

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Tuesday, 5 April 2022 8:06:34 PM

Your details

Title Ms

First name Yvonne

Last name Jessup

Email

Submission details

I am making this submission as Other

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

I purchased a home in Lismore, out of the flood zone, for my daughter and granddaughter. In the 2017 flood, the backyard flooded to the steps and hence underneath the house without much damage.

Also, water entered the front yard from the runoff from the top of the road up the hill in front of the house as the drains couldn't cope. I contacted Lismore Council who replied that nothing could

be done. Something I found hard to believe.
My daughter and I still considered the house was in a safe location from water inundation inside the house itself.

February's flood made a mockery of this belief with an extra height of 2 meters of water entering the house and destroying all contents, the kitchen, laundry, etc, etc

The water rose so quickly so that one minute my daughter thought they were safe and the next they grabbed some belongings at 5am and left for a friend's house up the hill.

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

1. Extremely High rainfall in SE Queensland previous to Lismore's.
2. Unpredicted amount of extremely high rainfall in Lismore and surrounds.
3. Ground already saturated.
4. Levee bank breached

1.2 Preparation and planning

1. My daughter had a 'go bag'.
2. Placed items on top of furniture
3. Car in safe location.

1.3 Response to floods

1. Weren't expecting the house to flood from previous experiences of heavy rainfall.
2. Grabbed what they could and fled.
3. Amazed and impressed that 11yr old granddaughter retrieved so many precious items and clothes.
4. My daughter's friend was trapped in her house so my daughter stayed on the phone to SES until she was rescued. She literally saved her.
5. Her partner's brother was trapped on his roof which was stressful as they had no news for a day of his status.
6. I couldn't see my family for a few days until road access was possible which was very

worrying as kept hearing and seeing all the life threatening experiences residents were subjected to. I felt extremely powerless and grief at all they had lost. It was their home, not just a house.

7. Granddaughter's school was also flooded with some of her peers rescued from their roofs.

8. School amalgamated with a smaller school which was further along a potholed road prone to land slips.

1.4 Transition from incident response to recovery

1. Not sure when recovery is. Maybe when my family can return home in 6-12months, and my granddaughter's school is rebuilt.

2. I have cried every day with sadness for the upheaval to their lives. The shock and grief has made decision making difficult as is connecting with people who haven't had the same experience.

Only returned to Lismore twice as it's traumatic to see and feel the devastation.

4. More stress with covid outbreak in the area.

3. My family have lived with me for a month, 45kms away, which is not practical for work and school.

4. Living with friends in Lismore now to alleviate the stress of travelling as my granddaughter's temporary school is more than an hour away from my home.

5. Huge loss of home, community, and school.

6. Initially, supermarket produce and products were in short supply due to freight disruptions.

7. Internet particularly affected.

1.5 Recovery from floods

1. Unsure how to comment at this stage as Lismore experienced a 2nd flooding event.

2. Very slow process waiting for insurance assessors and builders.

3. Cannot make long term plans outside of repairing the house and ensuring my family are comfortable and safe.

4. Trying to focus on positives e.g. the house may be better than it was; personal attributes to

be gained such as resilience; kindness of people; much needed attention on climate change as we have been warned about occurrence of extreme weather events, etc

1.6 Any other matters

Thanks opportunity to participate.

Supporting documents or images

Attach files

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