

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Saturday, 7 May 2022 8:25:27 AM

## Your details

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**Title** Mrs

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**First name** Jemiel

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**Last name** Jett

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**Email**

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**Postcode** 2472

## 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

## Share your experience or tell your story

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**Your story** We knew some water was coming. It had been raining for days and the grounds were saturated. We watched throughout the Monday as surface water flooded the back of our property, leaving only a thin strip of pasture for our ponies. Lismore had flooded the day before but we didn't realise the scale. We lifted everything in our house, thinking it would be high enough to

withstand any water that came into our home. The river hadn't broken its banks when we made the decision to evacuate to our neighbours for the evening. Their house is built on a mound to withstand the 100 year flood level. We took the ponies, our vehicles and our family, thinking we would be back in the morning to clean up. An evacuation text from the SES came through late that afternoon "Residents of Broadwater to evacuate now." That's all. It didn't tell us where we could evacuate to. We knew the roads to Evans Head, Ballina and Woodburn were under water so where were we meant to go to? Why wasn't there more information? We thought we would be safe at our neighbours.

Comms were down so we didn't know what the weather was doing, what the water was doing. We couldn't make phone calls or send messages. We awoke the next morning to water at the back door of the neighbours house. Soon it was inside the house. We climbed onto the roof. Seven children, five adults and two dogs. My phone finally got reception. I called Emergency Services and told them of our situation. We had a toddler with epilepsy with us. They said they would make us a priority. Two hours later a neighbour came by in his boat to rescue us. We sent him to the elderly couple across the road. A friend of his came back for us. Our house was under water. We lost one of our ponies. Our cars and mower, everything we owned was gone. Emergency Services called me back 12 hours later to see if we still required assistance.

Where were the warnings? Why weren't we better prepared? Where were the systems in place that we thought were there to protect us, to warn us? How can Lismore flood 36 hours before us and we don't get any warning notice? How can we lose communications at such a vital time? Australia is a country constantly in the throes of natural disasters. I thought our response teams were better prepared. I thought the government would be looking out for us.

I now realised that our systems are so tangled in bureaucracy they are ineffective. We do not live in a safe country. We, the people, had to take charge, step up and step in to help each other. I am so disappointed and disheartened by the lack of emergency response. We didn't have to lose everything.

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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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<b>1.2 Preparation and planning</b>	We need better systems that help to prepare residents when a catastrophic event is predicted. We didn't have to lose everything. With better warning systems in place, we could have taken our valuables, saved our vehicles etc.
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<b>1.3 Response to floods</b>	This was so lacking. We had no power, water, communications for over a week.
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<b>1.4 Transition from incident response to recovery</b>	There was no incident response where we were. Thank god for our community heroes who rescued us, took us in, found us somewhere to stay, fed us and coordinated recovery operations. We are so fortunate to have such a strong and wonderful community.
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<b>1.5 Recovery from floods</b>	We are broken. And broke.
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## Supporting documents or images

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<b>Attach files</b>	<ul style="list-style-type: none"><li>• <a href="#">0510941B-36AB-40CF-85CC-9FC0893BF0C4.jpeg</a></li><li>• <a href="#">A433C2BC-D773-467D-A962-4B951A8B7176.jpeg</a></li></ul>
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