

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Thursday, 21 April 2022 9:37:12 PM

---

## Your details

---

|                   |         |
|-------------------|---------|
| <b>Title</b>      | Mrs     |
| <b>First name</b> | Lisa    |
| <b>Last name</b>  | Symonds |
| <b>Email</b>      |         |
| <b>Postcode</b>   | 2472    |

---

## Submission details

---

|  |   |
|--|---|
| <b>I am making this submission as</b>    | A resident in a flood-affected area                     |
| <b>Submission type</b>                   | I am making a personal submission                       |
| <b>Consent to make submission public</b> | I give my consent for this submission to be made public |

---

## Share your experience or tell your story

---

|                   |  |
|-------------------|--|
| <b>Your story</b> | I am proud to say that our local boaters (including my husband) saved hundreds and hundreds of lives in the most dangerous predicaments that they have ever experienced. It truly became a life/death situation for many. So many risked their own lives to save others. Proud to say that due to the local boaters and helicopter operators from Rotorwing Helicopter |
|-------------------|--|

Services- we proudly have a zero fatality rate for the 2022 floods for the areas of Woodburn, Coraki, Bungawalbin, Broadwater, Dungarubba, New Italy areas. That would definitely not have been achieved had we of waited for Government assistance. Many many people young and old would have drowned in their own homes. That is a very cold hard and very sad truth.

---

## **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**

The Emergency evacuation messages were definitely not early enough, nor even informative in regards to what would be expected.

---

### **1.2 Preparation and planning**

There was never an official evacuation centre officially in Woodburn, nor was any other Evacuation centre accessible by vehicle once the Evacuation order was sent out. Very poor emergency planning resulted in chaos and poor preparation.

---

### **1.3 Response to floods**

The response to floods was not active by SES. Even the Broadwater boat never left the shed. It literally was flood damaged itself, such a wasted resource.

And the lack of resources/supplies in Woodburn alone caused verbal and physical abuse between community members. Indigenous a locals vs tourists episode on the highway down at New Italy museum.

I arranged for additional food supplies to be boated down from Woodburn to minimise the conflict and as time went on, I arranged a further helicopter drop of supplies to them.

---

### **1.4 Transition from incident response to recovery**

By Day 5, we personally were still continuing to run supplies via boat and jetskis which were donated by the Cornerstone Community from Currumbin as there were still not enough Govt arranged supplies. Several drops of fuel for generators and food and water were supplied to Several isolated areas and Rotorwing Helicopter

Services continued drops where boats were unable to access. A private helicopter was also flown by Adrian Roots from Central Queensland to assist in fodder drops and transporting vets around the area to feed/treat livestock. A relentless job which continued for sometime.

---

**1.5 Recovery from floods**

The recovery is nowhere near over and not enough Government support for our small communities of Woodburn, Coraki, Broadwater, Wardell. We all have been forgotten.

---

**1.6 Any other matters**

I would to to request funding foe the local boaters to have the costs covered for the repairs to the damage sustained whilst saving lives. I can list over 40 boats from our local area alone as they are many customers from my shop - Woodburn Marine.

I also think there should be more information sent through for every emergency job, eg SES & police receive very minimal information which was crucial to prioritise and escalate the tasks.

On a personal note, my husband and I made the decision to stay at Woodburn 'non-official evacuation centre' for 5 days. 3 days with my 3 kids in tow and my 2 dogs, whilst I assisted Constable Adam Bailey in coordinating the rescues. On Day 4 I decided to send my children, sister, and pets to Evans Head where they could be cared for better. I put my own family second, after losing my own home and business to the floods, in continue to help the community because the Government assistance was not adequate for the task.

I hope this is considered and a better plan out in place for if/when this type of event occurs again. I'm also very disappointed that the Police/SES/Army do not work together.

---

**Supporting documents or images**

---

**Attach files**

- [inbound7458463549667620002.jpg](#)
- [inbound5885245365775449639\\_0.jpg](#)





420 BUSTA

AKC676N

