

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Thursday, 19 May 2022 9:42:52 AM

Your details

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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 am a home owner of house in mull , I was also renting 2 separate spaces, 1in main arm and the other in tygrah. I operate a small business and I study at the Byron community college. At the time of flooding and storm events I was living in tyagrah where my cabin got completely damaged water entered the building. I tried to move my things out of there and to higher
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ground in main arm how ever mainarm became a complete disaster zone. I managed to get out of main arm with my Ute . I had the feeling I will get stuck out of mainarm for 2 nights. I was wrong and got stuck out with our any of things for weeks. I was unable to return or retrieve my things. The day of the major flood I was stuck at my friends place in left bank rd at stayed there for 2 or 3 nights. The water had cut leftbank from Mullumbimby and the only way across was by rowboat and I crossed over several times. I had my Ute on the other side of the river that was cutting of town and left bank . I managed to cross and put the small rowboat onto the Ute . Drive with it in the back down to town and take it out where help local community evacuate and move supplies.

Eventually the water level dropped.

We started the clean up and where going with friends house to house cleaning mud, (including my house)

Phone started to fail and the network was not working properly.

I also had no x fresh clothing and no where to stay (I had rented my house in Mullumbimby as temporary accommodation just before the flood events. I found my self homeless, I had to stay with friends, then in my wet car, , the middle pub in Mullumbimby (it was very costly) eventually I called service nsw and they where able to get me a room in Byron for 2 nights. I was relieved, I went there and stayed, after the first night I was much better and cleaner, I was called up by the hostel on the second day and they told me that they moved my belongings to other room (with out my permission) and so I went back there (they put my belongings in a horrible small room that was a converted storage space with a bed in it) it was shocking. I then found my self back on the phone with service nsw who found some space at the yha I stayed there a few days, then offered some space in a share house in Brunswick heads. I am still living in that space. Service nsw told me about grants I was eligible

to receive, I have been trying and waiting to receive their support and the grants, I have been waiting for the grants to help me and they have still not come through rental assistance grant was denied without a reason even though I met the criteria.

I also had all my belongings damaged and my equipment for work damaged etc and I have received no support and spent so much time trying to get support.

Whatever was insured has still not come through and I have been in a very bad way financially and emotionally. Not sleeping having a hard time on many levels.

I'm still studying but it's been very difficult to maintain.

I'd also like to mention I believe Mullumbimby did not need to flood as bad as did. The storm water drains are constantly blocked and not maintained, the runoff from storm water needs to spill into a moving body of water, the creeks around Mullumbimby need maintenance and water needs to move not just sit.

The creeks around the town need maintenance. It is my opinion and others that investment into storm water management is a big part of the issue for our town.

Tgere was also no SES or I think 2 ppl (so it was up to us)

There is a very slow moving council.

Slow moving state gov who promised support (I have yet to receive that support and have had to try so many times to deal with service NSW. I have explained myself to them 50 times. I have been asked the same things over and over. There is still no support and I need to move forward.

I have had no support from insurance company. There was a very slow response to the event by gov and volunteers and locals are really what made the difference and supported. I desperately hope that I get some financial assistance to help rebuild my housing my rent and my small business.

I can go on and on about what happened what I witnessed and what needs to happen but I think we get the point.

There was no preparation for event , response was not there , the disaster was horrendous and we need real short term and long term support, planing , management, some real infrastructure. The gov talked about grants for raising houses. We need to raise/ lift houses asap ,fix damaged property, fix and upgrade drains/water management. We need long term financial support and short term support .we need support to develop housing in our community. We need action not words and cups of tea to resolve this issue and Ofcourse this was not normal rain the rain and amounts of rain where totally unbelievable and never seen before. I have never seen rain like the rain that weekend. It was rain bomb rivers of water . We need to prepare we need

Terms of Reference (optional)

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

Supporting documents or images
