

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Wednesday, 18 May 2022 7:04:17 AM

## 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

As a Manager of accommodation in Ballina, my staff & I supplied (and still are), emergency accommodation for flood evacuees from Ballina & Lismore areas. Evacuees were placed by Resilience/Disaster Welfare Dept with a phone call. We were not told people were traumatised, had health issues, both physical & mental health, substance addictions or their circumstances. Day

4 after floods they were either dropped off or drove to our facility. No government staff member came in to check them in. We had guests in their 80s, people requiring walking frames, blind lady, drug addicts, alcoholics. You name it. Most had no money, 1 bag of clothes and a bag of essentials ie. noodles, some toiletries, food voucher, no mobile phones or ID. From day 1 they were asking us, what that were going to eat for dinner, lunch, breakfast.

At the time we had half a dozen welfare Dept staff on site staying also, who we asked where do the evacuees get meals etc. Only to be told they have to get to an evac centre! How do they do that without a vehicle? Many elderly evacuees were on medications, which they regularly asked us to check if they'd taken. Not once was there a medical or welfare follow up by any government staff or department. We ended up through Facebook arranging a group of voluntary women to provide hot meals for 10 days, which these women paid & provided themselves., we ended up providing food items at no charge also.

Many evacuees drunk alcohol from 8am in the morning, some used illegal substances in their rooms . We had a few of them vomiting in their rooms, using the shower as toilets. This put extreme stress & pressure on my limited staff & I. To the point I've had 1 resign after 2 weeks of this.

There was no support for accommodation providers, we were just left to deal with varying social issues, drug addiction, health issues, evacuee guests trauma, food supply. I even privately arranged a nurse to come & check the elderly evacuees.

From a personal perspective, this has caused great stress on myself & staff involved. We have had rooms trashed, damaged, with department telling us to get quotes ! We've sent pictures etc but no follow up at all. Needless to say we've arranged repairs ourselves.

The utter lack of evacuee follow up, after

evacuation centre care was appalling.  
To the point we would not extend  
accommodation on many rooms.

---

## Terms of Reference (optional)

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

---

<b>1.3 Response to floods</b>	<p>A lot left to locals &amp; business owner/managers to deal with.</p> <p>No on the ground support at all for flood victims after leaving evac centre.</p> <p>Accommodation managers had to privately source assistance, personally transport those without vehicles back to relevant evac hubs for info.</p>
<b>1.4 Transition from incident response to recovery</b>	<p>Personally, I received 1 automated text msg with 1 hour notice to evacuate a full motel at 6am in morning. Couldn't get through to SES to locate an evac centre.</p>
<b>1.5 Recovery from floods</b>	<p>2 1/2 months on, people still in motels, still have no idea where they're going to live. There are no rentals, there's nowhere the motorhomes etc required, the process to get one is exhausting the guests are telling us.</p>
<b>1.6 Any other matters</b>	<p>There are major missing links in the process. We felt like the evacuees were dumped at accommodation facilities &amp; forgotten about.</p> <p>Absolutely no follow up. The everyday workers of those motels were left with full responsibility to care for, feed, seek medical assistance, support the evacuees. This in turn has caused significant stress &amp; exhaustion to us.</p>

---

## Supporting documents or images

---

**Attach files**

- [inbound4872360805926488799.jpg](#)
-



