

APPENDIX

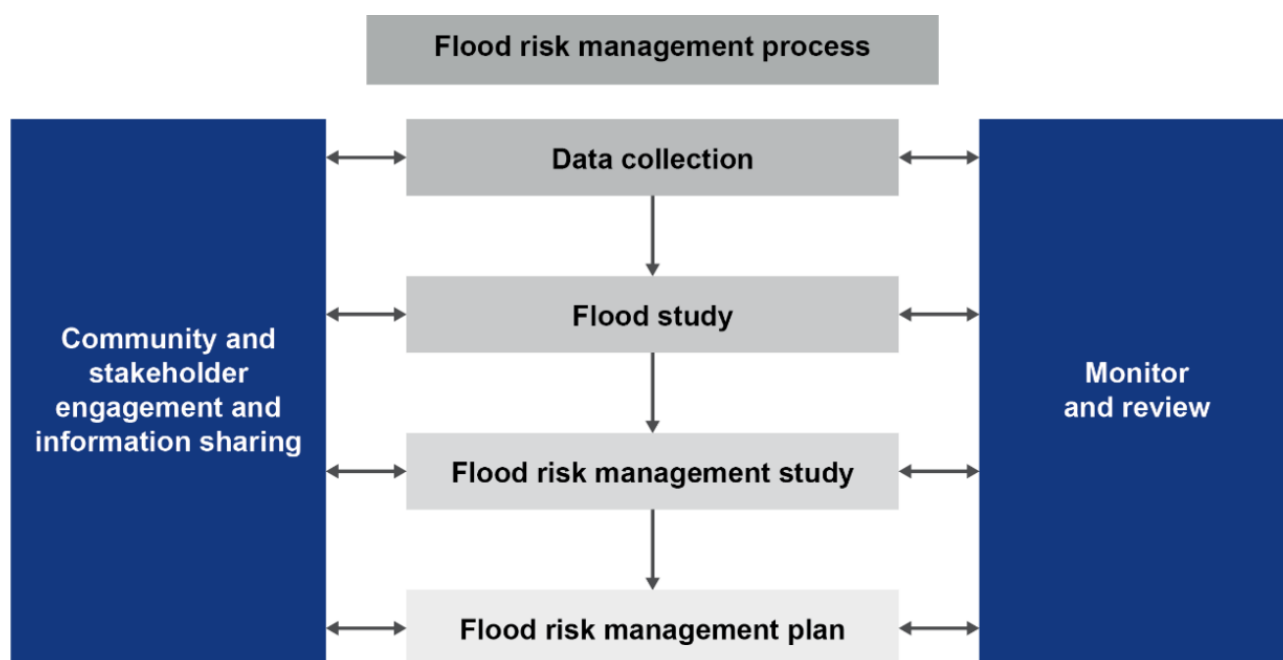
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CONSULTATION MATERIALS

1.1 Background

The City of Canterbury Bankstown (Council) is preparing a flood risk management study and plan for the City’s four sub-catchments of Prospect Creek. The purpose of the Flood Risk Management Study is to identify ways to manage the flood risk in a way that benefits the community and the environment.

Council is required to develop Flood Risk Management in accordance with the process outlined by the NSW Government’s [Flood Risk Management Manual](#) as illustrated in the following flowchart.



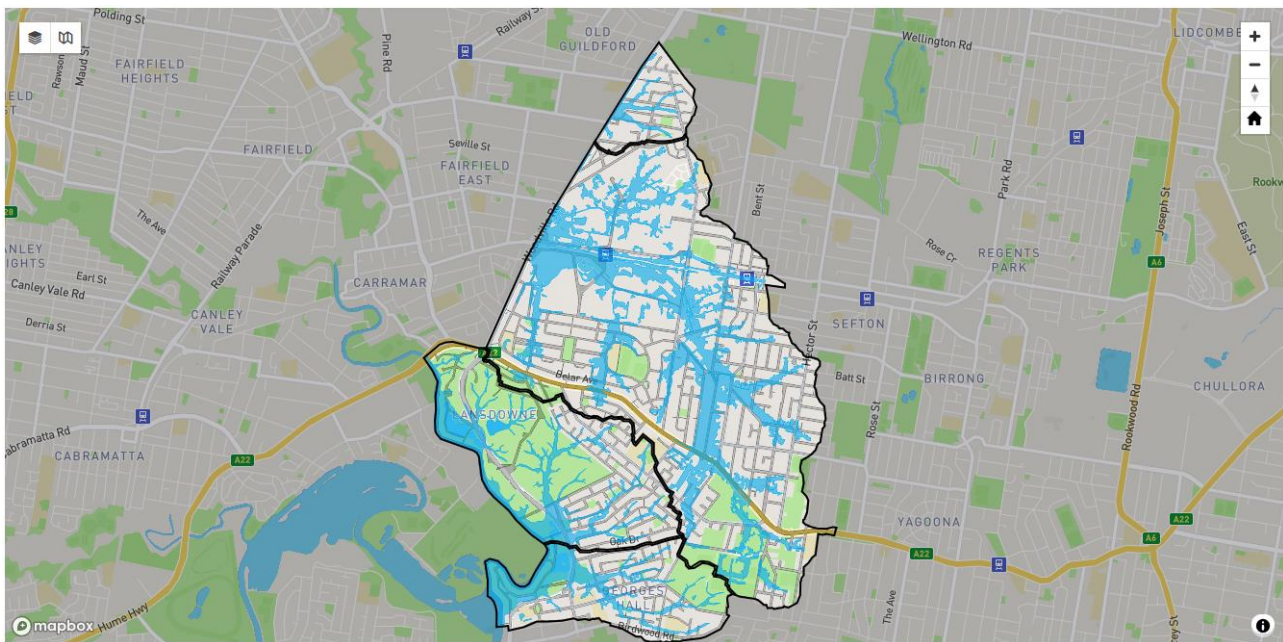
1.2 This Proposal

Council’s available information identifies that stormwater and riverine flooding has occurred in this area. The objective of this flood risk management Study and Plan (Step 3 and 4 of the Flood risk management process) is to help the community to protect their lives and properties by better planning, improving emergency management and identifying flood mitigation infrastructures.

Council has previously completed data collection and prepared Flood Studies (Steps 1 and 2) for these catchments, which provided a description of flood behaviour in the catchment and defines the flood extents for a range of storm events.

The Flood Studies for the four sub-catchments are available [here](#).

The Study Area includes the suburbs of Georges Hall, Lansdowne, Bass Hill, Villawood, and Chester Hill as detailed in the project map by boundary and including a 100-year flooding levels overlay.

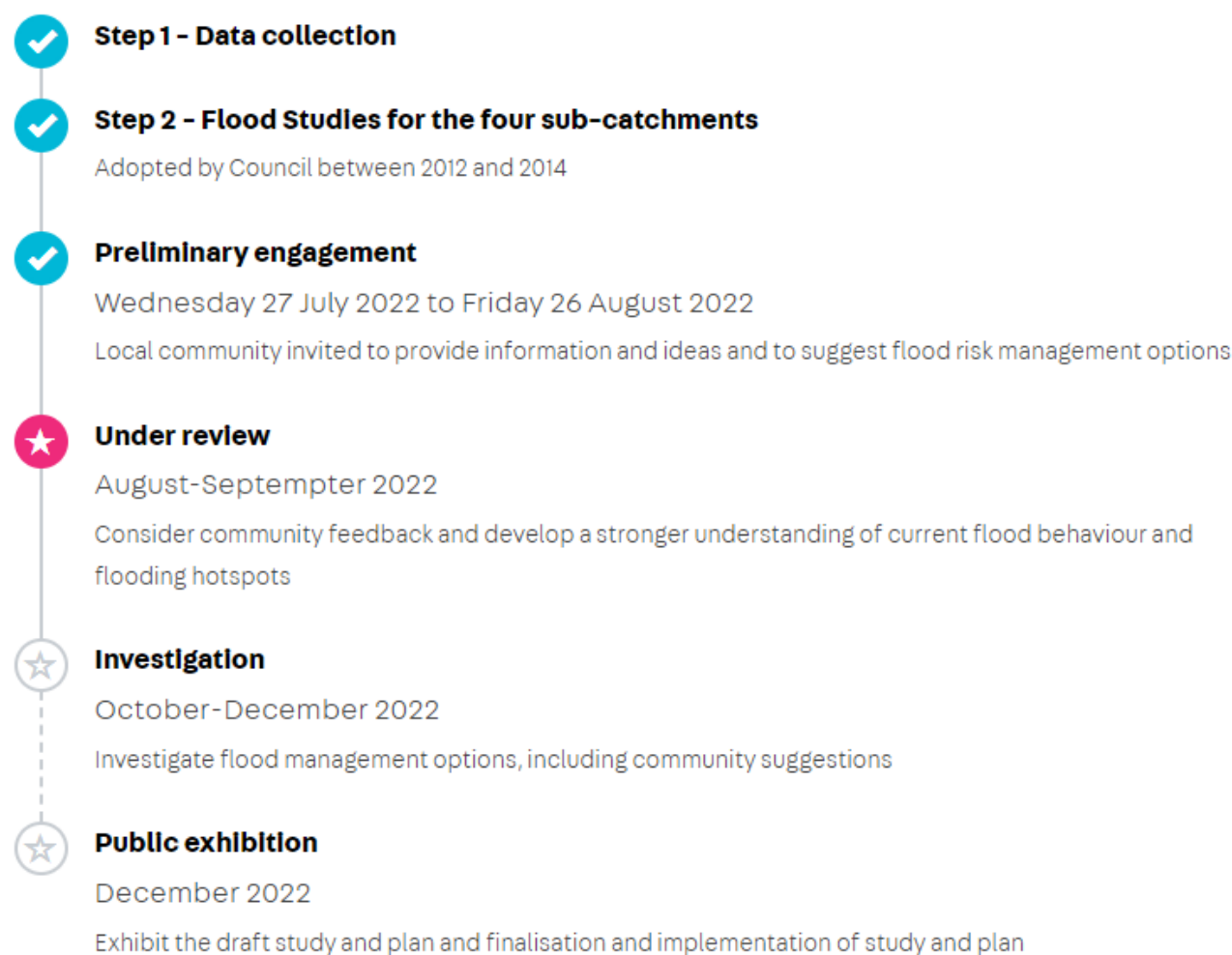


This Study and Plan (Steps 3 and 4) will build upon previous flood studies for the four catchments. The feedback received from the community will be considered for options that seek to:

- Modify flood behaviour (e.g. levees, upgrade of stormwater systems);
- Mitigate the impact of flooding on existing properties (e.g. via floor raising);
- Control future development in the floodplain; and
- Guide emergency management when a flood occurs.

At this time residents, property owners and business operators within the study area are invited to share their recent and historical experiences with storm events in their respective area and, provide their ideas for improved flood risks management.

Timeline



1.3 How to have your say

Community consultation will be a key component of the study process and we will be seeking input from residents, land owners and business operators at key stages throughout this study.

For this initial phase, we encourage you to provide feedback and comments by completing the online survey which has been set-up to gather views and suggestions for flood risk management options. This survey was be facilitated by our project partners Stantec.

The online survey (for this initial phase) will be open until 5pm on Friday 26 August 2022.

1.3.1 Community Information Sessions

If you would like the opportunity to speak with a project officer about this study / plan, we will be hosting a community information session.

1.3.2 Who's listening

If you have questions or want to learn more about the project, please contact the Council officers listed below.

Introductory Letter Text

Council is preparing a flood risk management study and plan for four sub-catchments of Prospect Creek. The Study Area is shown in Figure 1 and includes the suburbs of Georges Hall, Lansdowne, Bass Hill, Villawood, and Chester Hill. This study and plan will help protect people and property through better planning, emergency management and infrastructure works.

Flooding within the Study Area typically originates from the following sources:

- > Local overland flows from within the catchment through existing drainage paths
- > Overtopping of the open channel in low lying areas of the catchment
- > For Lansdowne and Georges Hall areas also flooding from Prospect Creek / Georges Hall

But what is a flood model? Expert consultants create a computer-generated model of the area. The model shows the impact of storm events ranging from heavy rainfall to the most extreme flood. This includes:

- > Where the water will run
- > How the existing drainage system will cope
- > Whether property damage is likely to occur

What is a flood risk management study and plan? There are three main ways to manage flood risk:

- > controls on development
- > helping people at risk (e.g. flood warning systems)
- > changing the behaviour of the flood itself (e.g. upgrade of stormwater systems).

The study and plan will assess each option to determine:

- > reductions in flood risk and potential losses
- > costs to implement
- > benefits or impacts society and the environment.

A list of prioritised options will be developed for the study area which will look to provide solutions to current flooding issues. Options may need external funding to implement, such as through state government grants. Your input into preferred options is another goal of this online survey.

For further information regarding the study, please visit Council's Have Your Say page using the following link or scan the QR code:

[\[link and QR code to Have Your Say page\]](#)

An online survey has been set-up to gather views and suggestions for flood risk management options. You can access this survey from the Have Your Say page in the above link and QR code. Residents, land owners and business operators in the Study Area are invited to share your experiences of past storm events and ideas for managing flood risks. This survey will provide useful information about past flooding experience and to gather any photo and video evidence as well as stories from residents. The online survey will be available from this link until 26 August 2022.

In addition, the first in-person information session will be at Bass Hill Plaza from 5.00pm to 7.00pm on 4 August 2022. An information stall will be attended by Council staff, as well as flood consultants from Cardno to answer any questions you may have. We will also have on hand tablet devices for residents to complete online surveys in-person.

For further information about the study, please contact [\[Council contact details\]](#).

Online Survey Questions

Prospect Creek Sub-Catchments Flood Risk Management Study and Plan

Resident/ Landowner Survey 2022

Section 1: About You

Q1. Could you please provide us with the following details, as this allows us to locate specifically where your comments and responses relate to? This information will not be shared without your consent. If you do not provide these details, please feel free to complete the survey anyway.

Name:

Address:

Daytime Ph:

Email:

Q2. Do you give permission for someone from Council or their consultants Cardno to contact you to discuss some of the information you have provided us?

Yes

No

Q 3. Is your property (please tick)

Owner occupied

Rented - by yourself

Rented – by others

A business

Other

Q 4. How long have you lived, worked and/or owned your property?

Months

Years

Q 5. Number of permanent residents at this address aged:

0 - 4 years

5 - 24 years

25 - 64 years

65+ years

Q 6. What is the main language spoken at home?

English

Other (Specify)

Q 7. What do you think are the best ways to get input and feedback from the local community about this project? (Please tick relevant boxes)

Council's website

Emails from Council

Council's Flood Risk Management Committee

Information days in the local area

Community meetings

Mail outs to all residents / business owners in the study area

Formal Council Meetings

Council's information page in the local paper

Other articles in the local paper

Section 2: Your Experience of Flooding

Q 8. Have you ever experienced flooding since living/working in the local area? (Please tick relevant boxes)

If you have multiple experiences of flooding, please add notes for all flooding experiences

Yes, floodwaters entered my house/business

Yes floodwaters entered my yard

Yes, the road was flooded and I couldn't drive my car

Yes, the drainage channel overtopped

Yes, other parts of my neighbourhood were flooded

Yes, I saw water flowing out of street drains or manholes

No, I haven't experienced flooding

Q 9. Do you remember when the flooding occurred? Years, months, or even specific dates?

Q 10. How did the flooding affect you and your family / business? (Please tick relevant boxes)

Parts of my house/business building were damaged

If yes, when did the flooding occur?

The contents of my house/business were damaged

My garden, yard, and/or surrounding property were damaged

My car(s) were damaged

Other property was damaged (specify)

I couldn't leave the house/business

Family members/work mates couldn't leave/return to the house/business

The flood disrupted my daily routine

The flood affected me in other ways (specify)

The flood didn't affect me

Q 11. Can you mark on this map where you have observed flooding before?

[\[ArcMap interactive map\]](#)

Q 12. Do you have any materials or photos you can provide to evidence the flooding you experienced?

If yes, when did the flooding occur?

Yes. The photographed / recorded flooding occurred on.

No

Q 13. What do you believe to be the main cause of flooding in your area?

Drainage channels overtopping

Not enough capacity in the stormwater drainage causing systems to overflow

Stormwater flowing to a channel or drain

Flooding from Prospect Creek / Georges River

Other (please describe)

Section 3: Reducing Flood Risk

Q 14. As a local resident who may have witnessed flooding/drainage problems, you may have your own ideas on how to address flooding concerns. Which of the following management options would you prefer (where 1 = most preferred, 5 = least preferred)? (Please note the Glossary at the bottom of this questionnaire)

> *Rainwater tanks and other stormwater harvesting uses*

> *Detention basins; these temporarily hold water in open space areas and reduce flooding downstream*

- > Stormwater treatment devices to improve water quality in local waterways
- > Culvert / bridge / pipe enlarging
- > Levee banks which create an elevated ground embankment protecting from flooding
- > Increasing stormwater channel size
- > Replacement of concrete channels with natural waterways
- > Planning and flood related development controls to ensure future development is at lower risk of flooding
- > Voluntary raising of houses to reduce flood damages by raising floor levels above a design flood
- > Voluntary purchase of highly flood affected properties by Council and demolition of any buildings on the property
- > Changes in road surface to keep stormwater in the road and away from private properties
- > Education of community, providing greater awareness of potential flood hazards
- > Flood forecasting, flood warning, evacuation planning and emergency response such as early warning systems, improved local SES capabilities/ resources or improved radio and phone communications
- > Other (please specify any options you believe are suitable). Please attach extra pages for other suggestions

Q 15. If you have a flood management option specific location, can you please add a note to this interactive map for the option location and provide a note about option details?

[ArcMap interactive map]

Section 4: Flooding and Climate Change

Q 16. Are you concerned about the uncertainty of future climates and the possible impacts on flooding in your area?

If yes, can you provide some examples of your concerns?

Yes

No

Q 17. Under an uncertain future there is potential for impacts on flooding due to projected increases in sea levels and rainfall intensities. The Flood Risk Management Study will be looking at measures to reduce the flood impacts as a result of existing and future climate conditions.

a. Do you believe the climate is changing?

Not at all

Yes, but the effects won't be significant

Yes, it will have significant effects

b. Are you concerned about the impact of an uncertain climate on future flooding in the study areas?

Yes

Somewhat

No

c. Should Council be addressing the impacts of an uncertain future climate on flooding?

Yes

No

If yes, how much would you like to see Council address these impacts (e.g. development controls on potentially affected properties, structural protection works)?

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