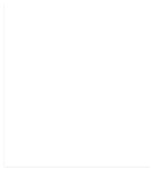


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Thursday, 19 May 2022 10:26:25 PM



Your details

Title Miss

First name Navanka

Last name Fletcher

Email

Postcode 2470

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 I live along the river in Casino which I have been told many times "never floods" so it was quite the scary experience when on February 28th the river broke its banks. Due to the river never flooding there were many unprepared people in Casino like myself who did not know what to do. Initially the SES released warnings for low lying

areas in Casino I evacuate. But no one has any idea where these areas were.

I made the decision to evacuate to Gays Hill as I was worried about Irving Bridge being compromised. Then Gays Hill flooded!

Fortunately the river only made it to my front yard, many were not so lucky.

The evacuation centre which I volunteered at the next day was manned by the only DCJ employee who could make it there. It was extremely unsafe and she did the best she could. There were no kitchen facilities or showers there. We couldn't even access a fridge! People were getting flown into the airport in Casino after being saved off the roof of their house and then had no way of getting to the evacuation centre across town.

I found the whole charade terribly unorganised. Surely there is a better way to organise this and it needs to happen now. Our local community members on retainers to assist in emergencies with evacuating people and making sure the right evacuation centre is chosen.

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	I don't believe any amount of loot mitigation would have assisted with this flood.
1.2 Preparation and planning	Casino residents have never had to prepare or plan before. This caught everyone off guard.
1.3 Response to floods	The response was too slow from every angle! We need local community members on retainers to be paid when they need to come into action.
1.4 Transition from incident response to recovery	The army were too slow in coming in to help and not coordinators very well.
1.5 Recovery from	No where had recovered yet. We are looking at a

floods

24 month recovery.

Supporting documents or images
