

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Saturday, 30 April 2022 5:06:21 PM

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## Your details

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**Title** Mrs

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**First name** Jan

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**Last name** De Conti

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**Email**

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**Postcode** 2480

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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**

Short Version....

I went to bed around midnight knowing that the height of flood was rising fast. It was over the road at the corner of Wilson St, Terania St and Nimbin Road. By 3am we knew it was in our rental property at Tuncester and Bouyon Street business. It was quiet until about 5.30 am and then the yelling for help started. Boats slowly

started to drop people off at the bottom of the cemetery. Some people were coming on wake boards behind jet ski's from Phyllis st and Meadow drive South Lismore. I still have nightmares of my neighbours across the street yelling for help sitting on their roofs in the rain. ( feeling helpless and afraid for them) These people spent a few hours in our shed, had coffee and my husband started his wood fired barbie to cook drumsticks ( they sure enjoyed them) and also to dry out a bit and get warm. They all where freezing and only had a small bag or just what they where wearing. We had a 2 year old grandson staying as his parents left Sunday afternoon to be at the Gold Coast Hospital for the birth of their daughter by C Section on Wednesday. ( Erika is high risk pregnancy and was anxious ) My son did as much humanly possible to raise all his tools and machinery before he left. The Shed was purpose built to be above the 1974 flood height. My husband and eldest son walked around the side of Booerie Hill behind Maucauly Street to get to the shed at daylight. Too late the water was RUSHING in. It went above the door height. We spent the day watching the water rise and wondering when the rain would stop. It was relentless and heavy. The water reached the bottom of our front steps, whew we are lucky!! Its heart braking watching your friends and neighbours cars being inundated with water too. These people all put their vehicles above 1974 height...far out we need new blue flood markers on the poles in town. 29 vehicles were in our car cemetery out the front of our place with 3 still waiting pick up, 3 in Slades Drilling site and 4 up the top beside the cemetery.

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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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#### **1.1 Causes and contributing**

We did not stand a chance with this disaster!!  
The rain was heavy and just did not stop.

<b>factors</b>	Personally I don't think the levee banks work and gutters/ drains need to have a good clean.
<b>1.2 Preparation and planning</b>	As a long time resident of Lismore and business owner I know when to prepare to lift and when its to late. Friday was the day to start moving property/belongings to higher ground. You have to be accountable for your own actions. We built our commercial shed above 1974 height and we lifted to that. We where caught out like everyone else.
<b>1.3 Response to floods</b>	Our family stayed in our home in Terania Street, North Lismore we own two properties side by side . There was also 3 properties in Macauley Street that did not get evacuated. We watched the boats and helicopters all day searching for people. I believe that the community, the army, the police and SES did an absolutely amazing job.
<b>1.4 Transition from incident response to recovery</b>	We helped a small amount of our community with a dry place in our shed, a hot cuppa and a chat. The boats/jet ski's were dropping them off into the cemetery, they all stayed for a few hours and the boats then ferried them over town.
<b>1.5 Recovery from floods</b>	The insurance companies are taking to long with claims. I have landlord insurance with flood coverage and I want to get my tenants back into the house as soon as we can. My commercial property is leased and all he needs is 3 phrase for his machinery and a bathroom. Quick answers, payouts etc should be top priority. I don't need there builders as I will only give work to Lismore based businesses.
<b>1.6 Any other matters</b>	Not having power for 16 days in North Lismore was horrendous and scary as hell. It was eerie, upsetting the smell of rotting garbage was woeful. The people living, unaffected by inundation of water ( 5 properties in total)in North Lismore needed to be the first reconnected to power. Also we needed more police in our area of a night to deal with the looters.

We need solar rebates/ grants so we can live off grid.

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**Supporting documents or images**

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