

# FLOOD MAPPING IN MELBOURNE

SEPTEMBER 2025



## **Acknowledgement of Traditional Owners**

The City of Melbourne respectfully acknowledges the Traditional Owners of the land we govern, the Wurundjeri Woi-wurrung and Bunurong Boon Wurrung peoples of the Eastern Kulin and pays respect to their Elders past, present and emerging.

We acknowledge and honour the unbroken spiritual, cultural and political connection the Wurundjeri, Bunurong, Dja Dja Wurrung, Taungurung and Wadawurrung peoples of the Eastern Kulin have to this unique place for more than 2000 generations.

We are committed to our reconciliation journey, because at its heart, reconciliation is about strengthening relationships between Aboriginal and non-Aboriginal peoples, for the benefit of all Victorians.

## Project background

City of Melbourne is working with Melbourne Water to ensure all areas of our city have the most-up-date flood maps to prepare our city of flooding. Building on previous work undertaken in 2020 where flood maps were updated for the most flood prone areas in the municipality, this project will involve creating new flood maps for remaining areas. This includes parts of Kensington, North Melbourne, Parkville, Carlton, West Melbourne, Docklands, CBD, East Melbourne and South Yarra.

Flood mapping is essential for understanding flood risk in the City of Melbourne. Flood maps inform the design of drainage upgrades and other flood solutions. The new flood maps will inform a future planning scheme amendment to make sure all new developments are designed with flood in mind. While in some cases, the mapping may not show any changes to expected flood extents, it is best practice to keep current maps for all areas.

The best data and tools are used to build flood maps, but local knowledge will help make them even better. Through this project, City of Melbourne sought:

- local flood knowledge to inform new flood maps
- community insights on what information they need to be better prepared for flooding.

## Community engagement

We provided a project overview on Participate Melbourne, which included details of the project, information about flooding and related projects.

Between 13 June and 27 July 2025, we asked the community to provide feedback via an online map and survey.

We held four community events to give people the opportunity to talk with council staff about the project and ask questions about the project and flooding more generally.

- Thursday 26 June, 5-6.30pm at Melbourne Town Hall
- Tuesday 1 July, 12-1pm online
- Thursday 3 July, 6-7.30pm at Kensington Town Hall
- Saturday 26 July, 10-11:30am at the Multicultural Hub

During the engagement period, 1,791 individual visitors accessed the Participate Melbourne project pages, we recorded 33 survey responses, 46 pins marked on the 'share your local flood knowledge' map and 20 individuals engaged through face-to-face engagement activities.

## What we heard

### Share your local flood knowledge

We asked participants to share their local flood knowledge via an online map or in person at engagement sessions. In total, 68 incident locations were identified across City of Melbourne (46 online contributions, 22 in person contributions).

For each flood incident reported on the map, participants provided details about location, depth of water, cause of flood as well as the date and time the incident occurred. Some survey respondents also raised general concerns about private buildings in the CBD and Kensington being allowed to have downpipes that discharge directly onto the footpath causing local flooding and creating a hazard for pedestrians. A snapshot of flood incidents per neighbourhood is provided in Table 1 and Figure 1.

The flood incident data provided will be used to:

- inform new flood maps for the highlighted areas in Figure 1
- inform future flood mitigation works by City of Melbourne and Melbourne Water.

| Neighbourhood   | Number of flood incidents reported |
|-----------------|------------------------------------|
| Carlton         | 1                                  |
| Docklands       | 7                                  |
| Flemington      | 1                                  |
| East Melbourne  | 1                                  |
| Kensington      | 26                                 |
| Melbourne CBD   | 12                                 |
| North Melbourne | 3                                  |
| Parkville       | 3                                  |
| South Yarra     | 1                                  |
| Southbank       | 6                                  |
| West Melbourne  | 7                                  |
| <b>Total</b>    | <b>68</b>                          |

Table 1. Flood incidents reported per neighbourhood.

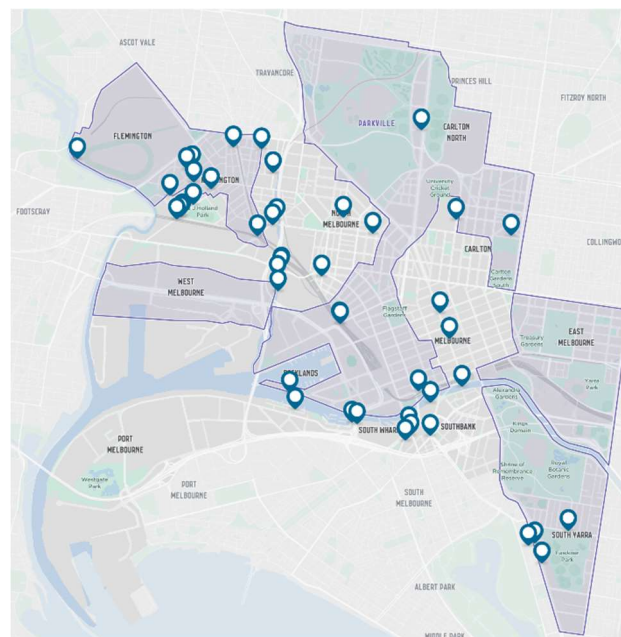


Figure 1 – Map of City of Melbourne with pins showing flood incidents

## How would you like to receive flood risk information?

We asked participants to provide feedback on how City of Melbourne could communicate flood risk and support community preparedness. Feedback was provided via the online survey or during one of the online or in-person workshops.

A digital portal that allows people to see the flood information for a given address was the preferred way of receiving flood information. Refer table 2 for full results.

| Preferred ways of receiving flood risk information                           | Number of responses |
|------------------------------------------------------------------------------|---------------------|
| In person community sessions                                                 | 8                   |
| Online community sessions                                                    | 11                  |
| A digital portal, that would allow you to see the information for an address | 31                  |
| Letters delivered to the property                                            | 12                  |
| Social media posts relevant to each neighbourhood                            | 8                   |
| Through the relevant neighbourhood portal.                                   | 9                   |

Table 2. Preferred ways that survey respondents would like to receive flood information.

Workshop participants emphasised the need for flood risk information that is accessible, locally relevant and easy to act on. They suggested using community networks, clear maps, physical signage, mobile alerts, and videos to reach diverse audiences. Communication should also support those without smartphones through printed materials, apartment notice boards and community boards. Participants valued interactive and place-based approaches, such as school activities and drop-in sessions near flood-prone areas and called for ongoing updates via local newsletters and clear portals. Recognising local knowledge and improving understanding of infrastructure, like smart tanks, were also seen as important.

Online participants suggested that email and SMS alerts directing people to updated information on a flood portal would be helpful, especially when flood updates need to be distributed quickly. They also raised that properties newly identified on flood maps should be notified in writing via letter or email.

## What would help you feel better prepared for flooding?

Participants were asked what would help them feel better prepared for flooding. Feedback was provided via the online survey or during an online or in-person workshops. There was support for initiatives proposed in the survey and results are provided in Table 3.

| What would help you feel more prepared for flood?                                         | Number of responses |
|-------------------------------------------------------------------------------------------|---------------------|
| Knowing how to receive an alert if there's a flood                                        | 24                  |
| Knowing where to call for help if needed                                                  | 19                  |
| Knowing what different agencies do so I can find the right information                    | 18                  |
| Getting to know my neighbours better in case anything were to happen                      | 9                   |
| Information on how to prepare my home to minimise damage from flood                       | 16                  |
| Community workshops on how to prepare for flood                                           | 14                  |
| Information on how to prepare my household, including an emergency plan, kit and supplies | 15                  |
| Understanding flood insurance                                                             | 18                  |

Table 3. Ways that residents would feel better prepared for flooding.

Workshop participants shared that feeling prepared for a flood involves timely, localised communication, clear responsibilities and better access to practical tools and information. Suggestions included SMS alerts linked to emergency dashboards, posters in buildings and direct communication from owners' corporations or building managers. Participants highlighted the need for flood readiness measures tailored to high-rise apartments, including retrofitted backflow valves and clarity on stormwater maintenance. There was also interest in citizen drills, local assembly points, insurance guidance and contact details for key infrastructure. Overall, people called for information to be place-specific, locally relevant, and consistently communicated through trusted local channels

Online participants raised the need for clear information on the work Council is doing to improve stormwater drainage. In general people would like to see flood management authorities taking proactive action to address flooding, including making sure that leaves do not block drains and improving road and gutter levels. Participants also raised concerns about how flood modelling impacts property values and insurance.

## How feedback will be used

The flood incident data provided will be used to inform new flood maps for areas that have not previously had flood mapping. Towards the end of 2026, Melbourne Water will make maps available for the next phase of consultation, providing community members the opportunity to validate the flood maps. Where flood incidents have been reported in areas that already have current flood maps, the information will be used to inform future flood mitigation works by City of Melbourne and Melbourne Water.

Feedback about flood preparedness will be used to inform the design of delivery of City of Melbourne's Prepared Communities Program. This is likely to include:

- improving the way flood information is made available on the City of Melbourne website, including access to a digital flood portal to view property specific information.
- developing a flood preparedness guide for apartment buildings.
- increasing the transparency of the works that are underway to reduce flood risk.
- advocacy to improve access and affordability flood insurance.

Current information about how to be prepared for flooding is available at [participate.melbourne.vic.gov.au/prepared-communities](https://participate.melbourne.vic.gov.au/prepared-communities).

## How to contact us

### Online:

[melbourne.vic.gov.au](http://melbourne.vic.gov.au)

### In person:

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### In writing:

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