

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Friday, 24 June 2022 5:27:15 PM



Your details

<hr/>	
Title	Mrs
First name	Therese
Last name	Schier
Email	<hr/>
Postcode	2470

Submission details

<hr/>	
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

<hr/>	
Your story	We live on the Richmond Riverbank on the southern bank, just west of the Irving Bridge in Casino. The Richmond River began rising up the bank and 3 terraced levels on Sunday afternoon 27th Feb. It continued to rise all that night and entered the lower level of our house around 6am 28th Feb. By 10.30 am the water was rising up internal stairs and we realised it was going to

enter the top level where our living quarters are. We left the house around 10.30 having received an evacuation order. Gilby Street is a one way, dead end street so we had to drive through a neighbour's right of way to Lennox Street and went to stay nearby with friends. That evening we went back to this access and saw the water had risen half way up our garage door. When we returned the next morning Tuesday 1 March around 8 am the water had receded from inside the top level and left all our furniture upturned and mostly damaged beyond repair. We were amazed how far some heavy items had traveled especially as we never saw rushing water. For example heavy 3 seater leather lounge and 2 chairs were upturned and swept into the corner of the lounge room. We received immediate help from friends, local tradies and had some power and water back on that day. The damage included all the gyprock up to a height of 1.2 metres, in the top storey insulation and all lower storey was destroyed. Main conclusions are we weren't prepared; previous owner for 25 years hadn't seen water in top level; whilst we received an evacuation order we were never given a possible flood peak level which would have enable us to move a second car and save more goods in the house.

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

Too much rain and lack of timely accurate information as to the flood peak. SES unable during night of 27/28 February to deliver sand bags.

1.2 Preparation and planning

Not enough warning, prediction of flood peak so weren't able to save furniture and 1 car.

1.3 Response to floods

We left before we were in danger and had great community, friends, relatives, tradies help. Richmond Valley Council were amazing and we

received 5 free rubbish pickups. During one of these a council support worker was present to comfort us and others who saw precious and much loved and personal items being sent to be dumped. Much appreciated.

1.4 Transition from incident response to recovery

We were able to move back- camp in the house after 10 days thanks to assistance from community and family members

1.5 Recovery from floods

We own the house and received all eligible grants

Supporting documents or images

Attach files

- [20220228_194438.jpg](#)
 - [20220301_091632.jpg](#)
 - [20220305_131322.jpg](#)
-



Last house on right - blue garage door



