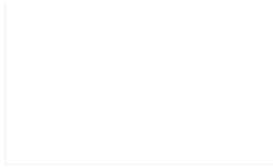


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Wednesday, 18 May 2022 11:42:26 PM



Your details

Title	Ms
First name	Anne
Last name	Ransley
Email	
Postcode	2480

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 give my consent for this submission to be made public

Share your experience or tell your story

Your story	I live in the hills outside Nimbin, in the Lismore LGA. I only suffered some minor storm damage during the flooding, unlike two good friends whose houses have been destroyed by landslides. Like just about everyone up here, I have friends who lost everything, and some who had close calls.
-------------------	--

My daughter, who lives out here near me, was due to work on the Sunday morning in Lismore, and, based on the BOM reports thought she would be OK to go in and get home, but by the time she finished in the middle of the day the roads out here were cut and she stayed in Lismore with my son and grandson, who were the width of the road from the floodwaters. She was able to help some friends evacuate, but naturally concerned for her partner, stranded at home by a flooded creek. Her partner had never spent a night alone out here, having come out from England several years ago.

Twice in the two weeks prior to the February 28 flood both my daughter's home and mine had already been cut off for a day at a time due to flooding of local roads by creeks.

By about 10am on Monday, having spent an anxious night, and knowing I was cut off by Goolmangar Creek, my street had lost phone and electricity service, and my neighbours on town water had lost that as well. Even those who had backup tanks had no running water as they depend on pressure pumps. I have solar power and a gravity feed tank, so this did not affect me personally.

When the Local ABC service failed as well, we were cut off from all communication except for neighbours in our dead-end street, and it was truly harrowing to not know what was happening beyond our street, whether family and friends were safe. Fortunately the ABC was restored, so we were able to get some news of the outside world. By the Wednesday it was possible to get into Nimbin by 4WD over severely damaged roads and get some relief from anxiety by making phone contact with my daughter and getting at least some news of family and friends. She was able to get most of the way home on the Friday, although she had to walk the last 4km due to a major landslip over the road.

It was not until the following Tuesday, ie 8 full days after losing communications, that phone communications were restored. I was able to get occasional, intermittent texts by mobile during that time, but did not even have access to 000. In the first 100 metres of my road there are 7 women over 60, only one of whom does not live alone, so lack of access to emergency calls was stressful and frightening. The local RFS , who were doing door-to-door welfare patrols, had informed us that we could not even get an ambulance if needed. From about day 4, the Telstra spokesman on the ABC was saying that phone services had been restored here, but it was not so.

By the Saturday after the flood, what remained of food stocks in the shops in Nimbin became hard to purchase, as the ATMs had either run out of cash or were out of order, and none of the shops had operating EFTPOS. It was late on the Tuesday night before phone and internet was restored in my street, although some surrounding areas took longer.

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

Sustained heavy rain over the entire summer period resulted in saturated ground. When the "rain bomb" came down from up north and settled in place over the region , localised flooding commenced in the wider catchment area and then to Lismore.

1.2 Preparation and planning

There appears to have been a major failure by the BOM and other organisations in predicting the severity of the flood. Having seen what happened in Brisbane, and knowing that there had been localised flooding in the catchment area for Lismore already, it appears that the volume of rain in the catchment area (558mm here in the 24 hours to 9am on the 28th, and

over 800mm a few kilometres away in Dunoon), well over what had been received in the Cyclone Debbie flood of 2017, was not taken into account in the predictions.

1.4 Transition from incident response to recovery

Restoration of communications was slow and patchy.

1.5 Recovery from floods

We are now almost 4 months post the first flood of the year. Services and supplies (including those for animals) are still limited. Many businesses have not yet reopened, and there is no clear insight as to when they will be able to.

Looking back, the area was only just getting properly back to "normal" after the 2017 flood when we were hit by the bushfires, so recovery from these floods seems to be a long way off at present.

1.6 Any other matters

There was already a severe shortage of accommodation in the area before this happened. It is now beyond critical. Many people have been forced to leave the area due to lack of accommodation.

The longer it takes for government assistance to actually happen, the harder it is going to be for our community to recover. Waiting for things like the CSIRO study is leaving many in limbo, unable to make decisions for themselves, their families and their businesses.

Supporting documents or images
