

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Tuesday, 5 April 2022 1:52:32 PM

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## Your details

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**Title** Ms

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**First name** Robyn

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**Last name** Donnellan

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**Email**

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## Submission details

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**I am making this submission as** A resident in a flood-affected area

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**Submission type** I am making a personal submission

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**Consent to make submission public** I give my consent for this submission to be made public

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## Share your experience or tell your story

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**Your story** Evacuation order given, evacuation centre chosen in Ballina Cherry St Bowling Club on lower ground than my home, initially not open when frightened people arrived. I was not filled with confidence. I left after the first high tide passed and sandbagged my home. Next phone warning I did not go to Evacuation centre I went to higher ground East Ballina Cemetery. When I was unable to get home as police closed roads I

went to the a newly created Evacuation Centre where there was no phone/internet access (SOS only) The Ballina High School East Ballina Evacuation Centre did not have necessary updates. I drove back to the highest point East Ballina and had intermittent phone internet access. By that time I could get home.

Before the expected east coast Low Rainbomb I contacted SES to request the location of an evacuation centre. I told them I was concerned about the impending high tide & expected rain. They documented none (evacuation centre in Ballina) at that time. I left for Brisbane before roads cut!

I've been told the river gauge bottom of bruxner highway was not operating/broken and the river height used was further down the river from West Ballina in Byrnes Pt. Byrnes point to of no use for West Ballina . My son in laws mother received no warning in West Ballina. River height prior to Ballina need to be displayed by the BOM to give people adequate time for decisions to be made safely. The SES systems need to be examined. The BOM resources (broken river gauges) need to be examined Evacuation Centres should be identified in flood plans well ahead of emergencies. They should be higher than the homes people are evacuating from! River Measurement protocols and timely communication is required. Telecommunications is a priority, information is essential.SES can send out txt evacuation messages if the phones are out.

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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>	<p>Poor planning in Ballina  communication systems phone systems don't work, internet down  Negligent decision location of initial Evacuation Centre  Poor resourcing of BOM river gauges or new technology &amp; needs to be working  Poor resourcing of ABC Northcoast</p>
<b>1.2 Preparation and planning</b>	<p>SES workforce zero paid staff in Ballina  Evacuation plans deficient  Warning systems deficient  Communication mechanisms deficient</p>
<b>1.3 Response to floods</b>	<p>Delay  Disaster Funding pork barrelling  Photos attached of swollen North Creek river before the expected east coast low high tide, SES documented no evacuation centre yet they would send out txt! My home did get inundated during the Rainbomb just lucky the river bank didn't increase.</p>
<b>1.5 Recovery from floods</b>	<p>Community housing for unfortunate people a priority.</p>
<b>1.6 Any other matters</b>	<p>Three taxes on Insurance Premiums total \$1600 (GST,Stamp Duty,Emergency Services Levy) on top of my building &amp; home contents insurance little wonder no one can afford insurance in this area.( Few Police position, Few paid Fire staff, No paid SES in Ballina)  Community Housing was deficient before the first flood.</p>

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## Supporting documents or images

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### Attach files

- [8C46D9C7-ECB4-4F8C-A050-6221CD80969A.jpeg](#)
- [00578E35-CC20-4A0B-B904-4FD448420785.jpeg](#)
- [7D17E614-1BE8-4D79-9154-7332B4C8F253.jpeg](#)







# Comment

[Robyn Donnellan](#) predicted tides and recorded river heights are all taken into account. The river heights mentioned in all our afternoon updates can be found here: [http://www.bom.gov.au/cgi-bin/wrap\\_fwo.pl?IDN60140.html](http://www.bom.gov.au/cgi-bin/wrap_fwo.pl?IDN60140.html)

BOM.GOV.AU

**Latest River Heights - Northern Rivers (NSW)**

12 h Like Reply



**Halden Boyd**

The BOM Automatic Gauge for Ballina has been out of action since the earlier March flood. Many gauges in the Richmond Catchment are also damaged or have been washed away. Also for a future reference point water cuts the Bruxner Highway at Duck Creek at the bottom of the hill west of the BP when the new Byrnes Point Gauge reaches 2.35 metres.

6 h Like Reply



**Robyn Donnellan**

[Halden Boyd](#) thanks Hayden. So if that happens what does that



Write a reply...



Home



Watch



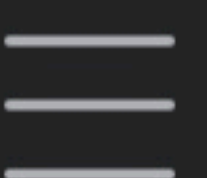
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