

**From:**  
**To:** [Flood Inquiry](#)  
**Subject:** Flood inquiry  
**Date:** Monday, 4 April 2022 7:12:55 PM

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To whom it may concern,

I was a resident of Woodburn. We lost our home, most contents, cars and bird in the February 2022 flood.

I write to seek clarification around the warning protocol for extreme weather events. We received sms from SES around 5.30pm on 28th. At this time our street was cut off both ends with flood water, already too dangerous to cross. We thought we would just be isolated for a few days, instead we were rescued by neighbours by boat around 11.30pm, just as the water was breaching the second level of our home.

Woodburn receives flood water much later than other regions (e.g., Lismore). I'm quite at a loss how even if this weather event caught Lismore by surprise, how could this be true for Woodburn as well?

By no means do I have an understanding of the complexity of weather prediction, however I cannot fathom how this caught the authorities by surprise when it had already decimated Lismore. This leaves me with a lack of psychological safety, that I cannot trust authorities to keep me or my family safe.

I feel like I have to rely on social media for up to date information on matters of life and death for extreme weather events. What if I have no internet? What if the information is inaccurate? I want to rely on duly authorised authorities. I want these authorities to provide ample warnings and updates via sms. I want there to be a non comms option of horns sounded for warning and also evacuation. And most importantly, when disaster happens, I want to hear from the leadership, I want to be told that everything will be ok, there will be a plan to rebuild. I found the silence after the disaster to be as deafening as the silence in warnings.

Whatever you discover from this inquiry, please take action. We may not be able to change the trajectory of climate change, but we can change how we keep each other psychologically and physically safe.

With regards,