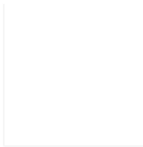


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Wednesday, 1 June 2022 7:07:17 PM



Your details

Title	Ms
First name	SUSAN
Last name	HEFFLEY
Email	
Postcode	2482

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	<p>We live on the Brunswick river in Mullumbimby. Our house is more than 50 meters from the river, and about 8 meters above the river level. It was flooded, along with our neighbours, in the Feb flood.</p> <p>Our neighbours, who have lived in their home for 38 years, said these houses had NEVER flooded in all that time except for 2017 and now.</p>
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The main cause of the flooding in both cases was partly due to the river rise, but even more caused by the massive overflow from a creek that runs into the river. We have video footage taken during the flood that shows the fast-moving floodwaters running alongside the creek TOWARDS the river, not coming up from the river!

The creek carries stormwater from the huge newly built Tallwood estate, plus road run-off from Hottentot and Azalea streets. The creek is clearly totally inadequate for its purpose. It is blocked with vegetation (dead and alive), it is silted up in parts, and its water flow is impeded by a causeway built on council land. It is also clearly not large enough to carry the volume of water experienced in these extreme weather events, which will be happening more frequently in the future.

Some of the residents of Azalea St and myself alerted Council to this after the 2017 flood, and the council's flood engineer, Scott Moffatt, was kind enough to come and see for himself. He agreed that the creek needed to be cleaned out, but nothing was ever done about it, despite our follow-up emails and unanswered phone calls. And so the exact same thing (massively overflowing creek) happened again in 2022, though even worse.

This time, however, our neighbours, who are elderly (85 years), were trapped on their kitchen table as the waters rose around them (the waters almost reached the top of the table). They had called the SES about an hour earlier and spoken to someone about their situation, but no-one had come to rescue them. When I discovered this, I called the SES, the police, and 100 repeatedly, without getting any answer from any of those services. While calling i was walking the street desperately looking for someone with a boat to rescue them, and was lucky enough to find someone and they were rescued. No-one from the SES ever came, although a policeman did turn up 3 DAYS later to check on the couple.

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	River rise and overflowing creek carrying stormwater from a newly built estate.
1.2 Preparation and planning	Fix the creek!!!
1.3 Response to floods	SES /100 need better emergency communication systems - more people manning phones and maybe use a facebook page like the locals created on the first day of the flood to organise rescues by private people in boats.
1.5 Recovery from floods	Have an emergency plan to evacuate and house people who lose their homes in these situations - like the kind of refugee camp that is set up overseas after an earthquake... After all, these people are climate refugees. The army should be able to do that quickly, and there are plenty of parks and other govt land available.

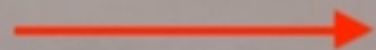
Supporting documents or images

- Attach files**
- [boat rescue.jpg](#)
 - # [front.jpg](#)
 - # [side annotated.jpg](#)
-





This shows the flood waters
running TOWARDS the river
which is this way



**The elderly couple
(under umbrella)
being rescued**

