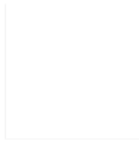


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Friday, 22 April 2022 2:10:02 PM



Your details

Title

First name

Last name

Email

Postcode

Submission details

I am making this submission as Other

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

Your story

I was visiting my family who reside in Woodburn, we made an early decision to evacuate as we seen the effects of people being trapped in the Lismore flood. We arrived to woodburn public school by car with what we took (a pillow and a blanket and a set of clean clothes). I feel most rescues and organising of essential supplies was organised by people of the community, I feel the

ses did not do enough (a lot of charging phones on the generators and sitting at a table). The local police did alot, local ambulance officers were amazing also. I thank the principal of woodburn public school for letting us be somewhere safe and rest. The local community saved lives, lucky many had boating experience and knowledge and acted smart and as safe as possible (boating with powerlines close by) even though it proved difficult for them to locate addresses to recuse civilians since the street signs were submerged under flood water. On the second and third days people were being relocated to Evans Head as food and water were rapidly decreasing due to the amount of civilians at the evacuation point. I had expected to see government assistance being army personnel on the first day, I was disappointed when I did not see that happen it was day 4 that I see the first army helicopter in the residing suburb Evans Head. I believe they also started refusing people at the Evans Head evacuation centre due to capacity. Once the water resided a week later army personnel started arriving trying to help but I feel these people were inexperienced and found it hard to assist in the right areas, upon the second flood 3 army bushmasters drove into deep water and became flooded and stranded. I am also aware of army personnel arriving to help clean up a house on dusk which seemed pointless when there is no power to the towns and a shed of daylight left. I know of people living inside of their mould ridden houses because they have nowhere else to go after the flood, people are deemed "ineligible" for government assistance even though they require it having nothing left.

Flood insurance is unaffordable in this area being the least amount to claim around \$17,000 per year. We received no emergency evacuation warnings, just went on guess work based off seeing what Lismore experienced by Facebook posts. The town is still a mess with mounds of rubbish to be cleared, lots of burglary happening

because people are trying to survive. The rural fire service was great assisting people to hose out what is left of people's homes. In conclusion the flood was handled poorly by the government and the community survived because of the strong hearted community. I wish to also mention the food hub set up by volunteers from Brisbane who provided free food for the flood effected and now they are told they need a permit, this is disgraceful of local council considering they are doing something that government officials couldn't provide. Flood survivors are tired, stressed and anxious, please provide them some relief.

Terms of Reference (optional)

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

1.1 Causes and contributing factors

Lack of support and supplies from NSW government and ses.

1.2 Preparation and planning

Little to none, needed evacuation warnings even the "evacuation centre" was a last minute call

1.5 Recovery from floods

More funding and housing solutions required

Supporting documents or images
