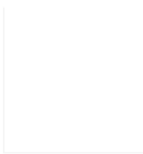


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Saturday, 21 May 2022 7:53:21 AM
Attachments: [\[redacted\].pdf](#)



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

on the 27th of feb 2022 I stopped the SES worker that had just visited my neighbour and said if it floods tonight go straight to Myokum Rd around the corner from where we were standing and go to the second house on the left , there is an old lady who lives there, she is by herself and her house is the first house in town to flood she

will need help, they said "tell her to call the SES" I said you will be too busy by then just go rescue her they said she needed to phone them, she stood on a step ladder with her two pups for 5 hours till her relative came up the river in a boat and rescued her.

That night I knew it would flood but I didn't think I would, my house is over 100 yrs old and has never flooded and no it didn't flood in 2017, my friends who were visiting from Sydney woke at 3 and that woke me, I said this doesn't look good I checked to see the reports on river heights at Lismore *&^%

I went out back to see if I could get to the old lady she was up with a torch already flooded, I said call the SES because it was too deep to get to her she did I then went and grabbed a bag with a few things and we all evacuated next door it was around 4 o'clock my and we held on to the fence as it was dark and up to you looked after us we positioned a ladder to the roof and found a torch and the meat basher in case we needed to climb with her children and all of us 9 in total into the roof and then onto the roof as once a flood is unprecedented you just don't know anymore what the boundaries are, from her place I watched my house sit in water for I don't know was it 30 hours

at one stage someone in a boat nearly crashed through my fence the had been broken by the current. By 6.45 am my house was flooded to its deepest point and it remained like that till I could return on the 1st march. We cleaned and sorted till about the 18th of march my family and I am unable to return to my house and have been with

My neighbour had just moved into her house and we didn't know each other well, but she fed us and chucked her kids out of their beds to sleep with her and her mother in law. people were walking in the flood waters and falling over because the road had been washed away in parts the current was very strong some were heading to the river others were just site seeing.

So many in the community and family turned up to help me clean up it took about three weeks in total the first 4 days were terrible but the community delivers clean water and food and we just kept working. There is no fuel no cash no food in the shops no phone and no internet and no power and no help from the outside all the roads are cut .and Lismore and ballina and evens heads are still in danger.I have friends I have been unable to contact I am worried for them so spend a lot of time trying to get someone to go check on them as they live out the back of mullum and Uki .

My insurance company Nrma was not on the ground at the civic centre so I had to get legal aid to help me with them I am still having the most ubeileivable hard time with them . There is so much more but now my best friend has been diagnosed with recurring Breast cancer and I have to add that to Ndis worker , nanna, house restorer, friend , mother , and my full time job getting Nrma to return my calls . The phone company and NRMA are the things that make me cry .

Regards

Terms of Reference (optional)

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

1.2 Preparation and planning

leaned my gutters that afternoon all the drains I could , phoned council about pallet blocking creek, charged phone and computer , packed a simple bag

1.4 Transition from incident response to recovery

my beautiful old house 100 yrs has been damaged I have had advise that its footings have been disturbed that's why non of my doors close now but the insure body Nrma is ignoring this it is 3 months in and we have made very little headway lucky I cleaned it as otherwise it would be ruined I need the footings repaired an I would like to get funding to raise it asap so I can start on the inside it looks like ti will be 2 years at this

rate maybe longer and I have insurance for accomodation for only 1 year they will only give me accomodation for 3 then extended to 6 mths this has caused me much trouble I also now am having counselling from Nrma because they are driving me crazy

1.5 Recovery from floods

raise house
clean out water ways
install siren alarm for the town
create an evacuation centre that won't flood
improve emergency communication

Supporting documents or images

Attach files

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[.pdf](#)

, MULLUMBIMBY



07/03/2022

, Mullumbimby
NSW 2482

To Whom It May Concern

RE: Structural issues from major flooding

An inspection of the sub-floor including brick piers, hardwood bearers, joists and timber tongue & groove flooring was undertaken at , Mullumbimby, on the 7th March 2022 after the recent major floods.

The house has had flood water through the property between 500mm to 600mm above the timber floor level and at such a force as to knock over the front timber picket fence.

I went underneath the house to assess the damage caused and several of the internal brick piers have sunken and / or moved. The ground condition could be described as saturated and the composition of the material the piers were sitting in as highly reactive clay. It would appear the saturation of the ground conditions has led to a number of the brick piers to settle and subsequent uneven movement in the sub-floor.

The tongue and groove flooring has also absorbed a lot of the flood water and cupping of the timber boards was present in some areas due to swelling.

Given the current ground conditions and then the subsequent drying out of it once dryer weather permits I suspect even more settlement of the sub floor to occur.

It would be my recommendation based on this significant flood event and the damage caused to raise and restump the house with galvanised steel columns and suitable concrete post hole footings, designed for the soil class, to stop any further settlement and subsequent damage of the home.

If you require any further information in regard to this matter, please contact me direct.

Yours Sincerely,

