

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Thursday, 19 May 2022 7:57:32 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 live in Pimlico which is south of Ballina, right on the Richmond River. Our road is a levy and it has never flooded in this area. So we had false confidence that we would be spared. We were very wrong. We did not receive the SMS from SES to evacuate and were woken at 6:45 by the sound of traffic (there is no traffic here). It was everyone evacuating. So we quickly gathered

our children and animals and left. The river was starting to break the banks as we left. We could not take much with such a short time to leave. So we lost a lot. We could not access our house for four days as the roads were still under by the river. We had no idea of the damage, no one was reporting anything about our area. We were forgotten, we felt unimportant. Once we got back into our house, the stench was horrid. In the heat, the house locked up full of water and mud, which was full of sewerage and chemicals, it was horrid. There was black mould all over the roof, all different types of mould growing on furniture, beds and everything. We had never seen anything like it. We had to throw out everything. We are one of the lucky ones that are insured for flood, however we don't feel that lucky. We spent weeks shovelling mud, pressure hosing (using our spa water as our tank was contaminated as it is underground), throwing out all our furniture and belongings. All while having no running water or a working toilet. We had to go to the toilets in buckets. We asked for help to get port-a-loos and no one would help. Our assessor's took 8 weeks before they arrived and still we wait for the rest of our demolition to occur and a quote for how much it will cost to repair our house. We are so far from seeing the end to this. We live in uncertainty, no idea of when we will have our home back. We live squashed upstairs, still surrounded by mud, kids are unable to play outside. We have had to fight for any help, we still need help. Ballina council think everyone is fine and on the mend. In Pimlico and Wardell we are far from that. We are not cared about by our local council and the Government think it's over. We haven't even started!!

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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**

There needs to be a follow up to ensure all evacuation messages go through to all residents.

<b>factors</b>	Having no time to evacuate made issues worse for us.
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<b>1.2 Preparation and planning</b>	When evacuation orders were given, there should have been information on where evacuation centres were. We could not get to any. Where the evacuation centres were needed better consideration. Goonellabah and SCU were packed, there should have been one at Alstonville opened immediately. All the residents at Wardell were stranded and then dumped at over packed centres. It was terrible.
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<b>1.3 Response to floods</b>	All evacuation centres were run by inexperienced people with no direction from anyone. Support was not given to us out at Pimlico and Wardell, we just had to get things done by ourselves.
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<b>1.4 Transition from incident response to recovery</b>	This was terrible, we are still in the recovery stage and everything is over. There cannot be deadlines on support. We have no recovery centre nearby, we have no removal of waste anymore when we still haven't had our demolition completed, we cannot apply for financial assistance as we have not received a quote for the damage yet.
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<b>1.5 Recovery from floods</b>	We are not anywhere near recovery. We have been on hold for months. We live squashed in half a house on air mattresses with mud still all around us and mould growing everywhere.
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## Supporting documents or images

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<b>Attach files</b>	<ul style="list-style-type: none"><li>• <a href="#">D3E47402-6C1A-4EE3-8C3E-0F104072A4BD.jpeg</a></li></ul>
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