

15 ##### Street
LONG ##### 2261



Dear #####,

Northern Lakes Floodplain Risk Management Study & Plan - Community Questionnaire

With the support of the NSW Government Floodplain Management Program, Central Coast Council is preparing a floodplain risk management study and plan for the Northern Lakes Catchments. Council is seeking information from the community to better inform the selection of flood reduction measures.

Understanding how and where past flood events have impacted the community would help identify flooding "trouble spots" and allow for a targeted assessment of where flood risk reduction measures would be best implemented.

In contrast to the 2014 Tuggerah Lake Floodplain Risk Management Plan which examined elevated water levels of the Lake, this study seeks to address the impacts of stormwater inundating properties adjacent to nearby creeks and drainage channels.

Council has engaged consultants Manly Hydraulics Laboratory to prepare this study and plan. The feedback from the attached community questionnaire will assist in preparing a range of potential flood risk reduction measures that will be evaluated and presented back to the community during subsequent stages of the project.

Please complete the hardcopy questionnaire and return it by **Friday 14 September 2018** using the enclosed reply-paid envelope (no postage stamp required) or through the website at www.yourvoiceourcoast.com/Northern-Lakes-Floodplain-Risk-Management.

To stay informed and contribute to future developments of this study, please provide your details on the questionnaire provided. Should you wish to obtain further information on the study, please contact Central Coast Council's Robert Baker on (02) 4304 7087 or email FloodManagement@centralcoast.nsw.gov.au.

Alternatively visit the consultant's study website: <http://www.mhl.nsw.gov.au/users/NorthernLakes/>

Yours sincerely,

A handwritten signature in black ink, appearing to read "P. Sheath".

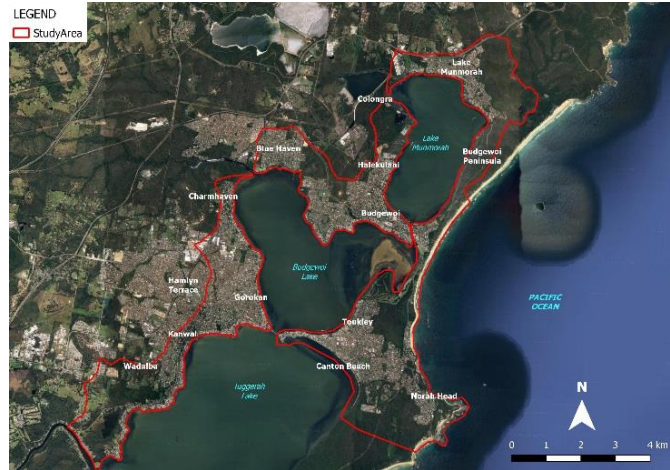
Peter Sheath
Section Manager Waterways



The information provided in this community questionnaire will help MHL and Council understand local flooding problems and may assist in floodplain management activities.

This community questionnaire is voluntary.

An online version of the questionnaire can be found at: <http://floodengage.com/northernlakes/> and for further information, please visit: www.yourvoiceourcoast.com/Northern-Lakes-Floodplain-Risk-Management



COMMUNITY QUESTIONNAIRE FORM

To complete this community questionnaire, please tick the appropriate boxes and make comments where required. You may tick more than one box if applicable. Please return the completed questionnaire using the provided envelop (no postage required) by **14th September 2018**.

CONTACT INFORMATION *(This information will only be used to complete the Study)*

Name:

Address:

Address of your Property (if different from the address above)
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Telephone:Email:

I wish to receive information for the duration of the study: Yes No

COMMUNITY QUESTIONNAIRE

On a scale from 1 to 5, how important is it that the flood management option address the following criteria (1 – Not; 2 – Slightly; 3 – Moderately; 4 – Very; 5 – Extremely)?

How important is it that the flood management option...	1	2	3	4	5
... improves community access and recreational use					
...reduces flood damages to the community					
... requires minimal ongoing council expenditure after implementation					
... initial costs (i.e. design / construction) require minimal council expenditure					
... does not cause water quality issues					
... does not threaten local plants and animals and their habitat					
... raises community awareness and understanding of the local flood risk					
... provides safety to the community during flooding					
...does not disadvantage individual members of the community					
...does not cause negative flood impacts to other areas (both upstream and downstream)					

1 What is the type of your property? (please tick one)

- Residential
- Commercial
- Vacant land
- Farming/Rural
- Industrial
- Other (Please specify)

2 If owner-occupied or owner-operated business, how long have you lived or operated a business at this address?

- 0-5 years
- 6-10 years
- 11-20 years
- More than 20 years

3 As far as you are aware, has your property ever been affected by flooding?

- Yes
- No (if you answered No, please go to question 5)

4 How did the flooding affect you?

- Flooding above building floor
- Sewerage system failure at property
- Flooding of garage/sheds
- Other (Please specify)
- Flooding of access road

5 How would you respond in a future major flood event in your area?

- Evacuate early to official evacuation point
- Follow your flood management plan
- Remain at the property
- Unsure/don't know
- Evacuate elsewhere (Please specify)
- Protect/raise/secure valuables and goods at risk
- Move upstairs
- Other (Please specify).....

6 What critical factors would influence your decision to evacuate/remain at the property?

- Family Safety
- Required access to medical facilities
- Availability of access road
- Care for pets/animals
- House cannot be flooded, can cope with isolation
- Discomfort/cost of being isolated by floodwater
- Flood warning (if available)
- Other (Please specify).....

7 Do you have any suggestions for reducing the flooding in your area or have any information that you believe may assist a successful outcome for this study? Please develop below.

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For any specific information relating to the community questionnaire, please contact **Matthieu Glatz** (Project Manager) at:

contact-us@mhl.nsw.gov.au

Manly Hydraulics Laboratory, 110B King Street, Manly Vale NSW 2093

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE