

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Thursday, 19 May 2022 2:02:45 PM

## Your details

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<b>Title</b>	Mrs
<b>First name</b>	Samantha
<b>Last name</b>	McConnell
<b>Email</b>	
<b>Postcode</b>	2477

## 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>	My family and I live in the middle of Richmond St Wardell. Meant to be nearly the highest point in the street. After excessive rainfall (approximately 360 mm fell during the 24 hours preceding the morning of the 28 February- this is from our hydrologist report) in the catchments, and watching the water rise from both ends of the st, finally meeting in the middle, our house was
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flooded with approximately 500-600ls of water. There has never been water that high before in noted history. Our house was submerged for 24-36 hours, destroying most things inside that we couldnt lift up high including 4 years worth of renovations.

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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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### **1.1 Causes and contributing factors**

Excessive rain, and weather leading up to the flood was wet so drainage was an issue. Also, beleive the Highway being built with no drainage on the planes forced the water down the river, causing higher peaks. Also, when the rivers in Lismore continued to flood, I feel their should of been more effort in fixing the prolems in the catchments.

Inaccurate BOM reports

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### **1.2 Preparation and planning**

No real way to prepare and plan for an event like Lismore as it happened so quickly, reflection will play a role. I beleive local residents in Wardell had enough warning to get out but rural residents that had more to deal with didnt. Having a plan on when to set up a recovery centre, how we can get food when Wardell is closed of to towns in both directions. Funding from the Government to help raise homes like ours that only flooded above knee inside as we on stumps (This is a must).

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### **1.3 Response to floods**

Immediate response was all thanks to the locals, if it werent for them pitching in supplies, it would of been non existent. And alot more peoples lives lost and belongings also. We needed help straight away. We were rationing food four our kids.

Lack of availability of food, petrol and medicine

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### **1.4 Transition from incident**

Has been difficult for not only us who got flooded, but those around us also. Government

**response to recovery**

should try to make it easier for flood affected people to receive financial help without the red tape and maybe later down track review fraudulant claims. I am worried we will be forgotten about in a few months. Thats probaly when we need more help, more funding. Our kids school also flooded. School closures and/or relocation of school.

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**1.5 Recovery from floods**

Major prioritisation in building materials needs to be implemented. Cant the government pay for plasterboard and doors through bunnings or something. Those doing unnecessary renovations need to stop so materials are available for flood affected people. Also, government incentives for trades to help rebuild.

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**1.6 Any other matters**

Timing of evacuation warnings and orders and text messages  
Delays in engaging the Australian Defence Force  
Telecommunication: mobile and NBN networks outages  
Inability to call 000 or SES 1325000/logged call but unsure if/when you or your family member could be resecured  
Communities being cut off  
Major roads including M1 closed  
Over-reliance on volunteers  
Management of evacuation centres and safety of evacuees  
Coordination of donations  
No emergency accommodation available/ People having to vacate temporary accommodation for  
Issues and delays accessing government grants  
Cost of flood insurance prohibitive in some areas  
Household pets not being allowed at some evacuation centres

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**Supporting documents or images**

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