

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Monday, 16 May 2022 11:06:43 PM

Your details

Title

First name

Last name

Email

Postcode

Submission details

I am making this submission as

A member of the general public

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

My 82 year family friend. Resided at Street South Lismore. At 11pm on Sunday the 27th February I was looking at FaceBook on my phone and saw an evacuation alert for North and South Lismore. I called her immediately and she told me she was going to stay in her home and that she couldn't get out anyway as there was water already under her house. This was the first

time she had stayed in her home during a potential flood event in the 44 years I have known her. I advised her to pack a bag and charge a phone in case she was door knocked in the night.

The following morning I woke up to the news of many people stranded in Lismore. My brother and I tried desperately to contact her with the no answer. We called the SES and couldn't get through. We called 000 and advised that she was elderly with extremely poor mobility after fracturing her hip and pelvis and that she wouldn't be able to climb onto a roof. I contacted another friend of hers that was in the process of being rescued themselves by their son. I asked if their son could rescue our friend. They said he was rescuing other people in their street. I tried desperately through Facebook to get someone out in their boats to rescue her.

We searched the evacuation centres throughout the day. By night time we attended the police rescue. They couldn't advise if she was rescued. The following morning I phoned the police and was put through to someone in Sydney who said contact the public assistance line. I called them 3 times. On the 29th February at approximately 11pm I was contacted by a Lismore detective to advise me that my 82 year old friend was found deceased in her home.

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

Heavy rain

1.2 Preparation and planning

Nothing much happened on the Sunday before the flood. It appeared there was no preparation or planning

1.3 Response to floods

No communication from emergency services.
No triaging of less able and vulnerable people.

Unable to contact SES

No call back from 000 after asking for help

No early warning to remove elderly people in daylight hours

1.5 Recovery from floods

Ongoing grief and loss

Devastating loss of home town

1.6 Any other matters

should not have happened.

. Deaths that

Supporting documents or images
