

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Thursday, 19 May 2022 9:22:22 PM

Your details

Title Ms

First name Emma

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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 When I woke up to news from my mum that her house had flooded in Girards Hill, I knew the water was coming down to Woodburn and surrounds. I was already flooded in to my property south of Woodburn but I started contacting friends and neighbours to ensure as many people were evacuated as possible. Unfortunately, some people were already

trapped in via road, especially friends in Bungawalbyn. Some friends out there started messaging and posting on Facebook that the water was rising and they needed evacuation urgently. As their generators and solar systems went under they lost internet and phone reception out there is extremely patchy. I told my friends that I would call the SES as they were getting on their roofs and were about to lose comms. I called the SES and they basically said that there was no capacity to help and I needed to call 000. When I called 000 they took details but basically said they couldn't help and that I needed to call the SES. Soon, the same started happening in Woodburn - people were trapped on their roofs and it was pitch black but the SES had stopped boats for the night. There was no organized rescues AT ALL. Locals in boats and jet skis used Facebook to do an insane number of rescues. Friends were pleading for help via Facebook because they couldn't contact the SES or 000. Some friends posted that they thought they would die if nobody could come. It was awful. We were all trapped and there was no information coming in.

My friend in Brisbane couldn't contact his parents who were on a roof in the dark in Bungawalbin. He asked me to see if I could get any information from people out that way so I called a friend in the RFS who tried to access any information she could. I spent days doing similar for people searching for friends or family and pleading for evacuation or supply drops. It was just a complete failure of systems. No help came for days to many of these people. Days. And the majority of the help that did come came from community members who are now traumatized and displaced. It was a total shit show.

Terms of Reference (optional)

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

Supporting documents or images
