

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Friday, 20 May 2022 11:13:24 AM

Your details

Title Ms

First name Susan

Last name Stirton

Email

Postcode 2483

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 At 10:30 on Monday, 28 February 2022 my life changed. My house is never flooded before in the history of Brunswick Heads. There was so much water coming from the service station diagonally across from me that I opened my three gates and let it come in it went through my house my studio. Then the water started coming up through the toilets in the bar and googling out

of showers. The items that had to be thrown out were all beds couches some dining room chairs that were pushed over TV units all floor rugs some clothing. There were two families living in my two downstairs units my daughter son-in-law and grandson and myself in and one of the units. We all went down to my other daughters house and I live there for a week until we could get the dirt and the water out of the house and the gyprock walls removed floorcoverings, kitchens vanity units fridges freezers that had motors at the bottom, two ovens, lounge suits, lounge chairs, and that is just a tip of the iceberg.the list goes on. I will attach the photos of the two huge skip bins and were removed. Due to a week of no communication because all the Telstra lines were down we didn't know when rubbish was going to be picked up by the council that's why I got the skip bins. But we keep on putting things out the front for the council to pick up and that lasted for another week. This is the second time I've been through a flood in 17 years the first was in Billinudgel in 2005. It's a very traumatic situation to have been through twice and I do know other people are going through it probably for the fourth or fifth time I don't know how their mental health is.

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

We have had so much rain since October last year the water table was up extremely high. I live one street back from the Brunswick River. But the service station is in the opposite direction so the Brunswick River didn't break its banks there are no drains in Brunswick Heads the stormwater drain it is out the front of my place is 150 mil it's made of asbestos so does that tell you that it was installed in the 60s or 70s because asbestos drainage pipe was stopped being used in the 80s. In Brunswick Heads the flooding was caused by lack of drainage and no

one will tell me that it was the river because I have video evidence at 4 o'clock that afternoon the river hadn't broken its banks it broke its banks at 8:30 on Monday night.

1.2 Preparation and planning

There was no evacuation order the first evacuation order I got was onto next Wednesday to evacuate Ballina. Therefore there was no preparation and planning. When I saw water was coming in I started lifting as much as I could but as a 68-year-old woman who had her grandchild and three dogs with her I couldn't do a lot. I rang my daughters they close their business and came as quick as they could and we continued to lift and get things out of the way of the water. And then we all worked for the next week with the help of volunteers family and friends cleaning up the mess .

1.4 Transition from incident response to recovery

At this point in time there is no transition from incident response to recovery because we are at the hands of the insurance companies. Like so many people in the Northern Rivers I did not have flood cover as it was \$12,500 a year.

1.5 Recovery from floods

Recovery from the floods will be very slow as there are not enough trades people and there is not enough material for the few builders that are able to work in the area to use. If you didn't have any money put aside for a rainy day you couldn't even start on your build it's heading to 3 months now and no one that I know or heard of has had an insurance payout or even a result from the insurance company as to whether it was a weather event or a flood. Insurance companies are really quick at taking our money but very reluctant to give it out. I would imagine that I will be back up running some time towards the end of the year. I find that absolutely ridiculous and if the insurance company doesn't pay me it could be longer than that it could be a couple of years.

1.6 Any other matters

The \$15,000 back home branch and the \$5000 white goods grant can only be applied for by one person per property. There were two families

Living at my address my daughter applied for the \$5000 and got it and I have been refused the \$20,000. There are so many properties in Brunswick Heads that have two residences on their property. She needs the \$5000 because she lost so much she lost bedding lounge suites fridge and that is just a tip of the iceberg.

Supporting documents or images

Attach files

- [985FDBA0-0E78-4DB5-8908-8AD973F99C54.jpeg](#)
 - [13A52A92-17CE-4A39-912D-F9BBE4F79E64.jpeg](#)
 - [8DCAD4F1-44CF-499E-B77D-D54B791601A1.jpeg](#)
-



CHIN CHIN

Carpet Co
pet Co



CALTEX

CALTEX

39

BE...
SKIP...
66288

MULTI
R...

