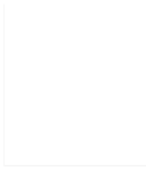


**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Friday, 20 May 2022 9:12:15 PM



## Your details

Title Mrs

First name Jenny

Last name Fulwood

Email

Postcode 2470

## 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'm submitting this experience on behalf of my parents who live in Fergusson St Casino NSW 2470. In regards to the recent flood event dated 28/03/2022. They had been watching the river rising all day listening to flood warnings and trying to gauge how it might affect them. Trying to judge from previous experience (dad is 87yrs, mum is 85yrs) but also of what had been

happening in our area. Of note is that the river height information from Kyogle height had NOT been updated all day even to the time when SES were door knocking my parents end of street to evacuate. My mother had walked down her street noticing that the river was rapidly now rising into houses FRONT of Street ) 3 houses away from their own. As mum walked back she warned her immediate neighbour that the river was also inundating both their garages from the BACK of their property. SES were knocking and my parents were rushing to quickly get in car and leave. They did drive through water to get out to the evacuation centre. There was no room and they stayed in their car all night only going inside to use bathroom. They returned to their street to find both their garage and carport been flooded. Luckily the river did only reach their back step and their house did not go under. Other neighbours around were Not so lucky and my parents continue to be concerned for them. When we ere speaking today about this submission they agreed that future events hopefully allow for better planning of evacuation but also that the river may well come at their house in other direction and cause inundation/flooding of house.

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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>1.1 Causes and contributing factors</b> | River rising all day But Very rapidly minutes before evacuation from my parents house. The water came at their house from both the front AND the back. |
| <b>1.2 Preparation and planning</b>        | Not able to get updated river heights from Kyogle statistic to use as a warning.   |
| <b>1.3 Response to floods</b>              | Last minute evacuation meant driving though low lying street waters  |
| <b>1.4 Transition from incident</b>        | Disbelief. Enormity of flooded garage and carport contents.  |

**response to  
recovery**

Exhaustion during initial clean up  
Concern for less fortunate immediate neighbours  
Insurance company very supportive with  
contents flood cover.

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**1.5 Recovery from  
floods**

Difficulties with Centrelink only just now being  
settled .( 20/05/2022 Waiting for outstanding  
matter to be settled knowing that others had this  
same entitled disaster payment within a fortnight  
of flood event.

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**Supporting documents or images**

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