

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Wednesday, 6 April 2022 7:54:50 AM

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## Your details

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**Title** Ms

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**First name** Susan

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**Last name** smidt

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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** On Feb 1st I woke up at 7am in the morning at my home river st East Wardell to find the river aprox 1.5 meter deep in front of my house, I had not received any warning ( later found out others in my street received evac orders by sms. I did not). I wasted over 45 minutes trying to get onto SES for help I kept getting put on hold and when the call got transferred to a person the call got cut off everytime. I then tried to call 000

numerous times. They just didn't answer at all. Internet was coming and going and phone kept cutting out. My boss managed to get a call through to me I got out 'need a boat fast' then the phone cut out. A fisherman rescued me by boat. I then went to the wardell sports club. No real evacuation center had been set up and this was the only place to go as wardell was totally cut off from all other towns. Hundreds of people were crammed into the rec club. Mattresses crammed in side by side. People and their pets. Toilets were backing up because of the floods and overflowing. It got to being only able to use 1 toilet in the womens and asked not to flush. There was no showers etc at all. No where to bathe. Conditions were so bad, people were drinking alcohol the first night tempers were rising. The tension, people verbally attacking people was extreme by wed morning. So bad I opted to stay in the back of a friends car with my 2 dogs and refused to go back in the hall. Not even for food. Then to make matters worse they started bringing in over 100 more people rescued from Broadwater to an already extremely overcrowded center with limited food and over flowing toilets and no place to shower. Dogs had to be tied to trees they were getting loose and attacking (I lady ended up in hospital because of a dog attack) tempers were rising there was a lot of abuse flying around the club and nothing was done about it. Honestly I was wishing I had stayed at my flooded house at least there it would have been safer.

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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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### **1.2 Preparation and planning**

Evacuation center at wardell needs to be planned ahead of time. This town does get cut off so a place in town should be made so that if there are floods or fires they have a evac center that is all set up ready to cater for 100's of people

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**1.5 Recovery from floods**

Accommodation was and still is needed fast. I live in a borrowed van with 2 dogs bathe at the sink and toilet in a bucket. There is no room in the caravan parks. Funding. I was hoping to get the \$6000 rental grant I could have hired a toilet, shower, and generator to hav the van on my property but government idiots set it up so no one can really apply for it. You have to prove you had already been living in hotel etc for at least 2 weeks. So I will just keep going to toilet in bucket and sponge bathe over the sink. My last shower was on Feb 30th. It is now April 6.

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**1.6 Any other matters**

We had no help from ses in wardell and the council, government was no where to be seen. RFS and Air Sea Rescue did everything they could for us. They wanted help they are everyday people trained in there area for emergencies but not to set up and run evacuation centres. They did a great job and I applaud them. But they will say this to wardell got no help at all we were left to suffer through.

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**Supporting documents or images**

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