

**Submission Number: NND.001.00821**

**Submission Of: Fiona Franklin**

### Your Details

Email address:

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Preferred means of contact: Email

What is your submission based on? I am making this submission based on my personal situation

What was your personal situation in relation to the 2019-20 Bushfires?

Where do you live? Surf Beach NSW 2536

### Your Submission

In your experience, what areas of the bushfire emergency response worked well?

There was no emergency response that worked well.

In your experience, what areas of the bushfire emergency response didn't work well?

First we got no warning what so ever.

No one knew what to do. When we evacuated to Hanging Rock no room to stand. I had 5 kids with me and no one told us what to do. The kids were in shock and the room wasn't big enough.

There was no one to help us fight the fire at the house.

The fire brigades didn't know what they were doing because all they were doing was driving down the road with sirens on and then they would do a u turn and drive the other way that was constant and quite a few. Our house would have had a better chance if the firies were there to fight it.

The driveways were blocked off to some of the beaches so had to move to the next one but ended up at the evacuation centre then moved to another one then we got trapped and there was absolutely no communication as to what to do

In your experience, what needs to change to improve arrangements for preparation, mitigation, response and recovery coordination for national natural disaster arrangements in Australia?

Everyone should get plenty of warning. Not everyone has a landline so mobiles should be used as well for all alerts.

There should be more communication. Made sure there was a case manager for each person and make sure they contact people will make things easier.

Make sure there is bedding to make things a bit more comforting people we were in shock and absolutely froze.

Should have bought the army in sooner And they had plenty of warning that we needed them.

Some of the people needed to be more caring and not yell Abuse at you.

More communication around accommodation and what is available not just what do you need because lets face it you have no idea what you need.

With the grants and vouchers ect let people know of them because not many people did.

More communication all round.

There was a lot of logging in our area if they picked up the mess it wouldn't have been so bad and probably wouldn't have lost our house. Also the block next door wasn't cleared we asked council to do it a couple of months before and it didn't happen. Also there was a house that was full of wood inside and outside and council let i happen and the fire brigade just stayed there while our house burnt down. The council has now conveniently told them to clean it up too late.

When it was coming up to Australia Day the hotel we were staying at kicked people out and put tourists in that shouldn't of been allowed.

They went back to their blocks slept on the ground no water, no power, no toilet.

There was no communication last i heard was Surf Beach too late to leave lives had been lost. So i naturally thought it was my husband because he stayed and fought the fire.

Mental heath support should have been in sooner and people who knew what they were doing.

Is there anything else you would like to tell the Royal Commission?

I think everyone should be able to have a voice and be heard to help with closure at the hearing.

Do you agree to your submission being published? Yes I agree to my submission being published in my name