

From: [Mollie Strong](#)
To: [Flood Inquiry](#)
Cc:
Subject: Lismore Carroona Opportunity Shop
Date: Wednesday, 20 April 2022 5:58:57 PM
Attachments: [Flood Report Lismore Carroona Op ShopDate15th March 2022.docx](#)

Please find attachment for Lismore Carroona Auxiliary Opportunity Shop a notation, plus photos of the recent flood damage experienced at our property located at Keen Street Lismore NSW 2480.

This Charity Shop has been operating at this site since June 1958 and has been running continuously ever since, with a faithful band of volunteer workers many of whom have devoted thousands of volunteer hours.

This services provides funds for Aged Care at Goonellabah, Yamba, Woodburn, Casino and Kingscliff. There are no paid staff so we operate with a small committee who ensure that they have a safe and healthy environment.

This premises has experienced many floods during this period, the most recent was in 2017 . On that occasion, the SES would not allow our volunteers into the CBD before the flooding commenced so we were prevented from taking our goods up to the second level well above the eventual flood height. Whilst we saved all the goods and merchandise on the second flood we lost everything on the ground level.

On reconstruction we made our counters on wheels which could be taken away and stored, so we planned ahead.

This time I rang SES on Saturday 26th February, 2022 to determine the forecast for the days ahead, and was informed, that the rain was expected to come from Southern Queensland as far south as Byron Bay, then head inland in the direction of Kyogle and that Lismore would miss some of the deluge. At that stage we did not have any flood alert.

Overnight the rains increased and when I went to church Sunday at 930am I informed my congregation that I may get a call to drive to Lismore and start the packing and removal of our merchandise. The call came at 10 am and about 15 friends and family gathered at the shop, and we took our ground floor goods upstairs to the second level (well above 2017 level) and removed the counters to a waiting trailer, plus put our fittings above the 2017 flood height on trestles.

As you can see in the accompanying photos all of this was to no avail, as the flood in February/March 2022 came to a height of four feet into the second floor level and all goods and fittings were lost.

When we were allowed back into the Lismore CBD on Friday 4th March 22 to start the clean-up with a few devoted friends and volunteers we were confronted with a devastating sight; ceiling damage, total destruction of our fittings and only a few pieces of crockery could be salvaged. After it was cleaned we had to bring back the counters as there was no storage facilities long term. Then to be confronted by the second flood in a matter of weeks. We were about to take the counters away when the evacuation order for Lismore CBD was cancelled at 5pm, so we left our counters in the shop. Then at 1am the following morning the evacuation order was reintroduced, but as we do not live on the premises and most of the volunteers were asleep at 1am, we were not aware of this order, or able to arrange for the removal, so the counters were damaged. Once again we had to clean our

shop and throughout this period we had no electricity and only on 7th April 2022, were we advised by Essential Energy that power had been restored to the Lismore CBD. Then we had to engage our own Electrician to undertake a check of all of our electrical including the power board that will need replacing.

Now starts the huge rebuilding of our shop we are fortunate we did not experience any structural damage. As a small voluntary/charitable business we had to rely on our own resources which has stretched our volunteer base. Some of our volunteers also experienced flood damage to their own homes.

We are tired and exhausted in some ways we feel abandoned . Many of us have been through flooding before we talk about the 1954 flood and what happened to our homes. We want solutions that help the future of our towns across the North Coast, not another report that is not acted upon, and that as the political landscape changes and it is out of sight, just like with the fires and the destruction that is still so vivid, very little appears to have been achieved by the reports, for those who lost their homes and livelihood.

Mollie Strong

President

Lismore Carroona Auxiliary

Email:

Flood Report Lismore Carroona Op Shop

Date 15th March 2022

Keen Street Lismore NSW 2480

Date of flood: Monday 28th of February 2022

Previous highest flood level 1974 - 12.15

2022 Flood Level 14.37

Height Increase of 2.22 meters

Introduction

On Saturday the 26th we were monitoring the river levels and were very confident that we were not going to have a major flood. On Sunday the 27th we were not quite as sure so a group of 15 or so people lifted all goods to above the 1974 level, quietly confident that there would be next to no water in the shop. We were getting our information indirectly from the SES via a member known to us.

As it is now well documented and publicised we experienced the worst flood in history; this district has been recording floods from 10 years before Ned Kelly was hung 1870 and nothing has surpassed the 1974 flood until this flood.

Impact

Our Lismore Carroona Op Shop did not suffer any structural damage and we consider ourselves fortunate however aspects that are not structural but have a significant impact financially and operationally have been affected. There was minimal shelving saved and all other fittings and equipment was lost. All ceilings some 200m² will need replacing, all floor coverings, electrical fittings, some wiring and a complete repaint are the major costs.

Spread Sheet

As part of this report we have provided a Spread Sheet where hopefully we have captured all items and provided an indicative cost per item.

Quoting

You might appreciate that all trades in the town and district have been significantly impacted by this event, some are suffering the same as the Op Shop and others are simply run off their feet assisting the entire district not just Lismore the FNC. One of our largest plumbing businesses that have completed \$100,000.00's of work for Uniting lost everything in Coraki. This event has stretched for miles and miles. Therefore we are struggling to get any quotes and we are not seen as a priority when you consider all the homes and businesses that are for more of a priority. The indicative costs have come via the writer calling on my own experience, previous quotes and online costs.



Main Shop area Photo 1



Main Shop Area Photo 2



Main Shop Area Ceiling Photo 1



Main Shop Area Ceiling Photo 2



Main Shop Area Ceiling Photo 3



Secondary Shop Area



Secondary Shop Area Photo 2



Meeting Room Photo 1



Sorting Room Photo 1



Meeting Room Photo 2



Meeting Room Photo 3



External Toilet



Display Units Photo 1



Display Units Photo 2



Display Units Photo 3



Display Units Photo 4



Display Units Photo 5



Back Area Photo 1



Back Area Photo 2



Back Area Photo 3



Back Area Exit



Back Area opposite View



Kitchen



Air Con 1



Air Con 2



Air Con 3





Upstairs store are after goods removed x 3



Stairway Lift



Stairway Lift Motor



Micro Wave



Clothes Steamer



Iron



Jug



Cash register 1



Cash Register 2



Lost shelving in part



Saturated Chairs



Main Switchboard



Street View after goods removed from shop, does not include 8 cubic meter skip bin already removed



Vacuum Cleaner



Goods being removed Sunday the 6th of March 2022

The committee of the Lismore Carroona Op Shop Auxiliary are determined to re-establish and are now seeking advice how best we can do that. As stated quoting is difficult but understand how important it is. Our indicative costs could be used as a budget and monitored by some quotes and invoicing. There are works with regard demolition that could start immediately depending on the insurer and preferred processes. Other items could be sourced and ordered as in shop fittings etc.

Regards

Clint Mallett