

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Friday, 20 May 2022 11:54:59 PM  
**Attachments:** [3. FLOOD DIARIES COMMUNITY QUESTIONS 0.pdf](#)

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## Your details

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<b>Title</b>	Ms
<b>First name</b>	Dannielle
<b>Last name</b>	Pickford
<b>Email</b>	
<b>Postcode</b>	2480

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## Submission details

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<b>I am making this submission as</b>	A resident in a flood-affected area
<b>Submission type</b>	I am making a personal submission
<b>Consent to make submission public</b>	I give my consent for this submission to be made public

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## Share your experience or tell your story

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<b>Your story</b>	Flood Diaries Submission part 1 of 3 (we are struggling with the attachments)
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## Terms of Reference (optional)

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

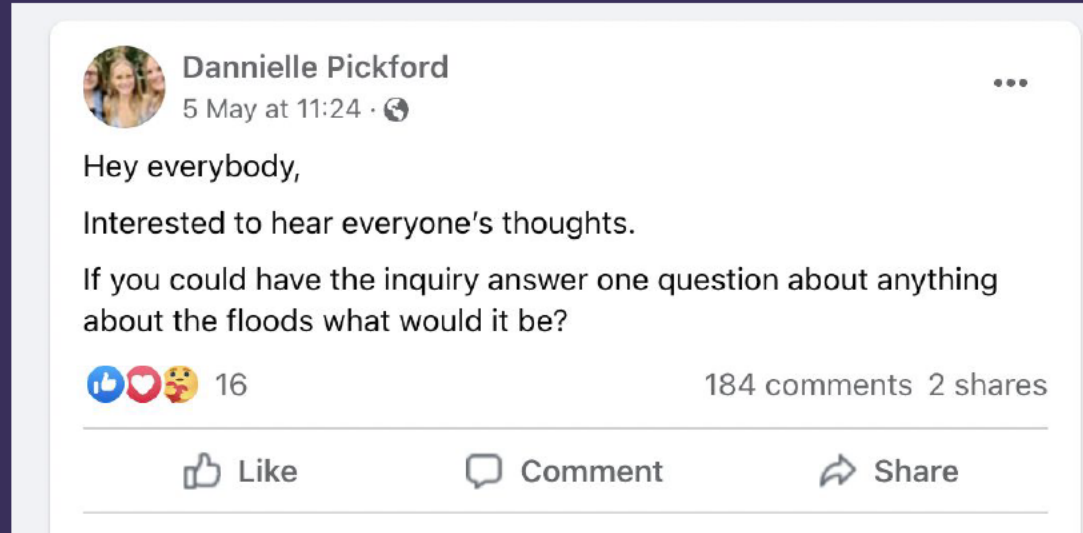
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## Supporting documents or images

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### Attach files

- [3. FLOOD DIARIES\\_ COMMUNITY QUESTIONS\\_0.pdf](#)
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### FLOOD DIARIES: COMMUNITY QUESTIONS

If you could have the inquiry answer one question about anything about the floods what would it be?

## COMMUNITY QUESTIONS

Link to Dannielle Pickford's original post on Resilient Lismore (Lismore Helping Hands) - Community Resilience & Recovery Facebook group:

<https://www.facebook.com/groups/161370884384945/permalink/1350931418762213/>

### Victoria Pitel

- Why didn't the SES respond appropriately to the Army's offer of assistance 3 days prior to our catastrophe flood?
- Why didn't SES respond appropriately to local warnings?
- Moving forward SES evacuation calls should NOT be optional-evacuation should be compulsory for ALL
- SES should be paid employment and NOT volunteer run
- Our councillors are paid AND they hold full time employment, SES and Firefighters should be granted the same

### Carl Mills

Why did the SES only have 2 x boats to service 20,000 people?

### Geoffrey O'Malley

Why aren't we doing enough about Climate Change?

### Melissa Duff

When are the inspections going to start so we can start to rebuild....

### Isaac Campbell

What are they going to do about the 2000+ people in temporary accommodation?

### Marion Conrow

Why were the dodgy levees both on Caniaba road and in town allowed to be built when the modelling showed it would adversely affect South Lismore and North Lismore residents and businesses. This is classist annihilation.

Then turn around and say North and South have to go? Whereas the second flood barely touched south side. Also if the dams broke why don't we hear about that?

### Chantico Love

Why did word from higher in the catchment not get conveyed downstream like it used to?

We knew what would happen when it rains like it did, my heart breaks everytime I think about that moment in time.

SES was warned by at least one local, twice - at 6pm and again around 7pm.

They didn't act on these warnings

### Victoria Pitel

People died .... is head of SES being held accountable?

### Sarah Butler

Why haven't we innovated to make it 'safe enough' for SES to rescue at night. Agree to other comments volunteers are expected to pick up too much of the work. Where are the paid resource who are supposed to serve our country abs people?

**Amanda Charnock**

Pearce's creek was also a raging torrent for hours and hours too adding hundreds and hundreds of mm's of water into the already sodden catchment of the Wilson's river. Why aren't there more gauges on the smaller tributaries?

And government needs to allow more local based rainfall information from local land holders. When my road is flash flooding constantly for days, up in the hills at Mcleans Ridges...Lismore ALWAYS floods!

**Schuurman Vanessa**

Why does NSW note have in place what Qld does re the flood levy .. Why are so many people paying insurance for nothing when a natural disaster happens , involving CAT3 black water and they are denied.

**Wendy King**

What went wrong with the SES WEATHER STATIONS...

**Allan Drury**

Sewer treatment in this whole catchment needs attention before housing development , if we are aiming at complying only with licence requirements rather water in quality of rain back to environment then isn't it a case of same horse and jockey but a longer path to a same finish line as raw effluent

**Paule Diprose**

What is the mitigation plans for next time. Where were the flood alerts. Thank God for the community boats doing a great job in rescuing so many people.

**Lynn Denise**

How have the massive changes of infrastructure over the years (new highways/new estates/filling in of natural wetlands etc) impacted on what was, the natural flow of water.

**De Groot Los**

How many people really died?

**Vee Waters**

When will they support the community groups with finances who do the work on the ground they cannot possibly do?

For example: Resilient Lismore - Lismore Helping Hands Koori Mail

They push responsibility increasingly back into community but do not provide support. This goes also for the SES AND RFS. Having worked on the fires and now being affected by flood I see how they are under resourced.

Grassroots organisations responding need proper databases, strategies for spontaneous volunteering, comms and training support. If you want community to do the work train them and resource them.

**Katie Calisti**

What are they going to do to fix it?

**Sarah Butler**

Why haven't we innovated to make it 'safe enough' for SES to rescue at night. Agree to other comments volunteers are expected to pick up too much of the work. Where are the paid resource who are supposed to serve our country abs people?

**Tennille O'Brien**

Why is no one being held accountable during the first flood for door knocking known flood area residents at midnight telling them they will be fine when by 3am they were climbing onto roofs waiting to be saved.

Why is no one being held accountable during the second flood when evacuation orders were issued, only to be lifted at 10pm allowing people to return when the levee again later overtopped - during the night. Surely an evacuation order should remain in place until daylight at the least.

**Ma Ree**

Why are we not already better prepared (after 100+ YEARS of events) with:

- dedicated disaster facilities & refuge areas
- central, easy, online emergency register for RESCUE REQUIRED (situation; # of people; address; contact #) not the shambles of overwhelmed 000 & SES phone only (phones were dead in many areas)
- sturdy, stand-alone weather stations
- trusted, word-of-mouth-warning volunteers
- mobile, stand-alone communications
- multi level CBD with: 2 or 3 story carpark as lower levels or void for undercover activities like roller skating, bmx tracks, trampoline, skateboard area, "outdoor bands" music venue, artificial rock climbing, space for pop-up food & market like carboot market/eat the street, "drive-ins", etcetera
- carpark hi-rise stations to save vehicles
- hi-rise storage
- re-locatable storage pods to save household valuables in floodplain
- secure sewage treatment?

**Fran Colley**

How can utility companies be billing and saying disputes will be sorted out later - an unnecessarily thoughtless and clumsy approach. Utility companies - and corporates - not doing the right thing need to held up to scrutiny by the inquiry too.

**Marion Conrow**

Why did many of us not get the warning of 13.5 metres?

**Fran Colley**

How can utility companies be billing and saying disputes will be sorted out later - an unnecessarily thoughtless and clumsy approach. Utility companies - and corporates - not doing the right thing need to held up to scrutiny by the inquiry too.

**Sarah Butler**

What is the death toll, missing person toll and toll for those who died due to flood related injuries?

**Adam Guise**

My single question would be: when will the government offer buybacks for impacted residents and what will the terms and details of the buyback be?

**Bernadette Welch**

At what point was a complete recce of the Northern Rivers flood area conducted? I've heard so many stories of people stranded with no comms and no official rescue efforts. Did they even understand the full scale of the rescue need?

**Chantico Love**

Why have low lying areas that need evacuating never had emergency drills of some sort  
Yearly?

**Michael Bonato**

How do we know this will "not" be the norm from now on, due to climate change, and what are the plans if any to deal with this?

**Graham Wilson**

Why do governments give subsidies to fossil fuel companies.

**Amanda Charnock**

Why weren't rain and river gauges fixed and maintained adequately?

**James Thomson**

Is it true we are targeted by chemical seeding of clouds equals rainbombs (see CSIRO)

**Geof Webb**

Why was there no central place to register as a flood survivor? the only SES website options were 'Donate' and 'Get rescued'.  
Where was the door to door in the days following the flood to see which neighbours had taken in people and whether or not they had what they needed to support them, e.g food, water, batteries, bedding, torches, radios?

**Esabel Klaudia Henry**

Why has nothing been done to move the CBD and low lying residential areas to higher ground after all these years of flooding? It WILL happen again and again.

**Madeleine Smith**

Why Mick Fuller is on the enquiry panel and how much is he being paid?

**Bindi Maddern**

Why is Coraki - the literal 'meeting of the waters' - still without any form of medical care...? We've fought for years, we fought after the fires and we're still fighting now after the floods.

We have no doctor, no hospital, no anything. 85% of our town was underwater. We all got stranded on the hill for 5 days while nobody could reach us with absolutely f\*ck all.

Exactly how horrible a thing has to happen to someone before we get enough headlines to get a damn doctor or nurse positioned here?

Also an evacuation warning would have been cool

**Louise Adele**

Why us the hospital and the conference centre just sitting there going to waste its an evacuation centre right there. And health one is a white elephant. No doctor. We had a hospital and it was given away.

**Crystal Lenane**

Insurance companies need to be reviewed. Why does North Queensland get subsidy for insurance to cover their cyclones. Cyclone, storm and tsunami are covered in general building insurance, but flood cover can cost people upward of 30k a year here. We had flood coverage but now the new flood heights we are likely to be in the same boat as north and south. Also 9 weeks on and insurance companies dragging the chain. Need more rules for insurance on delivery timeframes and roll out.

**Trish Cheal**

Why is there no accountability or transparency with regard to flood support organisations and the funding/ donations they receive. All administrators in the group etc should be made public. Especially if managing public funds.

**Erika Ivers**

Will it happen again like Feb 28???

**Gray Wilson**

Why were the "warnings," and "advices," so horribly wrong, terribly muddled, and unclear?

Why didn't we know a flood of greater than 12.5m was expected until AFTER the levee had overtopped?!

