

Maribyrnong River Flood Review

Submission Template

How to use this template

This template has been created to assist you with your email or postal submission to the Maribyrnong River Flood Review. It guides you through what information to provide, based on the scope of the review.

You can lodge a submission by:

1. Completing this template and sending it to maribyrnongriver.floodreview@melbournewater.com.au (with subject line 'Submission to flood review') or Maribyrnong River Flood Review, PO Box 4342, MELBOURNE, VIC, 3001
2. [Completing the online form on the flood review website.](#) The online form contains the same questions as this template but it a guided process.
3. Writing a submission without using the template and sending it to maribyrnongriver.floodreview@melbournewater.com.au or Maribyrnong River Flood Review, PO Box 4342, MELBOURNE, VIC, 3001. If you use your own format, please remember to provide your name, phone number and email.

What to include in your submission

Submissions should outline:

- your interest in the review
- how you were impacted by the Maribyrnong River flood event
- the issues and information you would like the independent Review Panel to consider.

You can provide supporting documents, such as photos, as part of your submission.

The information you provide in your submission should be within the scope of the review as contained in the [Maribyrnong River Flood Review Terms of Reference](#) and focus on the following factors:

- the causes and contributors to the Flood Event in the urban catchment, including any potential impacts of the Flemington Racecourse Flood Wall on the extent and duration of the Flood Event;
- any impact of prior works or activities in the urban catchment on flood levels and extent during the Flood Event; and
- whether any other matters may have significantly contributed to the Flood Event.

For more information on the scope of the review, visit the Maribyrnong River Flood Review website.

If you have information to share that is outside of the scope of the review, you can provide this by [Sharing your Story on the Maribyrnong River Flood Review website](#) or at a community information session.

Maribyrnong River Flood Review

Submission Form



Contact information

Your contact details must be included to make a valid submission. For more information on why this information is needed see the Privacy Collection Notice at the end of this form.

Name

Phone

Email

Your interest in the review

What is your interest in the review? (select one)

- ☒ My property was flooded (complete the section 'How you were impacted')
- ☐ I live close to the areas flooded
- ☐ Other interest, please describe: [Click or tap here to enter text.](#)

How you were impacted

Only complete this section if your property was flooded during the Maribyrnong River flood event

1. Property address

2. Property type:

- ☒ Residence (go to Q3)
- ☐ Investment property (go to Q7)
- ☐ Business (go to Q8)
- ☐ Public asset, e.g park, sportsfield, etc (go to 'Your Submission' section)
- ☐ Other, please describe (then go to 'Your Submission' section)
[Click or tap here to enter text.](#)

For residences only

- 3. Is this your usual place of residence? ☒ Yes ☐ No
- 4. Did you have to move out? ☒ Yes (go to Q5) ☐ No (go to 'Submission Details' section)
- 5. If Yes, are you still living elsewhere?
☒ Yes (go to Q6) ☐ No (go to 'Submission Details' section)
- 6. If Yes, do you intend to return? ☒ Yes ☐ No

How you were impacted continued

For investment properties only

7. Do you intend to keep or sell the property? ☐ Keep ☐ Sell

For businesses only

8. What is your business name? [Click or tap here to enter text.](#)

9. What does your business do? (e.g. café, shop, service station, industry, office, etc)
[Click or tap here to enter text.](#)

10. Did you have to close your business as a result of the flood?

☐ Yes (go to Q8) ☐ No (go to 'Your Submission' section)

11. Have you been able to reopen your business yet?

☐ Yes (go to 'Your Submission' section) ☐ No (go to Q9)

12. If No, do you intend to reopen your business? ☐ Yes ☐ No

Submission details

Use this section to provide any information that you would like to be considered by the Independent Review Panel.

The information you provide must be relevant to the scope of the review; for more information on the scope of the review refer to page 1 of this template.

If you have information to share that is outside of the scope of the review, you can do this by [Sharing your Story on the Maribyrnong River Flood Review website or at a community information session.](#)

Please note that text boxes will expand as you type. If you are using a printed copy of this form you can attach separate pages. You can also submit supporting information, such as images, with your submission.

There are a number of matters that should be considered as part of the Review.

Firstly, there is a need to significantly improve the flood warning system given to householders in close proximity to waterways. In our case, my wife and I live at [REDACTED]. We did not receive any warning either on the morning of the flood or in the lead up days. Our only indication of the rising floodwater was when a neighbour knocked on our front door at 6.30 am and told us to look out our back window. When we did, we saw a rapidly flowing river within a few metres of our back door. The floodwater continued rising over the next hours.

That we did not receive a warning seemed a surprise to the SES Regional Manager when we spoke with him at the Moonee Valley information session on 11 February. He was adamant that [REDACTED] was within the warning system area and that we should have received multiple warnings. This was definitely not the case and we are not aware of any resident having received a warning. In fact, when SES personnel did attend our Village after water had inundated villas, the fact they were there was only because they had been contacted by the [REDACTED] management.

The SES Regional Manager also told us that sandbags would have been available at the nearby Bunnings store the day before the flood. Again, we were given no

information in this regard. The fact that 4 months after the flood event, the SES Regional Manager appeared to be unaware of the failings of the warning system in the case of [REDACTED], is very much a concern. This would suggest both a poor warning operating system and poor subsequent communication inside the SES.

Secondly, the Review must turn its mind to the detail of the decision making that took place prior to the change in flood plain boundaries during the building of the [REDACTED]. This must include an examination of the reasons for the relaxation of the flood plain boundary (which meant over a hundred villas were then built on a previously designated flood plain) as well as which individuals were involved in making that decision. Of particular interest is who was the proponent of the change and on what basis a case for changing of the flood plain boundary was made, and to whom? The decision to sign off on the boundary change in 2016 is unlikely to have been initiated by Melbourne Water or the Moonee Valley Council by themselves. If not by them, then whom and on what basis? The significance of the decision to change the flood plain boundary cannot be overstated. It was the reason that the [REDACTED] were built in the first place even though at the time, long term residents of Avondale Heights had expressed their concerns to Council about the perils of building so close to the river.

Thirdly, while possibly outside of scope, a big reason why so many residents of [REDACTED] are now facing financial imposts is the amount of flood risk building insurance taken out by the [REDACTED] building owner. In the case of [REDACTED] we understand that there were a limited number of insurance companies prepared to offer flood risk insurance for the [REDACTED] development. The amount of flood risk insurance eventually obtained then proved to be insufficient to fund all the restoration process required at [REDACTED].

There would seem little doubt that, in the case of a major flood event such as what happened, [REDACTED] was under-insured. So much so, that the flood insurance available to the building owner only provided for 2 weeks of temporary relocation funding for impacted residents even though the restoration process on their damaged homes was estimated to take 6 months.

It is the view of a number of residents that the difficulty in obtaining adequate flood risk insurance possibly reflected the view of insurance companies at the time that there was a genuine risk associated with the change in the flood plain boundary. This, of course, proved to be true.

Thank you for the opportunity to have input to the Review.

Privacy collection notice

As part of the submission process you will be asked to provide your name, phone number and email, plus your address if you were directly impacted by flooding.

We're collecting this in case we need to verify or clarify the information you provide, including if the Review Panel wishes to conduct a one on one interview with you. It won't be used for any other purpose.

Our collection, use and disclosure of your personal information is regulated by Victorian privacy laws including the *Privacy and Data Protection Act 2014* (Vic).

Please note that all submissions are public documents and will be placed online as part of the Review Panel process. Any identifying information will be redacted, and your name and contact information will not be shared.

By making a submission, you consent to Melbourne Water collecting any personal information which you provide in, and with, your submission.

For more information about how Melbourne Water protects your privacy view our [Privacy Policy](#).