

# MULLUMBIMBY COMMUNITY FLOOD DEBRIEF AND DISASTER PREPAREDNESS EVENT REPORT



Sunday 25th September 2022

St John's Primary School Hall 2 - 6pm

A community-led event for flood-impacted  
residents of Mullumbimby.

## BACKGROUND

The purpose of the community gathering was to offer the Mullumbimby community a chance to share their flood experiences and work out what we need to advance our flood recovery and be more prepared for future flood events. Approximately 60 people participated in the event.

Mullum Cares convened the event in response to requests from flood-impacted community members.

The objectives of the event were to:

- Share experiences of the flood event
- Identify issues that require action relating to flood recovery, resilience, and preparation
- Form action groups to address issues
- Contribute to the creation of a detailed report that will amplify our voice to Council, State, and Federal Governments and lead support agencies

The event was held on Sunday, September 25<sup>th</sup> almost seven months after the flood event. The event was based on the highly successful community meeting held in South Golden Beach on May 15, 2022. Mullum Cares engaged the same professional facilitators as the South Golden Beach event, Carol Perry and Peter Notley, to run the community meeting.

Mullum Cares provided insurance coverage and funds to pay for event costs from residual funding from the Northern Rivers Flood Relief Fund. Other groups and agencies involved in supporting flooded residents were invited to attend from 3:30 pm to hear the issues and planned actions prioritised by attendees and to 'break bread' with the community at dinner from 5-6 pm.

## ACKNOWLEDGEMENTS

The event organisers are incredibly grateful for the support of a large group of volunteers who worked behind the scenes and on the day to support the event.

This included:

- Highly experienced facilitators Carol Perry and Peter Notley offered their services for the event
- Six 'support facilitators' who supported the various groups during the facilitation process. These helpers were briefed by Peter and Carol prior to the event commencing
- Kate Little and friends who made fresh flower arrangements and dressed the hall
- The helpers who packed up the hall and cleaned dishes after dinner
- Jeannette Martin who coordinated catering for the event
- St John's School for making significant changes to bookings to make the hall available for this event.

Thanks also go to the many agencies who attended the event to listen to community members including but not limited to the SES, Byron Shire Council staff, Resilient Byron, Mullum HUGG, Northern Rivers Community Legal Centre, Mullum Museum, Mullum Presbyterian Church, Brunswick Valley Uniting Church, Mullum Residents Association and Byron Youth Theatre. Thanks also go to attendant Noelle Maxwell who has been activating local residents around house raising.

## MEETING STRUCTURE

1 pm            Doors open

2-5 pm        Professionally facilitated small group discussions

- Share experiences of the flood
- Identification of key issues
- Small groups focussed on each of the key areas

5-6 pm        Dinner by donation

On the day, people first met in small groups to share their experiences of the February flood event to identify the issues at the heart of their experiences. This storytelling set the scene for respectful and constructive discussion. Each group reported its key issues to the broader group. Volunteers then combined the issues into six 'key areas' which were put on chart paper as headings and placed at six different tables. People went to the table with the 'key area' that most interested them and worked with the others in that group to discuss actions that could address the underlying issues. Some of these groups shared contact information

and agreed to form ongoing action groups to continue working on the six 'key areas' (see Annex 1 for facilitators' agenda). The notes that follow capture the 'key areas', issues identified and the proposed actions. The information is taken directly from the chart paper on which people recorded their ideas.

1. List of issues from people's experiences and solutions to address them  
 These are the issues identified by the groups in the first activity and the solutions that were suggested in subsequent group work.

Key area	Issue
Housing	House Raising  What concrete plans are ready or in process to assist people in raising their homes?  <ul style="list-style-type: none"> <li>o <i>What financial support is currently available or will be available?</i></li> <li>o <i>Current expressions of interest go where? (Noelle Maxwell/Mullum Residents Association)</i></li> <li>o <i>When will real decisions be made and by whom?</i></li> <li>o <i>Subsidised voluntary house raising</i></li> <li>o <i>Assess whether their houses can be raised</i></li> <li>o <i>Get information and quotations</i></li> </ul>
	Homelessness
	Unsafe rental properties
	Mould
	Additional support for landlords is required so they can better support their tenants
	Council red tape preventing subdivision of rural land to reduce homelessness
	Lack of long-term emergency accommodation provided by disaster recovery (2-week limit)
	Lack of housing for tradies
	Emergency housing response is very flawed
	Flood-affected housing rented at full cost

Key area	Issue
Comms channels	Better support on how to access grants and who is entitled to what. E.g. who knew about the Salvos grant? If you're insured, you can't get the Back Home grant, but then some people do.
	Neighbourhood Centre doesn't share much info
	Lack of communication (and collaboration) between different organisations
	Communication needs to be clear, direct and to everyone, not just some
	What happened to the siren alarm?
	Communication between agencies/having to tell our stories over and over
	Integrating local knowledge with agencies. Honouring and continuity of first responder organisations
	Communications system failure for so long after the flood (phones and internet). Impact of the phone/internet outage was huge and stressful.
	Council dashboard has limited effectiveness
	Hard to get clear info during the event
	Wrong info on BOM/evacuation orders confusing. Need to know if it is now better
	Where is the central info hub? Where is the info to support flooded residents? Who keeps it updated/relevant/local?

Key area	Issue
Local Gov	Drains not maintained
	Lack of responsiveness to issues identified
	Responsibility for waterways? Dredging? Other mitigation measures?
	Pods – Council approved fill and consequences of (Prince St and Station St)

	Government transparency around temporary housing pods and response and raising flood level risks
	Money from the Northern Rivers Reconstruction Corporation for purpose-built evac centre
	Flood insensitive development
State Gov	Unresponsive
	NSW Reconstruction Corporation. Who are they? Action now? What plans?
	Lack of government response during flood (State Gov)
Fed Gov	Timing of ADF
Other funded agencies	Accountability and transparency of organisations that are paid to do jobs

Key area	Issue
Trauma/ Mental Health	Youth mental health crisis and childhood trauma – lack of acknowledgement and support. Better support on how to access grants
	Ongoing trauma relief and access to support for PTSD – books closed on seeing practitioners
	Kids? School? PTSD. No mental health support for young people
	Anxiety about it happening again
	Anxiety about rebuilding with flood-resilient materials (totally reliant on one unfunded community group – Mullum Cares)

Key area	Issue
Working together	Lack of community spaces to use during the flood
	Lack of upkeep of community spaces

	Mullum community breaking up – so many people leaving and selling up
	Lack of collaboration between different organisations
	Lack of support for elderly/vulnerable/isolated people
	Better support on how to access grants
	Lack of understanding about how long it takes to recover
	The hub has now gone, but we still need help. Lots of people don't know they are there.

Key area	Issue
Flood Mitigation	Lack of flood mitigation measures especially drainage
	Pods on the floodplain
	Too much fill on roads, and house sites, changes the water flow
	Need practical strategies to assist flow, not dam blocks that act as dam walls that break
	There are huge stormwater pipes that “leave” town (Burringbar St) into the river behind Palm Park/Scout Hall. No flood gates on those pipes (that can be closed by whom?)
	Open storm water drains are not cleared/maintained
Flood Resilience	Lack of flood-resilient rebuilds under government grants
	Unacceptable buy-back offers instead of flood-resilient measures
	Dry proofing – how to block water entering. Are there technical advisors available to assist people in putting in measures to inhibit water from entering the interiors of their properties
	Anxiety about rebuilding with flood-resilient materials (totally reliant on one unfunded community group – Mullum Cares)

Key area	Issue
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Preparedness	Need clarity around what regions/homes are flood prone and to what level
	What's the plan for future climate disasters?
	Issues of advice e.g., where to get sandbags and delivery and assistance to put in place if older, or people with health issues or disabilities
	What alternative power sources can ordinary folk acquire for phones, fridges etc.
	Equipment: satellite phone, generator, first aid kit, tinnies
	Info gathering: rain gauges, BOM
	Who needs support? Who will give it?
	Preparation for older, disabled people? Who will help lift and sandbag? Need for already filled sandbags for older/disabled people?
	Car hoist?
	Siren system/early warning
	When to take action in your neighbourhood/block?
	Know your neighbours. Who has an upstairs? Who needs support?

Key area	Issue
Insurance	Delays and working to the insurance company's timetable
	Locked out residents
	Unresolved decisions
	Delays in completing work
	Trying to build back better but insurance companies don't support this
	NRMA was not represented at the recovery hub. Suncorp group was.



## REFLECTIONS FROM THE ORGANISING TEAM

While the intention of the event was to mirror the South Golden event, a common reflection was that the Mullumbimby community was at a very different place to the South Golden community at the time of the event. While the South Golden event happened on May 15, just two and a half months after the flood, the Mullumbimby event was almost seven months post-flood. The vast majority of participants were either exhausted from their personal flood recovery or identified as vulnerable people concerned about future flood events. As such, the participants weren't able to engage with and lead community-based solutions to the same extent as the South Golden group. Many issues were identified, but there were fewer solutions put forward. It is arguable that seven months on, the community has already hit a lot of brick walls with recovery. For example advice about financial support for house raising, at that time, had not eventuated despite talk from the state government.

Multiple participants expressed a reluctance to commit to a community working groups because they were beyond exhausted. It should be noted that the organisers of the event were also all flood-affected. It is our belief that this only further reinforces the need for government to support existing community-led recovery efforts as they demonstrate not only community need, but also where the capacity is within the community.

The participants were largely still in trauma and they weren't able to form action groups. It has been suggested that a more appropriate approach might have been to look at opportunities for "mutual aid" rather than the development of working groups.

**Mutual aid** projects involve people take responsibility for caring for one another. It is a voluntary and reciprocal exchange of resources and services.

This is compared to forming working groups intended to serve the local community. Given the level of exhaustion within the group, the scale of the projects discussed also needed to be manageable. For example, if people were encouraged to focus on strategies to support neighbours on either side of them rather than town-wide solutions.

To enable more community support for impacted people, perhaps it would have been good to have people who weren't personally impacted but wanted to understand the perspectives of impacted people so they can better help.

## KEY ISSUES IDENTIFIED

Key issues identified in the initial brainstorm included:

- *Housing*
- *Government*
- *Lack of information/Communication channels needing work*
- *Trauma/Mental Health*
- *Community Spaces*
- *Working together*
- *Flood mitigation*
- *Insurance*
- *Emergency preparedness*

## **KEY THEMES IDENTIFIED FROM THE GROUP BRAINSTORMS**

From the issues above, the facilitators pulled out key themes. Each theme was allocated to a table. Participants chose which theme they would like to brainstorm solutions for.

The themes identified were:

1. *Infrastructure*
2. *Information Centre*
3. *Trauma support*
4. *Community Preparedness & support for vulnerable people*
5. *Communications*
6. *Government (not listening)*

## ACTIONS REQUIRED

For each theme participants catalogued actions required.

### INFRASTRUCTURE

Much of the infrastructure discussion focussed on **drainage** (unblocking and improving stormwater) but also included dredging (Kings creek & Saltwater creek), raising causeways, redirecting overland flow.

**House raising** was another focus of discussion emerging not only from the infrastructure group but also from other groups with state government funding seen as necessary. Other options for “flood proofing” homes were also discussed.

Planning for power failure and/or cut-off and sewer failure was also discussed.

Other community infrastructure discussed included sirens, CB radios, lifeboats, mobile phone boosters and battery/solar.

### GOVERNMENT & INSURANCE

This group identified the need for the government to release and publish data on who was affected by flooding.

Many existing reports have recommendations to mitigate flooding. There needs to be accountability for following those recommendations.

Local knowledge needs to be respected by government and non-government agencies and funding to local community organisations needs to be increased.

The Reconstruction Corporation website needs to be updated so that community can stay informed.

It was suggested that community needs to lobby the insurance council about the speed of remediation and the provision of alternative housing.

### COMMUNICATIONS

- *CB radios e.g. at the Channon*

*Telephone trees*

- *Warden system – a nominated person to communicate to a small area*

*Satellite phones*

- *Generator – charge multiple phones, satellite phones attached to a generator*

*Accurate info e.g. if phone not on won't get accurate info from SES*

- *Council needs to update flood plans made by the community*

*Waterproof phones! Be prepared*

- *Networks disseminating info like sports clubs, Lions club*

*Fire plans too, not just flood. And pest and plagues.*

- *Community radio role? Including Bay FM*

*Rehearse and communicate the communication system*

- *Neighbourhood introductions and networks (warden system)*

## INFRASTRUCTURE

*Raise causeways*

*Drainage*

- *Fast track FPMC (Flood Plan Management Committee)*

*Register of vulnerable people*

- *Register of mud crews and pre-flood (lifters and baggers)*

*Dredging river/creeks (Kings/Saltwater creek) Landcare*

- *Re-direct overland flow*

*Council – unblock/improve stormwater (full-time maintenance)*

## HOUSE RAISING

- *State government funding required*

*Flow paths*

- *Floodproofing*

*Car raising*

- *Sewer cut-off*

*Power cut-off*

- *Strategically located*
  - o *Sirens*
  - o *CB radios*

- o Lifeboats
- o Mobile phone booster
- o Battery/solar
- o Action lists

## GOVERNMENT & INSURANCE

- Years of neglect from the NSW State Government on the Far North Coast needs addressing

*The council needs to be pressured*

- Local knowledge needs to be respected

*Funding to local community organisations needs to be increased*

- Local people to go to the media to share stories

*Accountability for following recommendations in existing reports*

- Stop paying rates as a potential protest

*Pressure Justine Elliot*

- Get loud!

*Government need to release and publish data on who was affected by flooding*

- Reconstruction corporation website updated

*Lobby the insurance council about the speed of remediation and alternative housing*

## COMMUNICATIONS

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## COMMUNITY PREPAREDNESS & SUPPORT (VULNERABLE PEOPLE)

- *Northern Rivers Community Carers and Responders Network (CCR). People are being trained in how to prepare their communities and respond to crises. Funded by Resilience NSW, DCJ and Healthy North Coast. Ccrnetwork.org 4.5 days of free training. Across the Northern Rivers, CCRs are working on the following:*

- o *Flood*
- o *Disaster response*
- o *Energy*
- o *Communications*
- o *Food security*
- o *Bushfire preparedness*

- *Field trips to see how people have prepared for disasters. Building community in times of peace as well as times of calamity.*

*Mentoring*

- *100 already trained, 300 in the next year*

*Particularly good in helping*

*vulnerable/disability/RUOK/welfare/communication/evacuation/food supplies*

- *Bottom-up kindness*

*Long-term - flood resilience/flood raising/dry proofing/wet proofing to allow water to get out quickly and then flushed out*

- *Planning for group help in advance*

*Register of vulnerable people*

- *Register of mud crews and pre-flood (lifters and baggers)*

## *TRAUMA SUPPORT*

- *Acknowledge timeframe*
  - o *Covid*
  - o *Flooding*
  - o *Fires*
  - o *Homelessness*
  - o *Job loss*
- *Clear information about services available:*
  - o *Social media*
  - o *Newspaper articles*
  - o *E.g. Mental health pod, what is it?*
- *Increased number of therapists*

*Children:*

- o *Anxiety*
- o *Impacting education*
- o *Services to help catch up*
- *Special events for children:*
  - o *Fun stuff*
  - o *Free school holiday programs*
  - o *Outside of school support teachers and staff*
  - o *Discos for the kids and other fun stuff like Pegasus Group*

- *Support with anxiety-driven behaviours*

*More careful reporting/language use*

- *Support services localized or on public transport*

*Generalised support rather than targeted support because of complexity*

- *Parent support and education about trauma – including free online groups*

*People with special needs were told not to go to the evacuation centres because their needs could not be accommodated e.g. no wheelchair access*

- *Support for people who could not leave home*

*More counselling! More health services! And clear advertising of what is available.*

*Services that are not school-based only as lots of kids not engaging with schools*

- *Free yoga and exercise classes*

*Ongoing healing services and spaces*

- *Spaces for older youth to gather*

*Public transport to the events e.g. to the extreme frisbee*

## **INFORMATION CENTRE**

- *Need some funding to support the build back better (flood resilient) advisory project – it cannot continue without this. Practical info on building materials (Build on QLD research and experience JDA co Architects etc.*

*The Neighbourhood Centre needs to communicate more about what it offers and for whom*

- *Info and house raising and grants – can we have a meeting for people who are interested, please?*

*The Council dashboard for emergencies doesn't quite work especially out of hours*

- *A website for Byron Flood Helpers based on Flood Helper Northern Rivers floodhelp.nr  
Needs local data and regular updating*

- o *Covid*



o *Flooding*

# FACILITATORS' AGENDA

## COMMUNITY FLOOD DEBRIEF & DISASTER PREPAREDNESS 25.09.22 - Mullumbimby

### **2:05 - 2:20pm - INTRODUCTION**

Acknowledgement of country and local groups, Introduce day and CP/PN

- CP Overview of the day/process - times of uncertainty, instability & unpredictability - need vulnerability, curiosity and courage to try new things, empowering, connecting, taking ongoing & evolving strategic action, horizontal and decentralised, learning how to be responsive

### **2:30 - 3pm ROUND 1: CP - Getting to know each other/hearing stories**

Instructions: Discussion at the table - 8 people

Appoint 1 x timekeeper and 1 x facilitator

Put on name tags

3 minutes per person to address three questions

#### **Guided grounding and centering**

Where do you live?

Why are you here,?

What was the physical and emotional impact of the flood on you?

### **3:00 - 3.05pm BREAK: PN - physical energizer at the table**

### **3:05 - 3:40pm ROUND 2: PN - Identifying the issues**

#### **3:05 – 3:25pm Part one:**

Instructions:

Round table discussion to name/identify the issues (self managed)

Each table appoints a scribe, a facilitator and a representative to report to larger group (3 people)

What key issues have you identified during, and post

- Name the issues not tell your stories
- Record as bullet points e.g. sewerage or hazardous waste
- Role of facilitator is to keep it to issues not stories
- Introduce support people who will come around to assist

### **3:25 - 3:45pm PART TWO: PN - Sharing the findings with all the participants (all 10 tables)**

#### **Process**

- 10 Tables x 2 minutes to report their findings. Representative of each table will address the wider group (wireless microphones with 2 support people on floor)

- a support person will take the paper with the list of findings/issues and pin it up on the wall after the representative has spoken

### **Support person allocated to each table**

- keeping the group on target (issue not story)
- remind table to let every person speak
- help define issue (simplicity, few words) e.g. hazard waste disposal
- keep issues to one page in bullet point form

### **CP/PN visit each table and listen to representatives**

- Support person acting as time keeper (2 minutes per representative)
- Other support person acting as scribe for CP/PN to record issues on flip chart (use strokes to record number of times issue comes up – form of weighting)

### **3:45 - 4:05pm BREAK: CP/PN refine the issues during break**

- Participants - fifteen minute break
- Advise participants to get up and leave tables to move and mingle and not to sit down when we reconvene at 3.45pm
- CP/PN with help from Bron
  - Choose the top ? issues including emotionally based issues (eg discombobulated, overwhelmed to discuss support and ways of addressing this experience) for discussion and forming of action groups
  - 10th table will be central coordination group
  - Write 6-10 flip chart headings (one for each table) identifying the action group e.g. hazardous waste or vulnerable people

### **4:00 - 4:05pm FOLLOWING YOUR INTEREST: CP - Explanation of next process:**

6-10 tables – 5-9 representing the most identified issues and 1 the central hub.

- support persons physically identify where each table is e.g. sewerage
- go to your table of interest
- these groups will be the basis of ongoing and evolving strategic action groups

### **4:10 - 4:15pm ROUND 3: CP - Explanation on Forming Groups with your issue of interest once people are sitting down**

#### **PART ONE: Move to Table**

- Go to a table where your interest lies
- You are forming a team to take action
- There are many roles to be done - you can watch and wait to see what you can offer eg IT, cakes, strategy, networking, meeting note taking
- 5 minutes to decide - you can change tables at any stage if you feel your interest lies elsewhere
- Fill in form with name and contacts
- Brainstorm

#### **Support persons (make people comfortable and confident)**

- Help people get to a table (some will be frozen by choice)
- Facilitate chairs for tables - may attract 15 people

- Assist people to change groups
- Encourage people in brainstorm to go wide/throw ideas out

#### **4:15 - 4:20pm PART TWO: PN - Forming your Group and making plans**

- Share name and location
- Appoint convener and scribe for brainstorm

#### **4:20 - 4:30pm Brainstorm / sharing ideas**

- Brainstorm options for responding to the issue
- Rules for brainstorm
- Scribe takes lead in recording brainstorm ideas
- One support person per table encourage "rules" of brainstorm

#### **4.30pm PN - Clap yourself out of the brainstorm**

#### **4:30 - 4:45pm PN - Logistics**

- Answer the following questions about logistics and creating group
- Chose a communications platform
- Chose a first meeting date and location
- Think of ways to make a meeting fun
- Take a photo of the brainstorm, and use this as a guide for discussions of actions and strategy
- Decide who will convene or joint or shared role
- Chose a name for the group at first meeting
- Contact form for Convenor - fill in

**Support persons** visit tables keeping them on track

#### **4:45 - 5:00pm WRAP UP: PN/CP wrap up**

- How this all fits together (groups feeding into central co- ordination hub, claiming your power, cultivating your empowerment)
- Coloured dots to stick next to issues you think are important
- Support people take the brain storms and pin them up

## HOW TO START A COMMUNITY GROUP

1. *Choose a communication platform*
2. *Choose a meeting date and location*
3. *Think of ways to make the meeting fun*
4. *Take a photo of the brainstorm and use as a guide*
5. *Decide who will convene the meeting (1 + 2 + 3)*
6. *Choose a name for the group*
7. *Fill out a contact group*

## RESOURCES

Flood resilient homes

- [Design Guidance for Flood Resilient Homes - August 2022](#)
- [Building Back Northern Rivers: Understanding development approvals to support our flood recovery](#)

# MULLUMBIMBY COMMUNITY MEETING

**A COMMUNITY LED EVENT FOR  
FLOODED MULLUM RESIDENTS  
TO DISCUSS OUR EXPERIENCES  
AND WHAT WE NEED NOW**

**SUNDAY 25 SEPTEMBER**  
St John's Hall, 15 Murwillumbah Rd

**1PM** Doors open  
**2-5PM** Professionally facilitated,  
small group discussions  
(no speeches)  
**5-6PM** Dinner by donation

## COME JOIN WITH OTHERS IN OUR COMMUNITY

- Share our experiences
- Identify issues that require action relating to flood recovery, resilience and preparation
- Form action groups to address issues
- Contribute to the creation of a detailed report that will amplify our voice to Council, State & Federal Governments and lead support agencies.

In response to requests from flooded community members, Mullum Cares has engaged professional facilitators to run this meeting and is providing insurance cover and grant funds will cover most costs. Other groups and agencies involved in supporting flooded residents are invited to attend from 3.30 to hear the issues and planned actions prioritised by attendees and 'break bread' with the community at dinner from 5-6pm.

## PURPOSE

- Provide an opportunity for flood affected residents to get together, meet and share their experiences
- Empower the participants to form action groups to progress action on the issues that matter most to them
- Begin creating a comprehensive map of flooded and almost flooded properties in Mullum.

## CONTACT

- Please RSVP using the QR code or by email to [getfloodready@mullumcares.com.au](mailto:getfloodready@mullumcares.com.au)



**Accept. Contribute. Thrive.**

Accept that the future will continue to be challenging and that our collective Contributions to building personal and community resilience will set our communities up to Thrive.

## HOUSING

- *Emergency housing response is very flawed*

*Flood-affected housing rented at full cost*

- *Homelessness*

*Unsafe rental properties*

- *Mould*

*Additional support for landlords is required so they can better support their tenants*

- *Council red tape preventing subdivision of rural land to reduce homelessness*

*Lack of long-term emergency accommodation provided by disaster recovery (2-week limit)*

- *Lack of housing for tradies*

*We're getting traumatized by 3 am warnings*

## LACK OF INFORMATION/COMMUNICATION CHANNELS

- *Better support on how to access grants and who is entitled to what. E.g. who knew about the Salvos grant? If you're insured, you can't get the Back Home grant, but then some people do.*

*Neighbourhood Centre doesn't share much info*

- *Lack of communication (and collaboration) between different organisations*

*Needs to be clear, direct and to everyone, not just some*

- *What happened to the siren alarm?*

*Communication between agencies/having to tell our stories over and over*

- *Integrating local knowledge with agencies. Honouring and continuity of first responder organisations*

*Communications system failure for so long after the flood (phones and internet). Impact of the phone/internet outage was huge and stressful.*

- *Council dashboard has limited effectiveness*

*Hard to get clear info during the event*

- *Wrong info on BOM/evacuation orders confusing*

*Need to know if it is now better*

- *Where is the central info hub? Where is the info to support flooded residents? Who keeps it updated/relevant/local?*

## GOVERNMENT

### COUNCIL

- *Drains not maintained*

*Responsiveness to issues identified*

- *Representation*

*Responsibility for waterways? Dredging? Other mitigation measures?*

- *Pods – Council approved fill and consequences of (Prince St and Station St)*

*Money from the Northern Rivers Reconstruction Corporation for purpose-built evac centre*

- *Flood insensitive development*

### STATE GOV

- *Unresponsive*

*NSW Reconstruction Corporation. Who are they? Action now? What plans?*

- *Government transparency around temporary housing pods and response and raising flood level risks*

*Lack of government response during flood*

### FED GOV

- *Timing of ADF*

### OTHER FUNDED AGENCIES

*Accountability and transparency of organisations that are paid to do jobs*



## TRAUMA/MENTAL HEALTH

- *Youth mental health crisis and childhood trauma – lack of acknowledgement and support. Better support on how to access grants*

*Ongoing trauma management*

- *Ongoing trauma relief and access to support for PTSD – books closed on seeing practitioners*

*Kids? School? PTSD. No mental health support for young people*

- *Anxiety about it happening again*

*Anxiety about rebuilding with flood-resilient materials (totally reliant on one unfunded community group – Mullum Cares)*

## COMMUNITY

- *Lack of community spaces to use during the flood*

*Lack of upkeep of community spaces*

- *Mullum community breaking up – so many people leaving and selling up*

*Lack of support for elderly/vulnerable/isolated people*

## WORKING TOGETHER

- *Lack of collaboration between different organisations*

*Better support on how to access grants*

## MITIGATION

### FLOOD MITIGATION

- *Lack of flood mitigation measures especially drainage*

*Pods on the floodplain*

- *Too much fill on roads, and house sites, changes the water flow*

*Need practical strategies to assist flow, not dam blocks that act as dam walls that break*

- *There are huge stormwater pipes that "leave" town (Burringbar St) into the river behind Palm Park/Scout Hall. No flood gates on those pipes (that can be closed by whom?)*

*Open storm water drains are not cleared/maintained*

## FLOOD RESILIENCE

- *Lack of flood-resilient rebuilds under government grants*

*Unacceptable buy-back offers instead of flood-resilient measures*

- *Dry proofing – how to block water entering. Are there technical advisors available to assist people in putting in measures to inhibit water from entering the interiors of their properties*

*Anxiety about rebuilding with flood-resilient materials (totally reliant on one unfunded community group – Mullum Cares)*

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## HOUSE RAISING

- *What concrete plans are ready or in process to assist people in raising their homes:*
  - o *Subsidised voluntary house raising*
  - o *Assess whether their houses can be raised*
  - o *Get information and quotations*
  - o *What financial support is currently available or will be available?*
  - o *Current expressions of interest go where? (Noelle Maxwell/Mullum Residents Association)*
  - o *When will real decisions be made and by whom?*

## PREPAREDNESS

### EMERGENCY PREPAREDNESS

- *Need clarity around what regions/homes are flood prone and to what level*

*What's the plan for future climate disasters?*

- *Issues of advice e.g., where to get sandbags and delivery and assistance to put in place if older, or people with health issues or disabilities*

*What alternative power sources can ordinary folk acquire for phones, fridges etc.*

- *Equipment: satellite phone, generator, first aid kit, tinnies*

*Info gathering: rain gauges, BOM*

- *Who needs support? Who will give it?*

*Preparation for older, disabled people? Who will help lift and sandbag? Need for already filled sandbags for older/disabled people?*

- *Car hoist?*

*Siren system/early warning*

- *When to take action in your neighbourhood/block?*

*Know your neighbours. Who has an upstairs? Who needs support?*

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## INSURANCE

- *Delays and working to the insurance company's timetable*

*Locked out residents*

- *Unresolved decisions*

*Delays in completing work*

- *Trying to build back better but insurance companies don't support this*

*NRMA was not represented at the recovery hub. Suncorp group was.*

## RESPONSE/RECOVERY

- *Lack of understanding about how long it takes to recover*

*The hub has now gone, but we still need help. Lots of people don't know they are there.*