

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Friday, 20 May 2022 12:05:47 AM



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

The house i own in Sth Lismore was flooded to about 40cm from the ceiling on the 28th Feb 2022. On the 27.2.22 I had advised my tenant to leave earlier in the day,- just in case. The flood warning given at 8.14 pm 27.2.22 predicted a major flood that "could" go to 11.5m on monday - at that level my house would have been ok. The Lismore levee breached 3 hours or so earlier

than predicted & flooded the area much sooner, and much higher than predicted. Not a lot anyone can do at night in the dark. It was distressing to hear the prediction climb higher & higher by early morning, and see the shocking messages on facebook of many people needing desperate life threatening rescues after the levee breach.

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

RAIN ...Poor weather predictions given. Too little accurate information, given too late.
Poor maintenance of drains by Lismore City Council over many years. Failure to adequately support flood mitigation options & commit to implementing them over many years.

1.2 Preparation and planning

SES undermanned, under resourced & under prepared for catastrophic events like this & probably most events. Unprepared city largely due to poor weather forecast predictions.
Recovery hubs - unsuitable, unplanned for this scale of incident (it seems). Police unable to cope with enormity of event.

1.3 Response to floods

TOO SLOW. Organisation left to the people.
Response from locals in boats or other watercrafts saved peoples lives that day.
Facebook was crucial in spreading the word & getting help. Poor response from governing bodies in flood response - locals & volunteers shouldered all responsibility for the first 7- 10 days. I could not have cleaned my house out without the help of young volunteers from surrounding villages, who put out the call on fb for helpers. People from out of town bought food & hampers and water to my street when there was still no coordinated government response. Locals & lions clubs provided sausage sizzles till we were sick of them

1.4 Transition

I saw the fire brigades in week 2 followed by the

**from incident
response to
recovery**

army. The firies offerred help routinely, the army had to be asked formally as they were doing the cbd & street clean ups mainly in town, as well as rescue & supply out of town.

**1.5 Recovery from
floods**

Cleaning your flood ravaged house every day for weeks on end is very exhausting.
I've learnt that old hardwood houses with no gyprock/plasterboard fare better.
Recovery hubs - unsuitable.
Centrelink grants - too hard and demanding for the honest people.

**1.6 Any other
matters**

Insurance companies - difficult to deal with.
Flood fraud - aggravating, big problem.
Looting - in flood ravaged areas - not enough police presence - everyone overwhelmed.

Supporting documents or images
