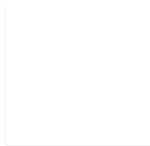


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Tuesday, 17 May 2022 12:16:50 PM



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

We had no warning of the impending flood. We have lived in our home for 45 years and have never experienced flooding. My 90 year old mother also had her home flooded and it was her emergency alarm that alerted me and woke me to advise she was flooded. I tried to get to her house on the other side of Mullumbimby but was unable to leave our house that was surrounded

by very deep fast flowing water. I called the SES to ask them to assist my mother as her phone was not working and I could not get to her or contact anyone who could get to her. I called them at 6.00am on 28/2/2022 they called me back on 01/03/2022 at 1.45pm to see if my mother still needed assistance. My husband and I were trapped in our house with no power, no vehicle and little food. When the flood waters went down we commenced cleaning the mud from our house and surrounds and worked tirelessly for 2 days with no assistance as our children were all blocked from travelling down to assist. On the Thursday our daughter and son-in-law came down from Brisbane and evacuated us and my 90 year old mother to their home. When we arrived in Brisbane my daughter looked at my husbands feet as he said he had a sore toe. He was immediately admitted to the royal Brisbane hospital with 2 very severely infected toes and after several weeks on antibiotics and being treated by surgeons and specialists he ended up having to have a toe amputated. We were in Brisbane for a total of 8 weeks and our son had done his best to clean our house and remove contaminated waste. We are now renting 40 minutes from Mullumbimby as it was the only place available and we are paying \$1500 per week. We have been told now our house will not be fit to live in for 12 - 18 months at least. This has left us both physically and mentally drained. We have had an offer of accommodation closer to home but unfortunately the local council is putting up roadblocks on the availability of this property.

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

I am not certain what has caused this flooding but I do think that the development and all the granny flats and extra dwellings approved in Mullumbimby have certainly contributed to the

severity.

1.2 Preparation and planning

Preparation it was hard to prepare for something that we had no warning about. I had no communication from anyone SES, Council, Insurance companies etc before or after this major event.

1.5 Recovery from floods

We are still trying to recover, our house is uninhabitable our access road is muddy and full of potholes, we are not able to live in the town I have called home for 64 years.

1.6 Any other matters

We had no evacuation warnings and we were left to fend for ourselves. The SES volunteers did not even know our street existed. The defence force and volunteers did not come down our street to assist in the clean up. The evacuation centres were not able to be reached. The phone services were terrible and no internet to lodge insurance claims or contact family

Supporting documents or images
