

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Wednesday, 11 May 2022 6:57:58 PM

Your details

Title Ms

First name Madeleine

Last name Green

Email

Postcode 2481

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 house did not suffer inundation, but I am a critical care nurse and was not able to get to work (in a Coronary Care Unit, in Queensland), due to my three exit roads to the M1 being submerged locally, and the Pacific Highway being cut in several places north. The most frustrating thing was that I had no internet or phone coverage from Wednesday

March 2 to Sunday March 6, and was not able to contact/update my workplace until then. To eventually make contact I had to drive into Byron Bay when the waters subsided & park in a street to get coverage. Mullumbimby's Telstra tower was not operating. Fortunately someone in the community contacted Elon Musk and a Starlink was set up at the Mullumbimby Civic centre & if people could get into town, they could connect to it.

I wasn't able to notify my workplace who needed staff obviously for critical health service delivery, and I couldn't contact my siblings, both of whom were having their own flood dramas in Uki & Chillingham, which added enormously to my stress levels.

Fortunately ABC North Coast was a vital communication link during this time.

Terms of Reference (optional)

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

1.2 Preparation and planning	It was unprecedented rain, but it exposed our lack of preparation at every level.
1.3 Response to floods	Too long. Byron Council did an amazing job getting services mobilised early. But where was Federal & State help? It came MUCH later. The Army should have been brought in much earlier & should have been co-ordinating. As previously mentioned, ABC North Coast radio was just incredible - disseminating information about every aspect of the disaster.
1.4 Transition from incident response to recovery	Fantastic. I, like so many others, helped with the clean up in the early stages because there was no help from 'outside'.
1.5 Recovery from floods	We are still a traumatised community. The psychological effect of these floods will be with us for many years both for those who were directly affected, and those who weren't (and have survivor guilt).

1.6 Any other matters

Three months down the track & phone services are still sub-standard. Telstra has really let everyone down badly.

Supporting documents or images
