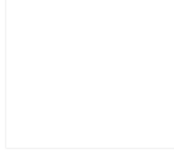


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Saturday, 25 June 2022 10:41:49 AM



Your details

Title	Dr
First name	Linda
Last name	Hancock
Email	<input type="text"/>
Postcode	2483

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	My submission addresses the need for state government disaster MITIGATION measures involving storm water re-direction into the sea for Brunswick Heads, communications connectivity in normal and disaster periods and state government urgent road quality assistance for proper storm water runoff in the Hinterland roads.
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1. My street in Brunswick Heads was flooded because of the stormwater having nowhere to go. Four of the five houses opposite were flooded and had to be completely stripped which was tragic for two owner occupiers and two renters. Our flooding was not from the river but because Brunswick Heads needs a complete re-think of re-directing the town storm water into the sea and not into the river. When the river floods it just sends the storm water back up the pipes and that is what flooded some houses. The Netherlands and New Orleans have already systems that the State Govt should consider for Brunswick Heads.

2. Also as soon as the flood waters came up we had NO MOBILE RECEPTION. This is a matter for the state govt to address with the Commonwealth as having no communications what a huge issue. It was hard to coordinate relief and rescue and it was impossible to know what was going on. Things were chaotic and need regional and local government coordination.

3. The roads in the Hinterland are dreadful and not fit for purpose with the torrential rain we are now getting. These roads need proper stormwater channels as currently the water is going into private properties and causing house slippage and land slides eg Coolamon Scenic Drive. The state government really needs to address these issues urgently.

Terms of Reference (optional)

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

1.1 Causes and contributing factors

See above

1.2 Preparation and planning

The roads in the hinterland are appalling and dangerous when it rains. Some need a speed limit reduction and all need proper rain runoff diversion channels. eg like they have in Broken

Hill. The roads connecting Mullum with Goonengerry and Federal are dangerous and there are landslides and multiple accidents. This is a state govt responsibility.

1.3 Response to floods

As the rains worsened, there was no proper analysis or warning and those with expertise were asleep in terms of community communication and evacuation advice. The response by authorities and local govt was appalling. Apparently Ballina Depot sent its approx 200 workers off home the day after the floods were on their way. Instead of helping people evacuate, they went home and all that publicly funded equipment just sat there.

1.4 Transition from incident response to recovery

Recover needs to focus on mitigation not adjustment as it will all happen again. The mobile system has multiple black spots at the best of times and goes out for days on end as soon as it rains. This will only get worse if it is not addressed at the macro system level. Privatisation of telcos has not worked.

1.5 Recovery from floods

Insurance takes too long and people are left hanging. There needs to be state oversight of recovery efforts and local coordinaton. Land buy backs are also a factor as some areas will only get worse in terms of new weather patterns.

Supporting documents or images
