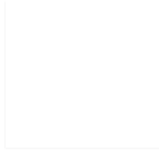


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Tuesday, 26 April 2022 10:51:36 PM



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

Your position in the organisation (if applicable) Business owner

Consent to make submission public I would like this submission to remain anonymous

Share your experience or tell your story

Your story I am submitting this as a resident and a business owner. Although as a resident not severally affected I'm representing both.

On Saturday the 27th of February my husband and I were at a work event at Kingscliff, the predictions were moderate floods, I was starting to prepare. I have a business in East Lismore and this was our first major flood as a business owner. When we went to open our business council was extremely clear we needed a flood plan and it needed to be detailed.

Basically our flood plan was to pack as much as possible when heights of 9.5m was predicted. On Friday and Saturday I asked our team member to start preparing our store rooms, and not to fill any stock in our store. It had been raining non stop and it was quiet heavy and not showing any signs of slowing down. On Saturday night we made the call that we would launch our flood plan, obviously as we were away we couldn't do much until Sunday.

Sunday morning we requested all our team members if able to assist in packing our shop all of them showed up , one team member who lives in north lismore left at midday as she was preparing to evacuate.

From about 10am Sunday until 4pm we stacked 6 Pallets of stock , 4 Freezers, 2 Fridges and as much shelving as possible onto my husbands work truck. My husband stayed behind to help other businesses with there fridges and things to go up the hill to try to save the equipment.

Our shop space only has a very small mezzanine space for files etc.

Which we only keep some things , like the AC remote, thinking it's 13M height 'it'll be safe' It wasn't. I was so proud to see a majority of the street had removed the equipment above 1974 height , and we all felt safe and proud that we had done as much as we could or so we thought.

At about 8.30pm I was watching Facebook and all the updates and predictions '9m...10m, the levee will be breached at 10am.. no 9am...8am' I was concerned so I headed back to the CBD, I am based in East lismore and was aware the lower part was under water on Wyrallah road, so

I had to detour to get into town, it was a 20 minute drive and I had to drive through some big puddles to get to my shop but I did it. When I arrived I went through the store to ensure I was happy with how much we had removed, and turned off my switch board to try and save it (switch board is at 12M height)

As I drove back through the CBD to head home I saw some businesses STILL trying to pack up, my heart broke as I knew it was too late. A lot of water on the roads heading back home but I arrived back safe about 9.30/10pm. It was when I came home my husband mentioned we had water downstairs, now this isn't new in extremely heavy downpours we get storm run off. So we cleared as much water out of our office and Garage as we didn't know when the water would stop, and if it got worse it would get to a point it would just rise. My husband and I decided we would start getting ready to go to sleep for the night, and at about 11.30pm he suggested I check the water downstairs.

I'm so glad I did, it was gushing in the dog door, through the internal stairs. I called out to my husband, we started to clear the water again. And check we have moved everything important up. My husband had to move his car from our driveway as the water was so high, much worse than 2017. It was about 5-6 inches under our home which houses our office, a bathroom, laundry and holds our business equipment. Luckily we suffered minimal damages, as we have flooded before. We eventually went to sleep at 2/3am when the levee in town was breached. We thought it would be like normal water comes up and goes back down. At about 7am we woke to the news of people crying out for help on social media, people being rescued by civilians in boats, I don't need to rehash the things that went on that morning for the residents in South, North and CBD. It was truly sad seeing our community so scared, and so brave at the same time. The people in those boats deserve the highest praises for rescuing our community.

At about 8.45am we lost power to our home in East Lismore (st) we then noticed our neighbours hanging in the street looking at something. They were seeing how close the water was, I went outside and saw the flood water in East Lismore was only 3 drive ways from our home , our 'flood free' home. When we realised that the river hadn't even 'peaked' we worried, we packed up our important things from downstairs, computers, business equipment, power tools and moved them upstairs. We also decided to pack our kids a bag of important things for them , and pack our birth certificates , and other documents. And evacuate ourselves to my husbands place of work in goonellabah. Luckily his work had power, a kitchen and a tv to keep our kids happy. We had friends near by keep a eye on our home as we left our animals. As the river peaked it stopped at our neighbours house across the road, we were the lucky ones. We decided to return home on Monday night, and we were blessed with friends who had power to boil us some water for coffee and gift us some milk.

We were lucky , but we were still greatly affected. Our business had completely gone underwater sustaining damaged walls, broken windows, and debris. And 8 weeks on we are still not back in.

We had no power at home for 6 days, lost the contents of our fridge, we had to syphon fuel between cars so we could continue to charge our phones in Goonellabah. We were lucky that we had friends bring us warm meals and gave us a listening ear. But I still don't consider us victims, there are so many who lost more. Although we have lost 90% of our business.

I really hope that this inquiry actually helps those in the smaller affected areas (woodburn, coraki, south and north lismore) they have been hit incredibly hard.

We will bounce back we will rebuild.

Terms of Reference (optional)

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

1.2 Preparation and planning

I hope the government and council consider asking businesses to produce their flood plans to ensure they are acceptable for the business.

1.3 Response to floods

I wish the SES did more on the day, I can understand they didn't want people just out on the water but it was a emergency.
People were literally clinging to life , and the SES said no don't go to the water... that was the saddest moment. I'm glad the people in boats didn't listen

Supporting documents or images

Attach files

- [3C212CDA-126F-4985-B01E-F6F871685291.jpeg](#)
 - [967061C3-BAA1-4669-9F4C-06496B4E7896.jpeg](#)
 - [8DC064B2-3B4B-48FD-80CA-952E41EE52DF.jpeg](#)
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