

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Wednesday, 6 April 2022 8:59:36 PM

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## Your details

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**Title** Miss

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**First name** Emily

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**Last name** Green

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**Email**

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## Submission details

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**I am making this submission as** A resident in a flood-affected area

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**Submission type** I am making a personal submission

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**Consent to make submission public** 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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**Your story** My mother has owned her home in south lismore for over 15 years. We are no strangers to flooding, regularly moving cars to higher ground, moving belongings upstairs etc etc. Since the house was built in the 50's flood water has never breached the floorboards, not even close, so when text message warnings of 10, 10.5, 11 metres started coming in no one was that concerned. We moved our stuff, stocked up on

food and that was that. I am a nurse at our local hospital and went to stay elsewhere on Sunday the 27/2 as I didn't want to get cut off from work. I was receiving warning messages in goonellabah, but my family was not. I tried to get through but messages were sending through all over the place. I went to sleep at 11pm and it was still well below the floorboard level and the rain had eased, so I still wasn't too concerned. I woke around 3am to texts asking for me to call SES, 000, that flood water was creeping up the stairs. By 6 am water was in the house, my mother was panicking concerned for my niece who is only 6 who isn't a confident swimmer, my dogs, the rest of the family that was there. I called SES, 000, local police stations and was told to hold tight, help would come; I relayed this information to my family. By 8am the water was chest height and they were seeking higher ground in the kitchen, candles that were lit to try and allow them to see in the dark were knocked over lighting the kitchen on fire with them inside. By this stage I had called 000 over 10 times, I had been in line for a call back from the SES for over 3 hours. I watched from work as the water swallowed the town in an absolute panic. The last I had heard from my family was that they were running out of space, could not reach the ground and couldn't access the roof; again, I call 000 in hysterics saying I am genuinely concerned that my family is going to drown. I am running around work asking anyone if they have a boat or know anyone with a boat, so many people are in the same situation. Finally, I get a call from a friend that a Good Samaritan in their tinny had picked up my family and taken them to Norco for higher ground, they were found clinging to the gutter floating in the flood water. 2 of the dogs got into the boat, one couldn't and I thought we lost him. I picked my family up that afternoon from an evacuation centre, drenched in clothes that weren't theirs, holding one plastic bag that had everything we now owned. 2 days later we got a call that my dog was found; relief,

followed by the devastating decision to put him to sleep because the wounds were too much for him. When we got into the house, the only word I can fathom is catastrophic. Not a single thing was salvageable. Doors were gone, walls were gone, my bedroom door was in the neighbour's tree 7 doors down. Now we are homeless for likely to be over a year, sleeping in friends and families spare rooms. This wasn't a flood, this was a catastrophic natural disaster and we need to be better prepared. We need actions, not words, and we all deserve help.

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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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**1.5 Recovery from floods** We need the government to allow subsidised house raising and re stumping!  
South and north lismore are all but wiped out and we need help!

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### **Supporting documents or images**

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**Attach files**

- [3B7DFD52-F3A2-428C-9D95-6DD653B67959.jpeg](#)
  - [273850F6-24D6-4EAE-90BD-BC7EF9E83B0E.jpeg](#)
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LIFE  
IS  
GOOD

RUIN



