

# CLIFTON SPRINGS & DRYSDALE FLOOD STUDY

## COMMUNITY ENGAGEMENT SUMMARY

### Brief Summary -

During the period between 28 July and 23 August 2020, the City sought community feedback on the Clifton Springs and Drysdale Flood Study.

We asked the residents of Clifton Springs, Curlewis, Drysdale and the Bellarine to help the City better understand the flood risks and stormwater management opportunities in the region.

Residents, business and property owners were asked to share their experience of flooding. The feedback will support future planning for land use, community flood preparedness and emergency response in the catchment area.



**27 DAYS**  
of engagement



**16**  
Suggestions (comments)  
from the public left online  
via social map



**21**  
Emails and phone  
calls



**951**  
Letters to  
residents



**9**  
Surveys  
completed

### WHAT DID WE DO?

The community engagement was promoted widely on the City's Have Your Say page, local press and social media channels with the aim to work closely with residents of Clifton Springs, Curlewis, Drysdale and The Bellarine to hear about their experience of flooding.

### ENGAGEMENT TOOL AND TECHNIQUES

A project specific engagement page was developed to provide project information and methods of ways to engage with the City.

Due to Covid restrictions a range of online engagement tools and techniques were used to provide different types of opportunities for stakeholders and community to have their say.

The main tools and techniques are explained in further detail below.

### Social Map

Residents, business and property owners were asked to locate their areas of interest on a social map, view the information provided and share their experience of flooding including details on the date, flood depth and extent.

## **Online Survey**

An online survey was also available to capture feedback and provide a platform for photos and stories to be uploaded.

The survey explored previous flooding within the study area, and any concerns about flooding in the future. Respondents were able to upload evidence of past events including photos, flood depth measurements, newspaper cuttings and insurance reports.

## **COMMUNICATIONS**

The community engagement project was promoted widely, with the aim to work closely with residents of Clifton Springs, Curlewis, Drysdale and The Bellarine to hear their views.

Local press and social media platforms were used to draw attention and direct the community members to the Have Your Say page for the engagement activity.

Over 900 letters were mailed out to selected properties. Properties were chosen based on their proximity to flood prone areas from the draft study result.

## **PARTICIPATION**

Between 28 July and 25 August 2020, the City received 16 comments on our social map, 9 responses to our survey and 21 emails/phone calls.

Of these, 19% provided feedback through survey form, 35% engaged using the social map, and 46% contacted the City through email and phone call.

## **WHAT WE HEARD**

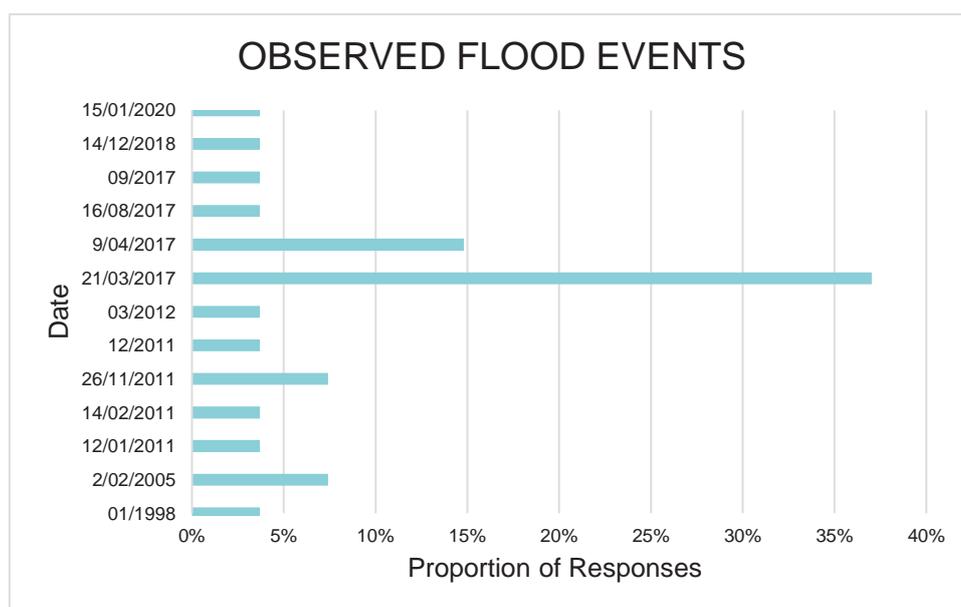
### **THE FEEDBACK**

The following outlines some of the key issues and opportunities we heard from the engagement activities

#### **Historical Floods**

Collation of the historical observations, photos and climate data have indicated that flooding occurred on the following dates:

1. 1998: 12-13 January
2. 2005: 2-3 February
3. 2011: 12 January, 14 February, 26 November and 11 December
4. 2012: 3-4 March
5. 2017: 21 March, 9 April, 16 August, 5 and 16 September
6. 2018: 24 March and 14 December
7. 2020: 15 January



#### **Flooding Issues**

Of the feedback we received, we heard the following recommendations to resolve flooding issues -

- Drainage upgrade
- Drain maintenance
- Development regulation
- Reserve Maintenance
- Road Signage (to indicate road usage seasons)
- Levee Extension
- Scout Protection
- Flood Storage

More than 60% of those who provided feedback addressed their recommendation to resolve flooding issues through drainage upgrade. Other feedbacks on solution to flooding issue include stricter enforcement of development regulation, drain maintenance and levee extension.

## **SUMMARY**

- Strong community perception that drainage capacity issues are the cause of a lot of the flooding issues
- Strong preference from the community for drainage upgrades to be part of the mix of flood mitigation options
- More education or information need to be provided to the community of the nature and causes of flooding.

## **NEXT STEPS**

Community engagement is closed for evaluation and reviews. The study consultant will utilise the community feedback and materials to validate the study analysis, investigate flood mitigation and identify integrated urban water management opportunity.