

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Monday, 4 April 2022 9:00:35 PM



Your details

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Title	<hr/>
First name	<hr/>
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Submission details

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I am making this submission as	Emergency services personnel
Submission type	I am making a personal submission
Consent to make submission public	I would like this submission to remain anonymous

Share your experience or tell your story

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Terms of Reference (optional)

The Inquiry welcomes submissions that address the particular matters identified in its [Terms of Reference](#)

1.2 Preparation and planning	Evacuation warnings and subsequently orders in Mullumbimby were TOO LATE. Civilians and SES personnel were already inundated with water when they got the order or trapped by flood waters or received no warning.
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1.3 Response to floods

Should have been boots on the ground to respond earlier. Far too much reliance on SES. I am a member and at our unit in Mullumbimby there are only 3 people trained to do level 1 flood rescue. This is not enough. You cannot tell people to call SES if we don't have the resources.

1.4 Transition from incident response to recovery

It took far too long. 2 weeks for relief support after the event. Our SES unit had 8 people on deck, giving up work because there was so much work to be done.

1.6 Any other matters

Information needs to be localised, locally informed and advised.

Our ses unit had no internet or or sateliate for a week after the flood making it almost impossible (apart from our creativity and community support) to complete and assess tasks. We should have had satellite atleast at the same time as the community. We also need far more opportunity for training both SES personnel, members of the public and far less reliance on a VOLUNTEER organisation in distaster.

Supporting documents or images
