500.**
- Stay away from all waterways including drains and culverts.
- Stay away from fallen power lines – electricity travels easily through water.
- Be aware that animals, snakes, rats, spiders and other pests may be on the move during a flood - they can come into houses and other buildings or hide around sandbags.
- Keep in contact with neighbours.
- Be prepared to act quickly.

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 stay healthy.

How SES helps the community

The Victoria State Emergency Service (SES) is a volunteer based emergency service. Although our 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 a SES Home Emergency Plan by visiting www.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 www.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.

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 emergency assistance, call 132 500 for SES.
- ☐ 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 City of Whitehorse for information and advice.
- ☐ Have all electrical and gas equipment professionally tested before use.

For more information visit:

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

Emergency Contacts

Life threatening Emergency
Police fire ambulance

000 Triple Zero
TTY106

Victoria State Emergency Service (SES)

For flood / storm emergency calls

132 500

SES Information Line

Operates during major floods or storms

1300 842 737
1300 VIC SES
www.ses.vic.gov.au

Bureau of Meteorology (BoM)

Weather Information, forecasts, warnings

1300 659 217
www.bom.gov.au

National Relay Service (NRS)

www.relayservice.com.au

The deaf, hearing or speech impaired can call SES or 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
www.vicroads.vic.gov.au

City of Whitehorse Contact Details

Phone: **9262 6333**
Fax: 9262 6490
Email: Customer.service@whitehorse.vov.au

Weather District: Central District

Catchment: Melbourne

Emergency Broadcasters

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

- ABC Radio 774 AM
- Stereo 974 97.4 FM
- SKY NEWS

**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: _____