

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Thursday, 19 May 2022 9:54:29 PM

Your details

Title Ms

First name Beverley

Last name Clark

Email

Postcode 2484

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 George St Murwillumbah, in an elevated house built in 1950's. This is on the northern side of the Murwillumbah township, the last street which abutts cane fields on the northern side of town. I have lived here since 2016 & experienced the 2017 & 2022 floods. In both events water came up under my property to just under the floorboards, in 2022 this was the

highest at 5cm below the floorboards, a height of 2.1 metres. This is not flood water from the Tweed River but rainwater, stormwater & overflow water coming from the showground & sports ovals near Queensland Rd. The water flows down & spreads out behind my property, rising up & spreading into my property to a height of 2.1 metres, a brown watery lake covering my lawn & garden as well as the steps (12 at the rear, 6 at the front) which provide the access to my elevated home. This happens to me & 3 other of my neighbours, properties on either side of me. This water is clear to start with & is muddy & brown eventually, also containing effluent from the shared sewer line that crosses our properties. It floods our laundries & items stored under the house, tools garden equipment, etc. Rendering them useless & needing to be replaced. I would like to suggest that some flood mitigation (see point 1.1 below) be put in place in this area of Murwillumbah to be able to lower the level of flooding to my property & others in this low lying area.

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

This rainwater, stormwater & overflow water coming from the showground & sports ovals near Queensland Rd. flows down & spreads out behind my property, rising up & spreading into my property to a height of 2.1 metres. It is covering all of the canefields & other land to the rear of mine & my neighbours on either side of me. It is not flooding from the Tweed R. Are there other water courses contributing to this flooding? Could some flood mitigation be put in place to reduce this level of water/flooding. Could Council/Government purchase some of the canefield land on either side of Queensland Rd & construct a series of "overflow ponds" to take the bulk of this excess water. Any overflow would be at a much reduced level of flooding to

properties, reducing its impact to all concerned.

1.2 Preparation and planning

Tweed Shire Council provided much information on preparation & planning in the years after 2017 flood event, warning residents to be ready. How we receive or get access to this information is a problem, not everyone is Internet savvy or even has access to the internet. And the biggest issue at the time of flooding is no mobile phone or internet coverage at all, with many having no access to wifi either. Clearly a federal government responsibility to ensure no networks are down & coverage is there at all times.

1.3 Response to floods

Communication channels need to be operational & clear & most importantly have local knowledge as part of the response actions. SES text warnings work well but only if internet & phone coverage is available to use.

1.4 Transition from incident response to recovery

There needs to be an overall incident/disaster/trauma/recovery/volunteer PLAN, contributed to by all agencies, SES, Police, Ambulance, Council, etc. & community. There needs to be a person/agency who acts as the overall "incident controller" in a flood event or other crisis event. There would be models of this kind operating across the world so not difficult to research & put in place.

Supporting documents or images

Attach files

- [20220301_103010.jpg](#)
 - [20220228_070653_0.jpg](#)
 - [20220227_164344.jpg](#)
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