Maroondah Flood Mapping

Community Consultation Report

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1. Background

Council has been working with Melbourne Water to develop an updated flood map of Maroondah. This map will inform how Council manages its stormwater maintenance program, emergency management planning and capital works projects. It will also assist us in assessing future development across Maroondah.

Significant rainfall events are becoming more common. Council's stormwater drainage network is designed to cater for most storm events, however in significant events the capacity of all stormwater drainage network can be exceeded, leading to stormwater flowing over land, along roads, through reserves and through private property depending on the landscape of the surrounding land.

Council endeavours to minimise the impact of over land flow paths on private property and dwellings where possible. Understanding the areas affected is critical to reducing the impact of flooding on the community and will assist both Council and residents to prepare and plan for future developments and infrastructure improvement works.

A flood mapping video was created to provide further information to the community. This video can be viewed on YouTube.

Letters were sent out to residents and property owners within the flood mapping area with information on the consultation, encouraging them to view the flood map and informative video and provide their feedback and experiences on flooding in their area and on their property.

Residents and property owners were given the opportunity to comment on their experiences with flooding on their property and submit any documentation (photos/videos) to detail their experiences.

Residents were also given the opportunity to book in to speak with Council's Integrated Water Engineer about the flood mapping and raise any queries or concerns. This was able to be done by phone or in person.

As this consultation was direct to a specific group of residents/property owners, no broader consultation was undertaken. At this stage no broad consultation will be undertaken while the properties affected by the flood mapping are consulted.

2. Community consultation

2.1 Communication channels

A range of communication channels were used to promote the consultation opportunities.

Communication Channel	Reach Statistics
Letter to residents with FAQ's brochure delivered by Australia Post	2608 residential properties directly affected by the flood mapping results.
Your Say Maroondah online engagement portal	Residents were encouraged to scan the QR code provided on the letter to view the flood map and provide their experiences with flooding. There were a total of 1963 visits to the Your Say project page.

2.2 Consultation tools

Consultation tools	Description	Outcomes
Online	Your Say Maroondah	1,963 visits to Your Say pages 131 survey responses 444 video views 245 FAQ's views
Email/Post	Email/Letter submission/feedback	37
Telephone consultation	Telephone consultation with Council's Engineer	81
In-person consultation	In-person consultation with Council's Engineer	42

3. Community feedback

3.1 Key themes

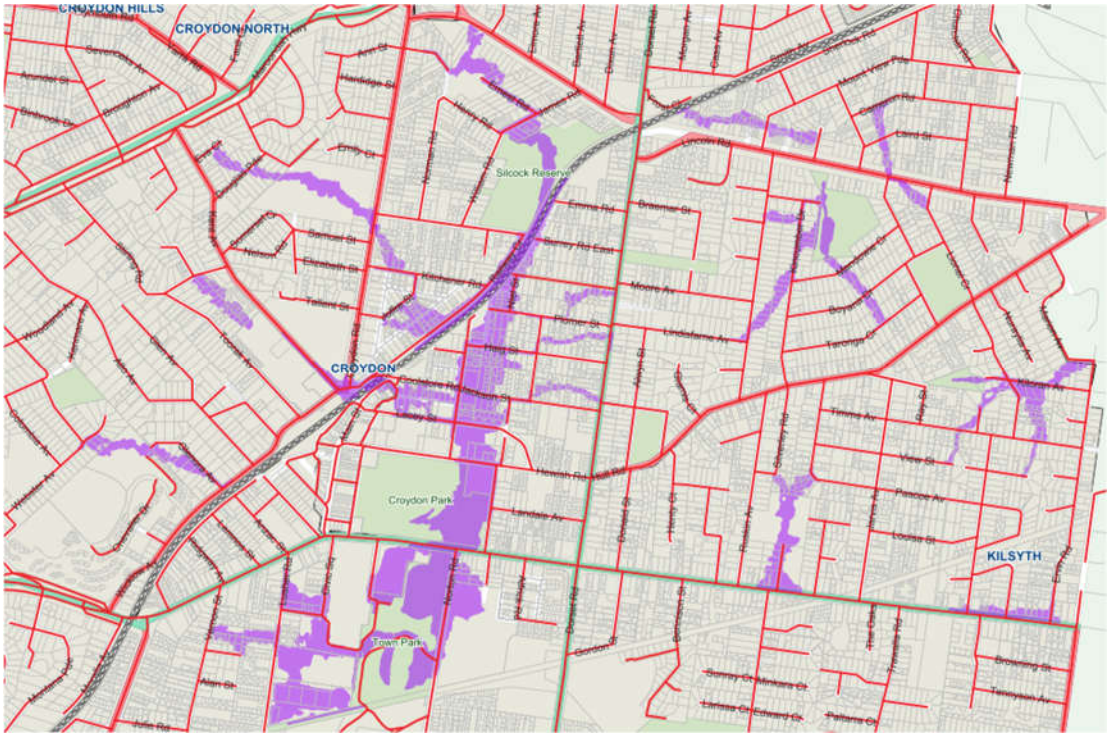
Visitors to the project page on the Your Say Maroondah engagement website were asked to provide their feedback on flooding on their property. Below are the key themes that came out of the written feedback:

- Raised drainage maintenance or drainage investigation issues
- Reported experiences of historic impacts in-line with the modelling
- Reported no experiences or recollection of historic impacts
- Wanted to understand how the modelling generally works
- Questions about Council's plans for infrastructure upgrades
- Further queries on FAQ items of insurance and property value impact
- Discussion on terminology around flooding, overland flow, flash flooding etc - associated insurance implications

3.2 Ward feedback

Wicklow Ward

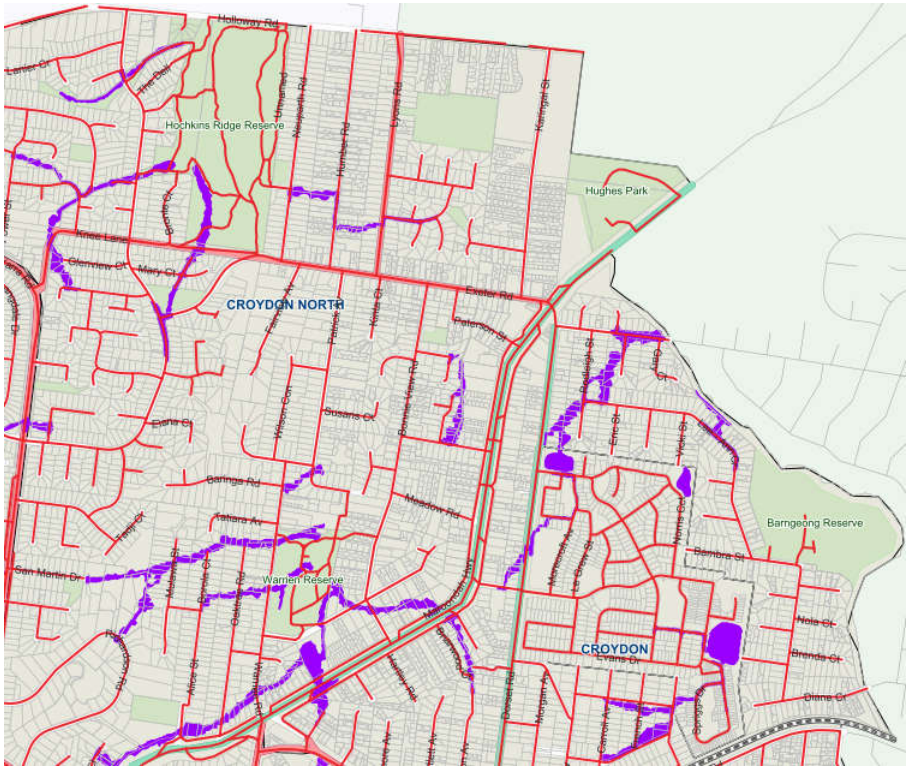
Consultation Period - 18 May 2022 to 30 June 2022



Properties Impacted	**553**
Unique Letters	523
Your Say Submissions	15
Phone Calls	15
Face-to-face meetings	3
Email/Letter	8
Total Feedback	41
Percentage	8%
Pull-out quotes	*"Now that you have identified all properties within a flood extent, what is planned to mitigate this risk?"* *"Has experienced flooding - 15mins of heavy rain - water enters the driveway"*

Barngeong Ward

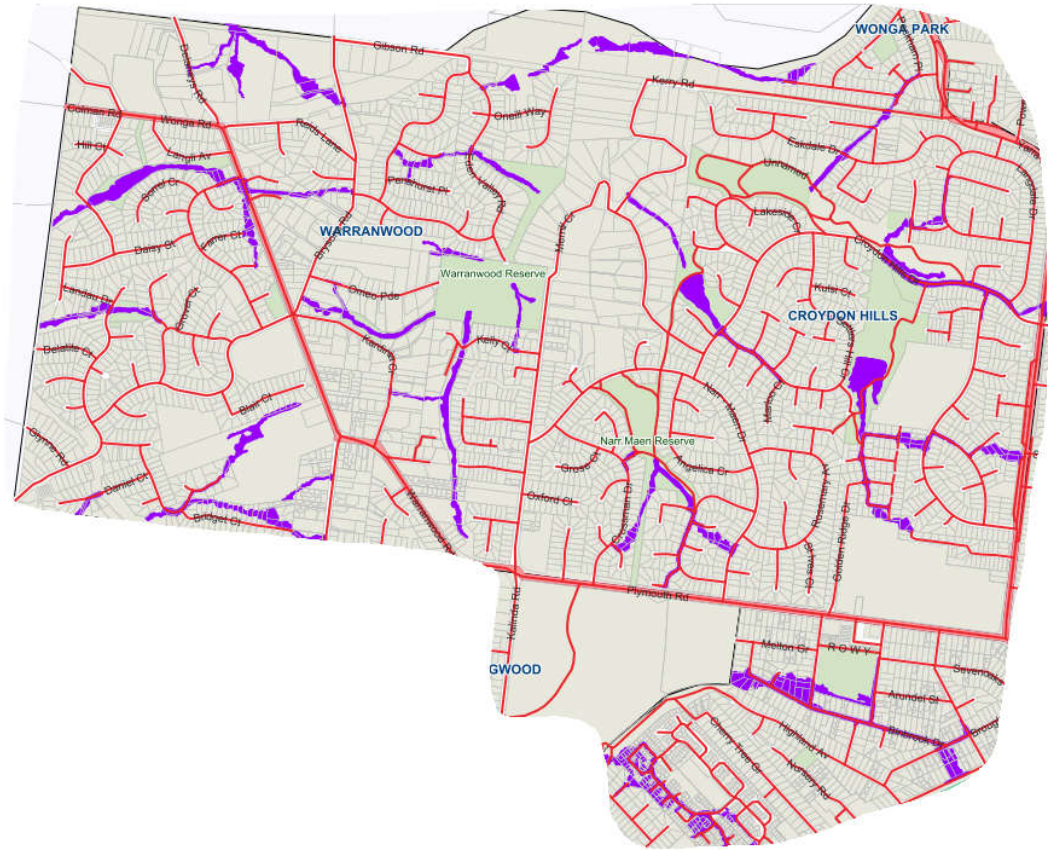
Consultation Period - 8 Aug 2022 to 21 Sep 2022



Properties Impacted	**260**
Unique Letters	235
Your Say Submissions	12
Phone Calls	11
Face-to-face meetings	7
Email/Letter	11
Total Feedback	41
Percentage	17%
Points of interest	*Highest proportion of interested owners* *Re-reviewed area on steep terrain - Richardson Rd* *Identified one of the flood occurrences was during the major storm of 29 December 2016. Completed drainage improvement works to address the frequent nuisance flooding identified.*

Yarrunga Ward

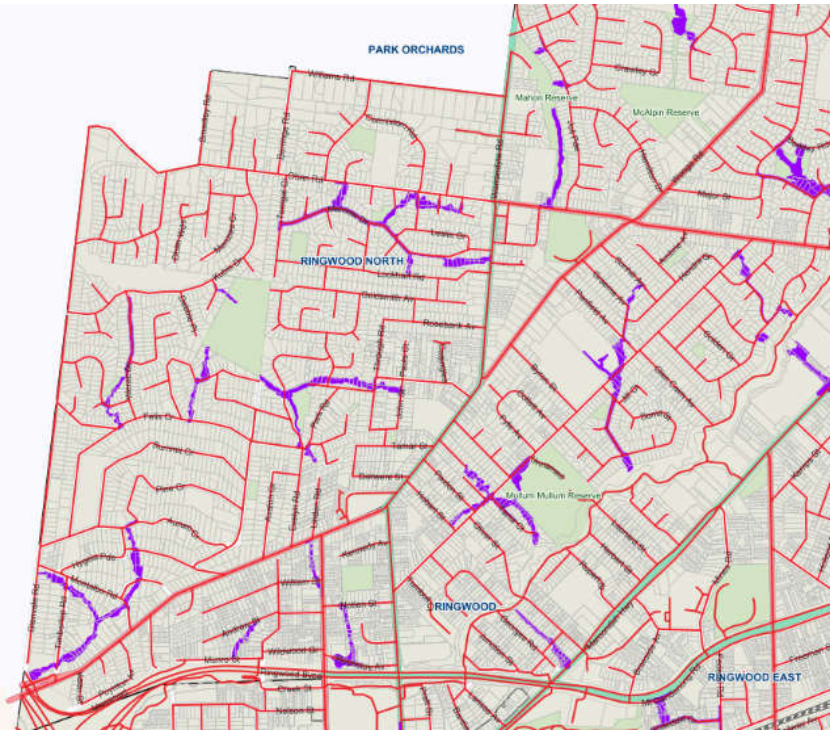
Consultation Period - 8 Aug 2022 to 21 Sep 2022



Properties Impacted	**291**
Unique Letters	248
YourSay Submissions	14
Phone Calls	8
Face-to-face meetings	5
Email/Letter	1
Total Feedback	28
Percentage	11%
Pull-out quotes	*"We have to report only one flood type incident which occurred probably around the mid to late 1980's or maybe early 1990's where during heavy rain a significant water torrent occurred… The water's path on that occasion equates almost exactly with the western edge of your flood map."*

Wonga Ward

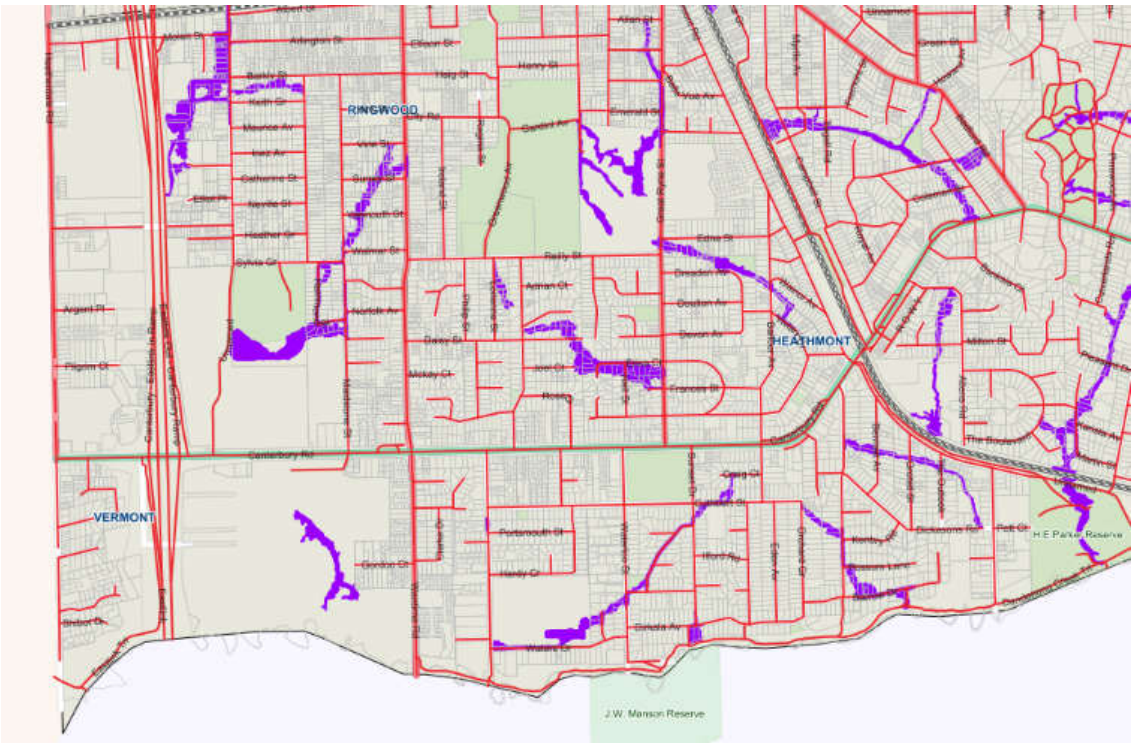
Consultation Period - 30 Sep 2022 to 3 Nov 2022



Properties Impacted	**261**
Unique Letters	228
YourSay Submissions	16
Phone Calls	2
Face-to-face meetings	5
Email/Letter	2
Total Feedback	25
Percentage	10%
Pull-out quote	*"When it rains we have a little stream of water running along the valley between our property and the neighbour (it used to be a creek). Our neighbour has lived here for 40 years and remembers this valley being flooded regularly before the creek was diverted underground. As our block is steep I am not worried for our house as the water continues to flow down the valley being the lowest point."*

Jubilee Ward

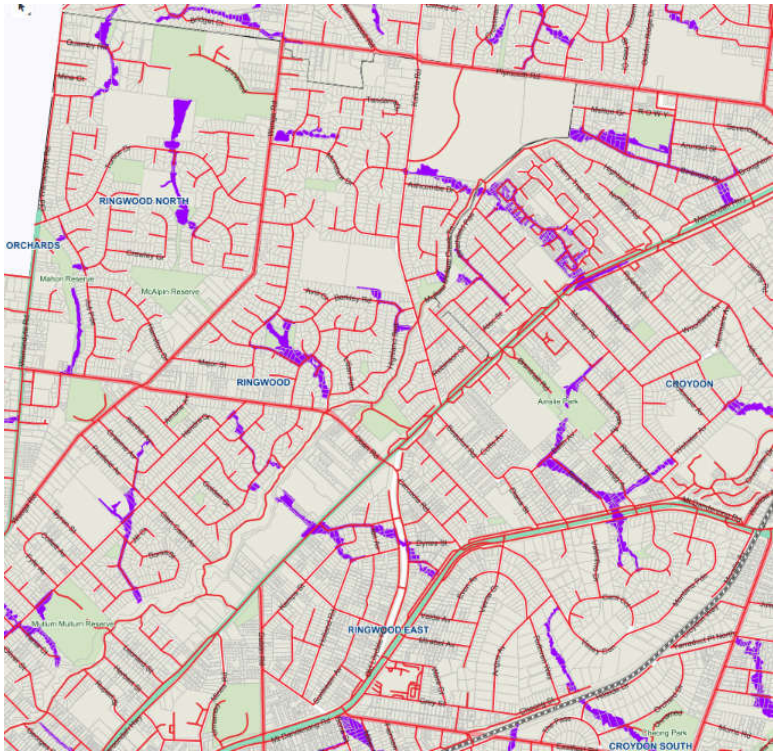
Consultation Period - 30 Sep 2022 to 3 Nov 2022



Properties Impacted	**264**
Unique Letters	242
YourSay Submissions	19
Phone Calls	3
Face-to-face meetings	3
Email/Letter	2
Total Feedback	27
Percentage	11%
Pull-out quote	*"It is encouraging the map represents exactly my experience over many years. During heavy downpours substantial water flows through from Possum Lane properties onto my block resulting in excessive surface water on my block and under my house taking several hours to clear."*

McAlpin Ward

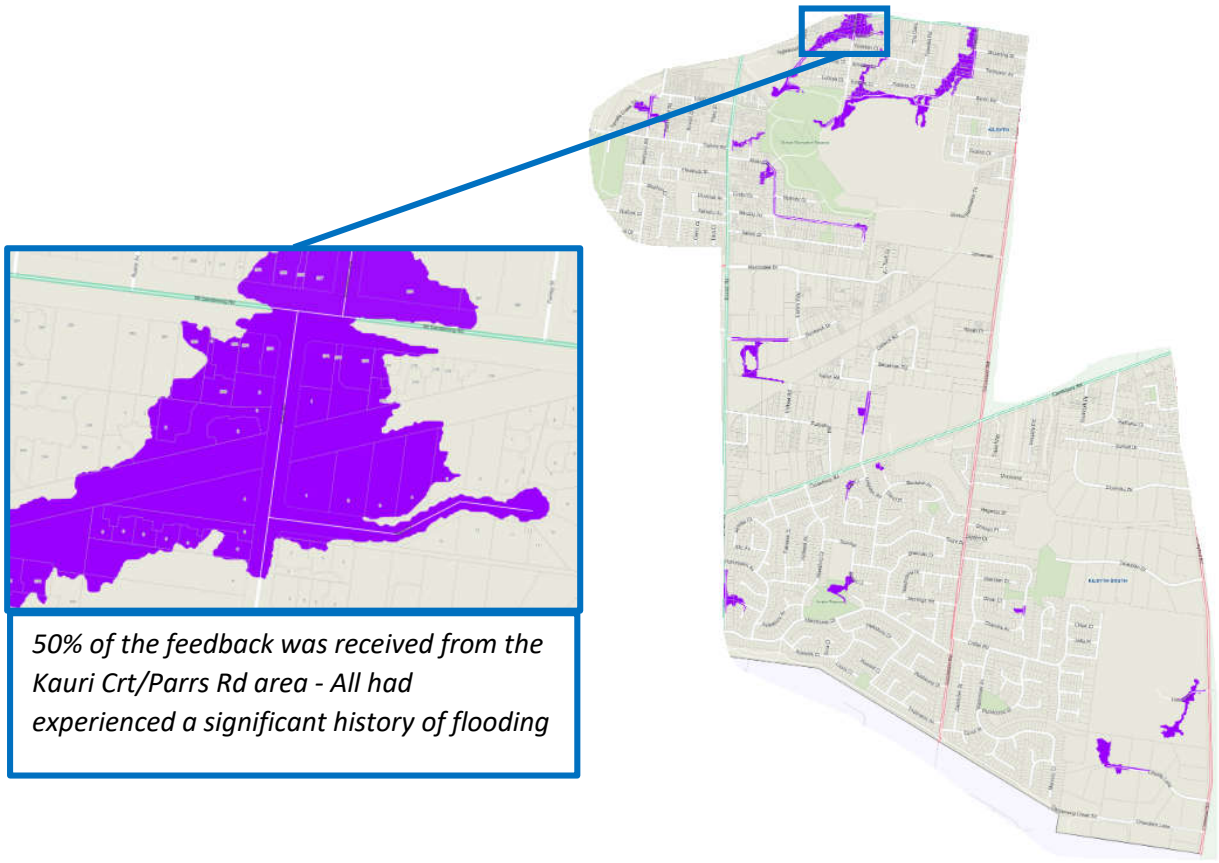
Consultation Period - 30 Sep 2022 to 3 Nov 2022



Properties Impacted	**190**
Unique Letters	182
YourSay Submissions	13
Phone Calls	10
Face-to-face meetings	10
Email/Letter	5
Total Feedback	38
Percentage	21%
Pull-out quotes	*"The Council is to be commended for undertaking the flood modelling on areas identified in a number of areas.* *It is recognized that water flows downhill, that there is a finite capacity within the existing drainage infrastructure and that it is important for residents to be aware of the potential impacts of excess stormwater when the system capacity is exceeded."* *"We have lived at this address for nearly thirty years and the flooding through our property has been a constant problem."*

Bungalook Ward

Consultation Period - 13 Feb 2023 to 30 Mar 2023

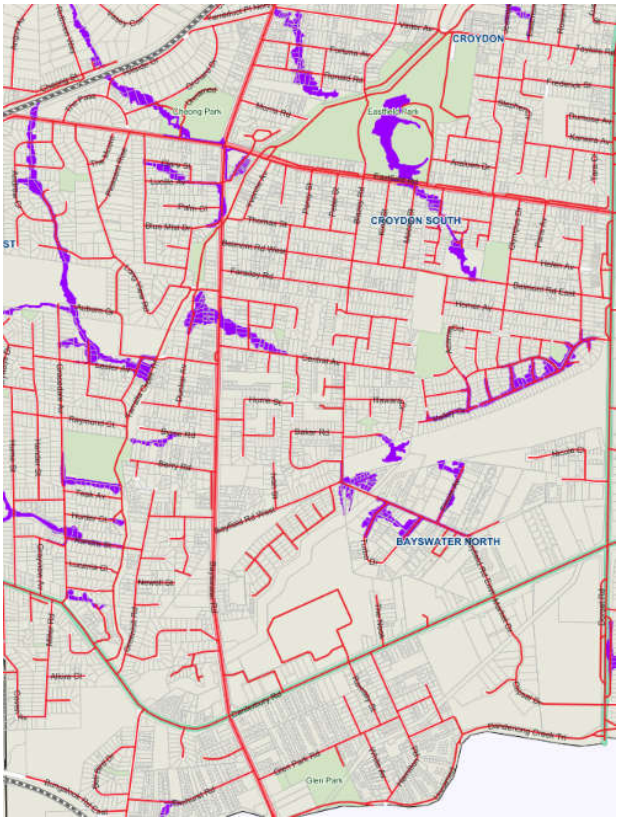


50% of the feedback was received from the Kauri Crt/Parrs Rd area - All had experienced a significant history of flooding

Properties Impacted	**169**
Unique Letters	152
YourSay Submissions	4
Phone Calls	8
Face-to-face meetings	1
Email/Letter	2
Total Feedback	15
Percentage	10%

Tarralla Ward

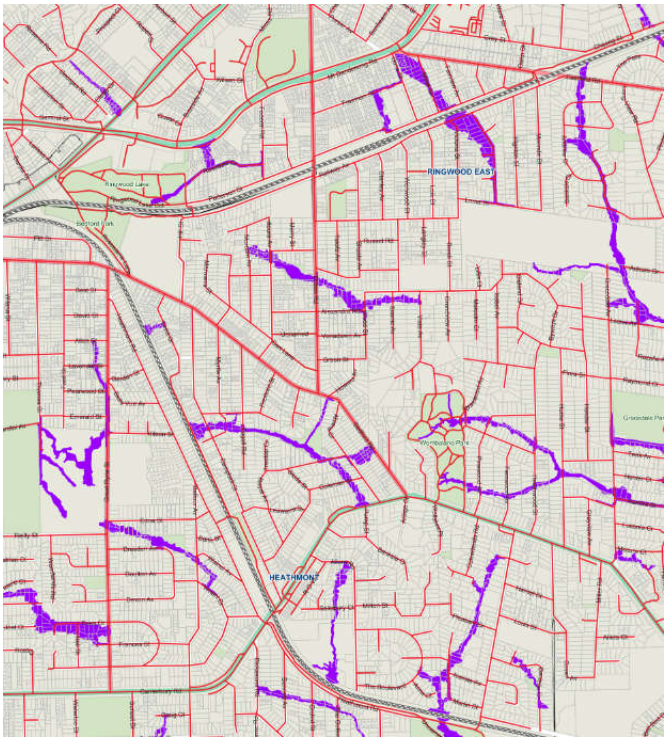
Consultation Period - 13 Feb 2023 to 30 Mar 2023



Properties Impacted	**321**
Unique Letters	303
YourSay Submissions	11
Phone Calls	14
Face-to-face meetings	2
Email/Letter	5
Total Feedback	32
Percentage	11%
Pull-out quote	*"We are pleased to see evidence that MCC is fulfilling its obligations as a local authority in planning for the future. We have witnessed more severe/intense rainfall events in recent years, including this year."* *"Vicki highlighted a hesitation in contacting Council to identify their property being flood impacted, however was glad that she did."*

Wombolano Ward

Consultation Period - 13 Feb 2023 to 30 Mar 2023



Properties Impacted	**299**
Unique Letters	282
YourSay Submissions	16
Phone Calls	10
Face-to-face meetings	6
Email/Letter	1
Total Feedback	30
Percentage	11%
Pull-out quotes	*"We have lived at this property for 35 years and have seen the area indicated on the flood map for our property in flood twice, both times when it was extremely heavy prolonged rain."* *"This does make sense to some extent as, in 8 years at the property, we have experienced large water flows at times."*

4. Minor Amendments

During the consultation two locations were raised that, when reviewed in detail, resulted in minor amendments to the mapping.

The locations and justification are as follows:

- Richardson Road / Rustic Rise / Mulawa Street, Croydon North. The land is subject to steep terrain with significant tree canopy. A site inspection completed that verified there was no defined gully for the concentrated overland flows/surface water flooding. It was determined that based on the site topography the flood map would be amended as follows:
    - Twelve (12) properties were removed from the flood map.
- Aurum Crescent / The Glade, Ringwood North. A site inspection verified that the roadway where the model showed breakaway flows entering private property had significant capacity to retain and channel flows within the road reserve. It was determined that based on the localised topography and infrastructure the flood map would be amended as follows:
    - Three (3) properties were removed from the flood map.

Furthermore, during the consultation period a major Council flood mitigation project was completed. The completion of the fourth and final stage of the Scenic Avenue Flood Mitigation Works resulted in the mitigation of flooding across thirty three (33) properties in Alexandra Road, Scenic Avenue and Vista Avenue, Ringwood East. At completion of the flood mitigation works, remodelling of the drainage catchment determined that the thirty three (33) properties previously included in the draft flood map were no longer subject to flooding and accordingly were removed from the flood extent.

5. Conclusion

Feedback received during the flood map community consultation, including direct discussions with residents, improved the overall understanding of flood impact to property and resulted in improvements to the draft flood map information through amendments as detailed in Section 4 of this report.

The feedback received from residents in relation to their experiences with flooding on their properties also added to Council's verification of the accuracy of the flood map information.

The information obtained has been incorporated into an amended Flood Map and will also be utilised as part of Council's flood mitigation works planning.

It is considered that the information obtained through the consultation process confirmed the accuracy of the flood map information. Where Council's draft flood map information differed from the experience of the residents a review to consider the new information, and confirm the accuracy of the flood map data based on the information, was completed and amendments to the flood map were made as required.