

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Tuesday, 5 April 2022 5:52:54 PM

Your details

Title Ms

First name Caroline

Last name Wales

Email

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

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 1.
There needs to be a live hand over from state to state SES on TV. As soon as the weather system leaves QLD, there is a delay to when NSW start their emergency broadcasts. There is

a massive delay in this formation for northern NSW residents, often coming days after the event.

This also happened with the NSW South Coast bushfires when they were coming up from VIC into NSW. Days delay in NSW emergency response.

2.

We had no communications - no phone, no TV, No smart phone apps. So any support VIA these pathways is null and void in the face of a natural disaster.

3.

When Ballina said 'low lying' areas will flood - a map of Ballina, with a simple coloured key indicating where these low lying areas are would have been helpful.

4.

There is not one place to get information. Ballina SES, Ballina council, and ABC north coast could not tell me when the flood waters were going to arrive from Lismore.. We are our own weather people, constantly looking for information from so many Facebook sites to try and get facts.

5.

Our entry and exits roads in and out of Ballina flood, so there is no way out of town. We are sitting ducks. Brand new M1 motorway floods.

6.

Ballina needs an alarm to sound when the river is breaching the bank.

7.

The information SES give on TV needs to be informative, not descriptive. There was no actual facts given that provided real information to locals so we can prepare or relax.

We don't have any faith in the official channels. The water was up to my knees in ballina, I'm ringing the SES, and speaking with someone in Wollongong, and she's saying there is nothing on the screen here saying anything is happening.. We need to talk to our local branch who are on the ground.

8.

There are emergency evacuation messages to say leave the property, it's at high risk, but then there are no messages saying the threat is over. We came back to evacuated property the following day thinking it was all over, and then got evacuated one hour later, as threat came back again. We would never have put ourselves at risk if we had have known not to go back, it's not safe.

Supporting documents or images
