

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Friday, 24 June 2022 2:27:29 AM

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## Your details

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**Title**

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**First name**

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**Last name**

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**Email**

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**Postcode**

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## Submission details

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**I am making this submission as**

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**Submission type**

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**Consent to make submission public**

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## Share your experience or tell your story

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**Your story**

home was the SES had limited media presence (we were all too focused on rescue and recovery to work with media). The SES asked my husband and I to be interviewed and those media officers requested we go out to our home. Our experience in Coraki was incredible isolation, limited resources and limited communications. The emergency services coordinated efforts from day 1 with SES, Fire & Rescue, Police, Dept Community Justice, and Health meeting daily. Community reps were included. All hands on deck and we worked until we were exhausted each day.

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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 factors**

This flood was like nothing we could have ever predicted or prepared for.

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### **1.2 Preparation and planning**

The SES services in our area were limited in number of trained floodboat operators and in vehicles/craft needed to access areas. The manpower could be improved with centralised training models and improved funding for SES in training volunteers. At the moment far too much rests on the shoulders of overworked volunteers. Unit Commanders and Deputies need to coordinate own unit's training, organise catering and find qualified trainers to run courses. This is on top of the expectation to build teams, recruit new members and manage unit equipment and resources. Our unit has members ready and willing to be trained as floodboat operators but we are reliant on access to swiftwater courses run out of Penrith and then on local boat operator courses. We have no SES helo access and our members aren't trained 'down the wire' so as a lead response agency we rely on other agencies to perform rescue tasks.

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### **1.3 Response to**

Our unit was overwhelmed with requests for

**floods** assistance, our unit was under-resourced and ill equipped to deal with an event of this magnitude. Due to local geography and remoteness of properties many are not safely accessible by land/boat. We relied heavily on helicopter access.

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**1.4 Transition from incident response to recovery** Transition to Recovery was not lead confidently and proactively by Resilience NSW. Our unit effectively handed over to Disaster Recovery Australia when we were stood down on day 12.

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**1.5 Recovery from floods** Recovery is ongoing and will be for a long, long time. Supports are being withdrawn before homes are habitable. Our own home still sits, semi-stripped with NO remediation assistance from Comminsure 4 months on from the event. Disaster Recovery Australia helped strip the floors and walls to shoulder height (their OH&&S limitation) but the water came through 2.5metres so needs additional removal. DRA were an incredible group and I wish the SES worked more closely with them. I had never heard of them until they showed up in Coraki.

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**1.6 Any other matters** My concerns lie in long-term:  
-Mental health supports for locals, emergency services personnel and school kids.  
-Donations that dry up while people are still homeless or while home remain uninhabitable  
-rebuilding communities and future climate planning  
-more support to local councils to respond to climate change and make Proactive decisions about community planning and resources

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## Supporting documents or images

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**Attach files**

- [17D21373-C4FD-4550-8B61-B9B90F8B9FD5.jpeg](#)
- [E91D131B-D259-43A3-9161-5B607F17F7BE.jpeg](#)
- [48834B03-74FE-476B-B26A-](#)

[5D3BA77AF656.jpeg](#)

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