

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Thursday, 7 April 2022 9:45:54 AM

## Your details

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**Title** Mrs

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**First name** Krystal

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**Last name** Gollan

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**Email**

## Submission details

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**I am making this submission as** A member of the general public

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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** At 6.06pm on the 28th of February I checked in on my Aunty that lives on the river bank at Woodburn NSW as I had been speaking to my mum and dad that live at Old Swan bay road Buckendoon and they were evacuating ( own their own accord) at around 5.00pm. I was concerned and wanted to ensure my Aunty had also evacuated. When I made contact with her she advised me

she had already contacted the SES to come and collect her and they advised she will be picked up. She had also let me know earlier that day she had slipped and fell down the stairs and thought she had broken a number of ribs. When she contacted the SES the ambulance was also contacted and advised her they would be waiting for her once the SES brought her to higher ground.

I told her I would put a call out for any locals that may be able to get out to get her out and she said no it's ok the SES are coming.

I kept in contact with her through out the night until she was no longer responding to me ( later for me to find out she had lost charge in her phone)

Early the morning of the 1st of March I called my Dad who had evacuated to the Buckendoon school hill and asked him if they had heard from my Aunty, they had not. I was extremely concerned, my Dad and Fellow local who had a boat got in it and boated to my Aunties house. When they arrived the water was close to the roof. My Dad knocked on the tin roof from inside the boat to hear my Aunty call from inside the house. He and his friend swam in to find her on top of the kitchen cabinets with her pup. They had to pull her out and into the boat all while she had broken ribs, hypothermia and traumatic stress from thinking she was going to die. Not only has this cause extreme post traumatic stress for my Aunty but also for my dad. If it wasn't for that moment that he jumped in the boat to go check her she would be dead!

Dad and his friend got my Aunty back to the Buckendoon school hill and called to have a helicopter to come and collect her.

Understandably in the situation this took some time. They came and collected her and transferred her to Ballina hospital. However there were also issues in the collection of her with the helicopter. Dad received a call after she had been collected by the authorities saying they

have a helicopter on the way to pick her up. He said too late she has been collected, they did not know they had already collected her and by this time she would have been at Ballina hospital.

There something that seriously needs to be looked at as this is not the only story there are 100's out there where people where just over looked and not helped.

I don't blame the SES as they did not have the man power but the government should have gotten in earlier and Sent trained personnel to help save these people. The reaction time was too slow and the lack of care that was shown for the Northern Rivers was NOT ok. These peoples lives have change now for good! There are children that will be living and dealing with post traumatic stress for the rest of their lives.

Please take this seriously and investigate everyone's stories.

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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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### **Supporting documents or images**

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