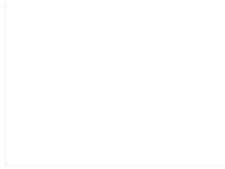


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Friday, 20 May 2022 3:16:27 PM



Your details

Title Mrs

First name Elizabeth

Last name Hanns

Email

Postcode 2478

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 We have lived in Oakland Avenue, West Ballina for 41 years we have never been flooded previously and like many others were horrified by the event, we evacuated which was not easy as my husband is disabled and wheelchair bound and we have a little dog, I think the notifications process was not adequate, with no power you can't get news and no landline or mobile

reception happening, there should be siren systems developed maybe is an option, elderly people do not use technology and don't understand, also people should be taught to have battery operated radio, cash, and petrol in their cars in case of an emergency, as none are available when power is off and most people do not understand this possibility arising, also most of the emergency services people could not contact each other so satellite option should be available, also the evacuation centres options for each town needs to be addressed, we had to move to 3 different centres over 5 days, even had to sleep in the car because they couldn't take a wheelchair person with no leg during the night under the emergency situation, it was extremely difficult time this needs to be fine tuned as I have heard of so many others with much worse situations, moving people in pouring rain who are already extremely traumatised and exhausted from one evacuation Center to another is bizzare, I understand and appreciate the amazing job the people and volunteers did under extreme circumstances and we are extremely grateful but I think for future planning things need to be put in place soon as unfortunately there could be worse disasters in the future, I personally think this one was a practice to be ready for what is possibly to come in the future. We are still not in our home but I did have a good insurance policy and was proactive in engaging our long term builder and got a cash settlement to get our property rebuild as soon as possible, I personally had to source accommodation which we are now in 900klm from our home, as my husband has specific requirements to meet his needs, no one from the government agency or insurance have checked to see if we are ok, I feel very sorry for the vulnerable people especially elderly who have no one to assist or advocate for them.

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

The modelling doesn't appear to listen to the local people on the ground who know the area and signs of water flow and also the changes to the flood plane eg of housing development and new highway have definitely changed the previous direction of water flow, was this factored in when being passed is a question?

1.2 Preparation and planning

The army were excellent but should have been on the ground earlier and maybe be able to put up structures eg tents for emergency accommodation every response seemed to be too slow if it wasn't for the residents helping each other there would have been worse outcomes

1.3 Response to floods

Far too slow with too little resources from our experience , a lot of people especially elderly, don't have mobile or computer and with no power or phone reception they don't know who to contact ,or how so maybe a door to door check needs to be put in place in future

1.4 Transition from incident response to recovery

We were able to do our own evacuation under extreme circumstances thank goodness

1.5 Recovery from floods

Very difficult to navigate government assistance online for elderly even the flood recovery Center in Ballina had such a steep access most elderly could not navigate it, I know how bad it was I had to push 145kg husband and wheelchair combined weight up there and then was told they couldn't take in any more as they were at capacity, first who decides to put it in an area with bad access and also would you not think to put a sign at the bottom of the ramp to say it was at capacity, which was 2 hours before closing time, too many people not making good decisions!!!!

Supporting documents or images
