

Maribyrnong Property Flood Risk Cards: Frequently asked questions

General

What are the property Flood Risk Cards?

Property Flood Risk Cards are a resource for the community to understand how a flood may impact their property. The information provided in the Cards indicates at what forecast river flood height (which is provided in flood warnings) flood waters may reach resident properties.

Specifically, the Cards include information on:

- The estimated Maribyrnong River Township gauge height when above floor flooding may occur.
- The estimated Maribyrnong River Township river gauge height when property boundary flooding may commence.

Who are the cards for?

Residents in high riverine flood risk areas in the Maribyrnong Township will receive a Card. These are areas that may experience waterway flooding from the Maribyrnong River in flood events that have a 1% chance of occurring in any given year. Also known as a 1% Annual Exceedance Probability (1% AEP).

Last year Melbourne Water released the updated Maribyrnong River flood maps to show flooding for two scenarios: the current day (2024); and the projected climate change scenario (2100). More information on the lower Maribyrnong River flood model is available at letstalk.melbournewater.com.au/maribyrnong-river-flood-model

About the flood information

How was the data generated?

Flood modelling and data analysis was undertaken to relate the flood level at the gauge with flood levels at each individual property.

How accurate are the measurements included on the Card?

The flood information provided represents the best estimates based on currently available information.

The information is based on flood modelling and technical analysis. Flood modelling predicts where water is likely to go, and how deep the flood may become for a given rainfall event. It is important to remember that flood models are predictions only and may not replicate the exact behaviour of a real-life flood event – each and every flood is different.

Is the modelling different to the October 2022 flood event?

The flood event in October 2022 was assessed as a flood event with approximately a 2% chance of occurring in any given year.

Residents receiving a Card are in areas that may experience waterway flooding from the Maribyrnong River based on a simulated flood event that has a 1% chance of occurring in any given year.

More information on the lower Maribyrnong River flood model including flood maps, is available at letstalk.melbournewater.com.au/maribyrnong-river-flood-model



Where is the property boundary measurement taken from?

This measurement is taken from the top of the road side kerb in front of your property and is generally reflective of the nature strip level.

In some instances where properties had frontage on two roads and the flood approaches from the back of the property, the kerb level taken was associated with the rear of the property. This is the case for some properties on The Esplanade.

Why does my card have NA against one of the measurements?

Some cards have NA (not available) against the floor level measurement where floor level information was not available. Melbourne Water ran a program of floor level surveys in the Maribyrnong Township in July 2025, where most flood affected property floor level measurements were collected.

If your property was one where access was not able to be arranged in July, you can still make an appointment with Melbourne Water for this occur in September 2025 in order for your property Card to be updated accordingly. To organise a day and time with Melbourne Water, please email enquiry@melbournewater.com.au or call 131 722 with the below details and we will liaise with you to confirm the day and time:

- Your name
- Property address
- Phone number
- Email address
- Preferred day/time
- Confirmation that you are contacting us about the Maribyrnong floor level surveys either in the subject of your email or advising the contact at the Melbourne Water Customer Service Centre

I have questions about the measurements on my card - who can I talk to about this?

Please contact the Melbourne Water call centre by emailing enquiry@melbournewater.com.au or calling 131 722 to discuss your individual property card. Please advise the below details and someone will call you back to discuss your individual property details:

- Your name
- Property address
- Phone number or email address
- Data query

For more information**Who can residents talk to about the information on the Card?**

Contact Maribyrnong City Council for more information about the Card, Melbourne Water for more information about flood risk or the data, and VICSES for more information on preparedness.

Where can I access my card if I lose this information?

Contact Maribyrnong City Council to receive an additional copy of your Card following the distribution of the cards in August 2025. Data will be correct from the date that the original card was issued.

