

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Friday, 6 May 2022 1:17:01 PM



## Your details

Title

First name

Last name

Email

Postcode

## Submission details

**I am making this submission as** A resident in a flood-affected area

**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** Our family home is in Chinderah. On 27 February we became concerned the heavy rain would cause flooding in our area so started to monitor the BOM website constantly. The night of 27th February we went to sleep being advised that we were going to be having a Minor Flood. Being a minor flood this wouldn't affect our home but to ensure we were prepared and safe I set

alarms and woke for each BOM update. During the night this was upgraded from Minor to Moderate then Major all before daylight. The major warning had the words LOWER THAN MARCH 2017 flood. In preparation our family packed what we could upstairs and lifted everything else onto tables/high shelving. I phoned elderly neighbours to see if they needed help. Found I woke them and also gave the news it's now a major warning, they didn't believe me as they said when they went to bed it was only a minor warning. I advised it's been upgraded through the night, being elderly this gave them limited time to prepare, neighbours helped but we only had a short window of time before water arrived. They didn't have an opportunity to evacuate before the water was in our streets.

My question is, why would BOM add the words lower than MARCH 2017, these words left everyone unprepared, people didn't move items high enough as they judged where 2017 water levels were.

Secondly, if an event level changes during the night whilst people are sleeping, why can't an emergency vehicle/SES drive around streets sounding an alarm/siren to make people wake and be aware. A loud speaker could also alert FLOOD WARNING.....START TO PREPARE.

Third point, we had not one evacuation warning until 4.30pm Monday afternoon when the water was neck high. At this point it was too dangerous to try and secondly how would elderly ever do this at this point.

Fourth point, power outage. We had no power for 6 days, when the water was high and ran out of phone charge we had no knowledge of what was happening. If it weren't for neighbours rescuing people and evacuating them, we would have had no knowledge of what was happening. Fifth point, river heights did not seem to indicate what was happening at our homes. Definitely higher than was what being reported on BOM.

I hope my feedback gives some input on how to

find solutions should this situation ever occurs again. The whole evacuation alert system during night hours has to be addressed. Please make more noise next time to alert everyone.

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## **Terms of Reference (optional)**

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

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### **1.1 Causes and contributing factors**

Motorway acts as a dam wall not letting water spread  
Development in our area on flood plains is increasing heights  
Development on farm land not allowing water to soak into ground instead fills drains  
River full of silt and sand - needs to be dredged in centre. You can stand in sections

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### **1.2 Preparation and planning**

If flood warning occurs during night and gets upgraded from minor to major within hours, drive around streets with sirens/alarm on and loud speaker sounding flood alert. More warnings need to be given to phones and in actual streets,

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### **1.3 Response to floods**

No words.  
If it wasn't for the community and local clubs there was no paid services about.

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## **Supporting documents or images**

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