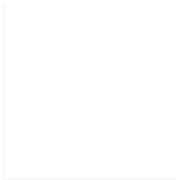


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Sunday, 10 April 2022 12:49:33 PM



Your details

Title	Mrs
First name	Nicole
Last name	Casey
Email	<input type="text"/>
Postcode	2487

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	We live in the hacienda holiday park they had no evacuation plans for the residents for the floods. No staff turned up on the day of the flood so they knew it was coming. I organised with some help the evacuation of over 150 residents from 2 parks. We had 2 fire fighters helping ses didn't put out a warning until 4.30pm at which time it was too late to get out. Ses were not answering
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so I rang 000 to be told we were not a priority. We had to use our boat as there was none available. I didn't have time to get my belongings to higher area due to helping people and then it was to late. We were the last ones out at 1am in the morning.

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	Rain bomb caused rivers to rise, streets to flood and drains to overflow. Once the dam overflowed at Murwillumbah we knew it wasn't going to be good as they all met as one.
1.2 Preparation and planning	We had very little time to prepare once the warning came through. I got the keys to our hall and put all the residents in there waiting for there turn to get into a boat.
1.3 Response to floods	Justine Elliot has been a great help, the community volunteers was fantastic
1.4 Transition from incident response to recovery	None we received no announcement to advise if it was safe to return our water, sewage, gas and electricity was not checked we had to do it all ourselves
1.5 Recovery from floods	Some funds have helped, the local football teams helped with the collection of flooded furniture etc to pick up and dump
1.6 Any other matters	The park owners have charged rent right through to the time of this submission. They have done nothing to help the residents

Supporting documents or images
