



What you need to know about flooding incidents and how City of Kingston manages and addresses flooding issues in the municipality.

**For emergency assistance in times of flooding contact the Victoria State Emergency Services on 132 500.**

The stormwater drainage system is managed in partnership between Melbourne Water and Council. City of Kingston is responsible for the provision and maintenance of local drains and the management of any stormwater flooding from its drainage system. Melbourne Water is responsible for the provision and maintenance of main drains, the management of flooding from its drainage system, and flooding from rivers and creeks.

Flooding may arise for many different reasons:

- Blocked or damaged pits and drains
- Inadequate private drainage
- Out of the ordinary weather events involving intense rainfall
- Runoff that exceeds the capacity of the drainage pipes.

### How does City of Kingston manage flooding?

Council is responsible for inspecting, maintaining and upgrading approximately 798km of stormwater drains and associated assets.

Council, in partnership with Melbourne Water, are committed to a number of initiatives that have been identified within the *Kingston Flood Management Plan*. Some of these initiatives include the following:

- Drainage Maintenance Program
- Introducing Flood Overlays into the Planning Scheme
- Stormwater Pollution Management
- \$3Mpa capital works Improvement Program
- Drainage Studies to prioritise future works
- Emergency Management

Although Council does continuously monitor the performance of its stormwater systems, it relies on the community to report flooding incidents as they occur.

## Reporting flooding incidents

Flooding incidents can be reported in a number of ways:

- For emergency situations please call the Victoria State Emergency Services on 132 500.
- By phoning Council on 1300 653 356
- By sending an email with the incident details to [info@kingston.vic.gov.au](mailto:info@kingston.vic.gov.au)
- By completing Council's online questionnaire at [Kingston.vic.gov.au/flooding-report](http://Kingston.vic.gov.au/flooding-report)
- By reporting in person at Council Offices at 1230 Nepean Highway Cheltenham

Once flooding incidents are reported to Council they are addressed in the following way:

1. The flooding report is prioritized according to the severity of the incident.
2. Appropriate maintenance is carried out as required.
3. If the matter is not maintenance related Council's Engineers will undertake a technical review to determine if the drainage system is adequate. This may include additional on-site investigations and discussions with affected parties.
4. Any upgrades required will be prioritised accordingly and added to Council's drainage capital works program

## How does Council assess the priority of flooding reports and the urgency of improvements to the stormwater system?

Council is allocated an annual budget to spend on drainage improvements across the municipality. Due to various factors it is not possible for Council to fix every drainage issue in the municipality in any one year. Therefore Council has developed a system to be able to rank flooding incidents as they occur, so that any remedial works required can be prioritised accordingly for future work programmes.

**Council's Engineers assess the priority of drainage issues according to their likely severity and frequency. Descriptions of Low, Medium and High priority incidents are provided below.**



### High priority

FLOODING EXAMPLES

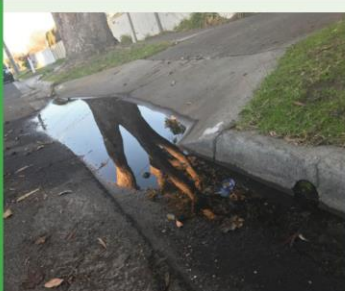
*Flooding of a house/habitable building/garage/shed above floor level, flooding of a main road that could cause a serious accident*



### Medium priority

FLOODING EXAMPLES

*Significant flooding of private property, flooding of a main road (not dangerous)*



### Low priority

FLOODING EXAMPLES

*Flooding of local roads*

## How long does the process take?

Due to the complexity of urban stormwater management, resolving stormwater drainage issues can take time. Council actively maintains a record of all flooding incidents reported and prioritised its capital works program on an annual basis to update a 5 year program of future improvement projects. Construction projects may be implemented in the short, medium and long term according to their priority assessment. Construction projects that cannot be accommodated in the current capital works program are rolled over to the next cycle. Urgent, high priority projects may be moved up in the program. Potential solutions may include short term, and long term options taking into consideration the cost of improvements and the impacts of flooding.

## FAQ

*How do I know who is responsible for the flooding incident?*

- Internal Drainage Issues (within private property) – **The Property Owner**
- Stormwater outlet from property boundary to kerb and channel – **The Property Owner**
- Main Drains – **Melbourne Water**
- Flooding of Roads, Footpaths, Kerb and Channel – **Council**

## Related Documents

- Getting it Right on your Building Site
- Building Stormwater Code Practice
- Sediment Control Factsheet

## Related Permits

- Temporary Discharge Permit (TDP)
- Legal Point of Discharge (LPD)
- Stormwater Connection
- Application for Drainage/Civil Approval

## Contact details

**t** 1300 653 356 **w** [kingston.vic.gov.au](http://kingston.vic.gov.au)

**e** [info@kingston.vic.gov.au](mailto:info@kingston.vic.gov.au)

