

From: [REDACTED]
To: [Maribyrnong River Flood Review](#)
Subject: FW: Submission to flood review
Date: Thursday, 16 February 2023 8:22:27 AM
Attachments: [Terms of Reference FINAL January 2023.pdf](#)

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Subject: Submission to flood review

The whole handling and engagement of the October flood even has been negligent from all levels by Melbourne Water from the [REDACTED] and all her appointed subordinate officers .

The duty of care from all appointed officers from senior to rank and file has been appalling and lacked duty of care – we are North of the Calder Hwy and there has been at least 6 separate Melbourne water officers attend at various times and hand ball issues regarding accumulated debris and erosion and damage elsewhere .

The point of direction was simply issue lies with Southern Rural Water that maintains and runs Rosslyn Dam and it was fill and spill .

Subsequent to the initial flood there was an invite to Melbourne Water representative to attend or ask the appointed officer to attend this was ignored .

The level of contempt and lack of duty of care inherit is just appalling from a statutory body that purports to be the custodians of the river and community minded .

In the complaint below Melbourne Water continues to purport in the media space that they are doing thisngs – well the media statements and reporting a false and misleading to say the least .

For reference a section from the water act:

The Victorian Water Act (1989) assigns management responsibility to Melbourne Water for all designated waterways and designated land within Melbourne Water's waterway management district, for the purposes detailed in the Act. Under Section 189 of the Act, Melbourne Water is obliged to develop and implement plans and programs and carry out works and activities to improve the social, cultural, ecological and economic values and health of water ecosystems, including their biodiversity, ecological functions, quality of water and other uses that depend on environmental condition.

The Melbourne water officer did not even bother to have interest in a datum point marker to check what the flood level was over and above a 1974 validated marker that was in place – that's the lack of interest and disgraceful care factor .

Outside all current officer engagement failings – the automated flood warnings were not timely or not accurate in real time , I even called Melbourne Water Diversion officer early on the day

and they advised no cause for concern on their flow meter readings .

I have lodged a separate complaint that is currently open and awaiting a response – and its with

The terms of reference clearly indicates that "The Review is focussed on the Flood Event as it relates to the urban catchment of the Maribyrnong River, defined as the part of the river within Greater Melbourne. Greater Melbourne is defined as the area within the Urban Growth Boundary".

Our area is not, repeat not, within the Urban Growth Boundary. See attached plan.

Noting for the record there has been at least 6 separate Melbourne Water Employee touch points that have attended the area with no support or resolution and they are aware of the locality surrounds of Keilor River Flats encompassing Arundel / Milburn road area .

Also for the record Melbourne Water states they are custodians of the river – well absolutely not considering the in action , lack of duty of care or diligence that I can provide you to date .

■ please also note the further miss representations noted on new postings :

<https://www.melbournewater.com.au/building-and-works/projects/supporting-residents-and-communities-through-flooding>

Our flood recovery efforts

Our recovery efforts focussed on conducting various works that included:

- clearing debris – “**Not Melbourne Waters responsibility** “
- assessing damage to critical infrastructure- **Nil**
- making repairs needed to keep our waterways and communities safe.-**Nil unsafe debris in tree height flood level posing public risk**

Crews were busy clearing litter and material from inlet and outlet structures and grated pits, removing fallen trees and repairing fallen fences throughout affected areas, including the Maribyrnong River precinct.-**Nil**

One-off water bill rebate

Greater Western Water and Melbourne Water have jointly provided a one-off \$600 bill rebate for eligible customers whose home or business was flooded above floor-level. More than 250 customers have already

received rebates, and Greater Western Water encourages any customers who think they are eligible to call [13 44 99](tel:134499) for more bill assistance options.

For more information head to the [Greater Western Water website](#).-Nil

Support for flood-affected residents

We understand that navigating the planning or building process to rebuild or refurbish your property following the October and November 2022 flood events could be challenging. To support our flood affected residents who may need initial advice on the planning or building process we can provide telephone or online meeting support and information services to help you navigate through the process. You can call [131 722](tel:131722) or email floodrecovery@melbournewater.com.au and an officer will get back to you within 2 business days to talk with you or to set up a short online meeting.-Nil

From: Melbourne Water [REDACTED]
Sent: Thursday, January 12, 2023 12:56 PM
To: [REDACTED]
Subject: Melbourne Water enquiry – [REDACTED]

Dear [REDACTED]

Thank you for taking the time to share your concerns with Melbourne Water, your feedback is greatly appreciated.

To update on flood recovery efforts, Melbourne Water initially prioritised inspections and repairs that presented critical public safety and operational risks to the safe functioning of our waterways and drainage assets. These activities have been undertaken on publically accessible land and we have been collaborating with Councils across our region to undertake these works. In addition to the above, Melbourne Water has been undertaking inspections of reported erosion hotspots in the Brimbank Municipality. These have been occurring on both private and public land and have been undertaken in order to allow us to prioritise repair works where this is deemed necessary. If your complaint relates to the clearing of debris from private river frontage we would be happy to come out to meet you in the new year to discuss what support is available.

I am sorry to hear you were impacted by the Oct 14 flood event and interested to learn you had attempted to contact Melbourne Water in late October. I am available to meet and can be contacted on [REDACTED] to arrange.

Your complaint has been noted.

Regards,

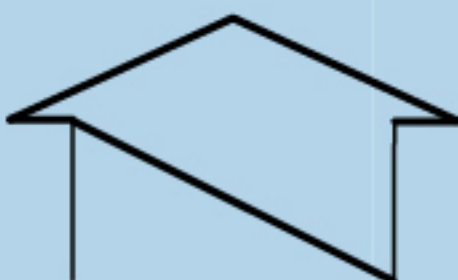
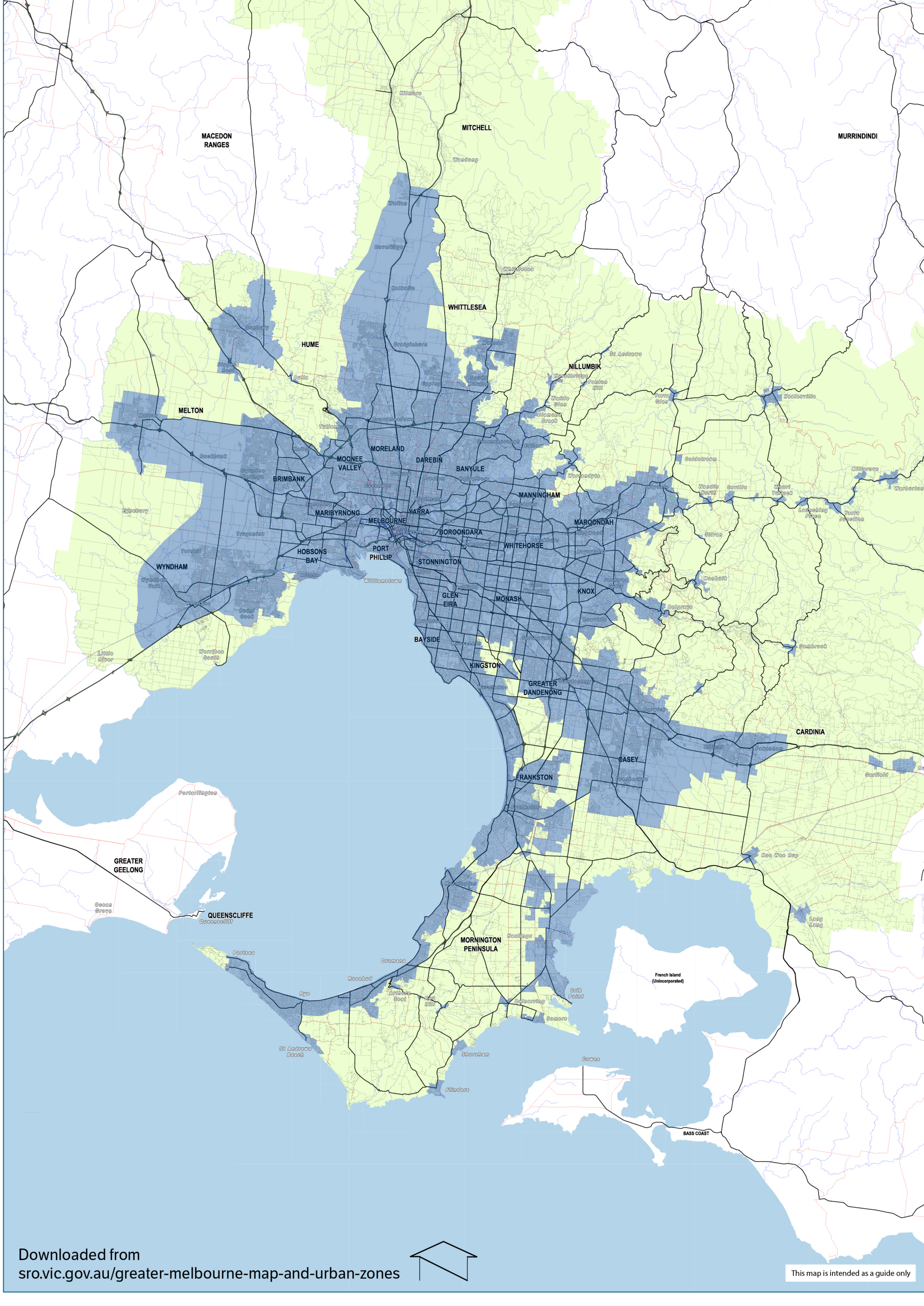


Melbourne Water

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melbournewater.com.au

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Terms of Reference

Maribyrnong River Flood Event Independent Review

January 2023

This review is being conducted under the auspices of Melbourne Water in its capacity as floodplain manager as prescribed under the Water Act 1989.

The review relates to the Maribyrnong River Flood Event occurring on 14 October 2022 (**Flood Event**). The Review is focussed on the Flood Event as it relates to the urban catchment of the Maribyrnong River, defined as the part of the river within Greater Melbourne. Greater Melbourne is defined as the area within the Urban Growth Boundary and is marked on the [current map of Greater Melbourne](#) (source: State Revenue Office Victoria [Greater Melbourne and urban zones](#)).

The Maribyrnong River Flood Event Independent Review (**Review**) is a technical review that will report on:

- 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.

The Review will provide a report to Melbourne Water on the findings and recommendations.

The Review Panel

The Review will be undertaken by a panel which is to be known as the “Maribyrnong River Flood Event Independent Review Panel” (**The Review Panel**)

1. The Review Panel is to include members with the following skills:
 - a. Hydrology and hydraulic engineering
 - b. Strategic and statutory land use planning
2. The Review Panel is to comprise up to three members, including a Chair (**Review Lead**)
3. The Review Panel may seek external advice as required.

Background to the Review

Following the Flood Event, the Premier announced that Melbourne Water would undertake a review of the Flood Event and the extent to which the Flemington racecourse flood wall may have contributed to its effects.

Melbourne Water has committed to establishing an independent and transparent review process.

To this end, Melbourne Water will appoint a qualified and experienced independent person to be the Review Lead, review relevant materials and provide a report. The Review Lead will be supported by independent technical members to advise on any relevant hydrology and technical input to the planning matters relevant to the review, and to undertake a review of any necessary analysis that may be required to inform the review.

Scope & Matters to be considered

Overall

The Review should:

1. Describe the specific effects of the Flood Event.
2. Confirm the duration and extent of this riverine Flood Event.
3. Identify and describe any predictions or modelling relevant to the Flood Event.
4. Provide analysis of the impact of the Flood Event compared with predictions or modelling, and the basis for any potential differences.
5. Consider other matters relating to hydrology, topography and population that may have made a material contribution.

The Flemington Racecourse flood wall

The Review should:

6. Examine whether the Flemington Racecourse flood protection wall contributed to the extent and duration of the Flood Event.
7. Review the efficacy of Melbourne Water's proposed conditions of approval and mitigation measures relating to the wall and their implementation.

The rainfall and flood event

The Review should assess:

8. The characteristics of the rainfall event(s) across the catchment leading to the Flood Event, including consideration of how these compare to:
 - i. historical records
 - ii. the Australian Rainfall and Runoff Guidelines (2019)
 - iii. flood predictions or modelling that accounts for climate change

Planning for the future

The Review may provide recommendations in relation to any matter associated with:

9. Melbourne Water's approach to flood modelling and prediction.

Out of scope

The following matters are outside the scope of the Review:

1. Any specific policy responses.
2. Future potential mitigation measures such as additional flood walls, levees or dams.
3. Overall emergency responses including warnings and evacuation procedures.
4. Flood recovery.

5. Broad planning matters including decisions, frameworks and processes

Method & Timing

STAGES	KEY TASKS
Stage 1: Project setup Oct - Jan 2022	Establishing oversight, Independent Lead, Terms of Reference and Engagement Platforms.
Stage 2: Public submissions Jan 22 – March 23	Receive Public Submissions.
Stage 3: Information and submissions review Feb 23 – May 23	Review Lead considers submissions and considers whether inputs are required from other experts.
Stage 4: Public and expert sessions May 23 – June 23	Review Lead considers/holds expert meetings, consultations or site visits as required.
Stage 5: Report preparation Jul 23 – Aug 23	Review Lead writes up report findings. Melbourne Water may ask questions of clarification only.
Stage 6: Release review findings and recommendations Sep 23	Melbourne Water submit review report to Government. Public release of report.

Submissions

The Review Panel will consider all relevant submissions and may conduct one on one interviews, workshops, or hearings with invited submitters. When meeting with submitters a quorum of at least two members, one of whom must be the Chair, must be present.

Melbourne Water will retain written submissions or other supporting documentation provided to it until the Panel Report has been released.

All written submissions will be treated as public documents and will be placed online as part of the Review Panel process, with all personal details redacted unless the Review Panel directs that the material is to remain confidential.

Outputs

The Review Lead must produce a written report to Melbourne Water providing:

- an assessment of the matters to be considered as outlined in these Terms of Reference
- a list of persons who made submissions considered by the Review Panel, and
- a list of persons consulted or interviewed by the Review Panel.

Following completion of any report, the Review Panel may deliver an oral briefing to the Melbourne Water Project Control Group.

Keep up to date with what's happening

For more information about this project
please email:

maribyrmonqriver.floodreview@melbournewater.com.au

or visit:

yoursay.melbournewater.com.au/maribyrnong-river-flood-review



Interpreter

For an interpreter, please call the Translating
and Interpreting Service (TIS National) on:
13 14 50



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