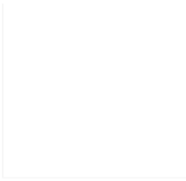


**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Thursday, 19 May 2022 12:26:11 PM



## Your details

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<b>Title</b>	Ms
<b>First name</b>	Melissa
<b>Last name</b>	Avgoulas
<b>Email</b>	<input type="text"/>
<b>Postcode</b>	2470

## Submission details

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<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

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<b>Your story</b>	On the evening of Feb 28 (midnight) flood waters began entering my house in a back room that was lower than the remaining house. We moped it up, was about an inch, and it seemed to eventually stop. Then, at approximately 3am, I woke to discover it had returned. My entire backyard was flooded and the water inside my house began to rise. By ten am water was
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throughout my entire home, about 40 cm's deep. I was desperately trying to contact ses or any emergency services. No one was reachable. All morning I checked online for flood warnings and only ever saw "possible mild flooding". I did not receive a warning SMS or anything. By 11 I evacuated myself, three kids(who have disabilities), dogs, cat and budgie to the house in front of us which was much higher ground. However,by the evening, water was beginning to enter that property too. Again, I was unable to contact ses. Eventually I got a hold of the Casino police station and was advised to leave anyway possible, no help was on offer at all. At this point we were surrounded by at least 2 Metres of water, however the backyard only had half a metre. It was just about dark as the sun was going down. So we had to climb over fences, with the dogs, through other people's yards, during which our cat was killed. After three fences, we got out to a main road where we were able to be picked up and taken to the evacuation centre. The flood waters covered my home, only half a metre of my roof was exposed.

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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>	The storm water drainage system was unable to cope with the amount of rain so it backed up.
<b>1.2 Preparation and planning</b>	No preparation or planning was advised. Casino never floods. I don't live next to the river so never considered it to be a risk.
<b>1.4 Transition from incident response to recovery</b>	It has been months since the incident and I only JUST received a decision from my insurance company.
<b>1.5 Recovery from floods</b>	My family home is unlivable and as a single mum on the pension, it is an overwhelming situation. No flood insurance and no options.

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## Supporting documents or images

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### Attach files

- [inbound1451335621092127441.jpg](#)
  - [inbound7222143379861011082.jpg](#)
-



1 Mar

5:03 pm



Send



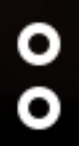
Favourite



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