

Submission Number: NND.001.00834

Submission Of:

Your Details

Email address:

Phone:

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? I lived in the area affected by bushfires i was not evacuated and did suffer loss of home and contents

Where do you live? Bega Valley (A)

Your Submission

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

The NSW RFS app worked to a certain point until we lost phone signal

The fire spread prediction seemed somewhat accurate.

Not for profit organisations whos funds assisted when we most needed it.

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

In my experience there was a delay to act and a huge lack of response to the active fire that moved through to Wandella on January 31st 2020 We did not see or hear any form of support on the ground or in the air on the days leading up the fires or during the fire.

We called 000 on several occasions whilst we were attempting to protect our property.

Wandella was not included on the warning that was issued by the NSWRFs at 1.21am on Tuesday 31 Dec this should of been clearer.

The fire was active for several days prior to it reaching our property there was not enough clairty or communication given to residents in the area.

Why was the fire not tended to some days earlier in attempt to minimize the impact.

The days after the fire the lack of communication and support for those that had suffered huge loss.

It felt very lonely out here with no support from the fire brigades, we were left to do it on our own.

Lack of funding from the government to help.

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

Door knock in this area would of ensured the elderly without phones could have left sooner

Management of the forests - words can not describe the sounds nor the feeling of what that fire was.

I believe more homes could have been saved had there been crews on the ground to fight the fires.

It is almost four months to the day after the fire and we are just about to have the team arrive to begin clean up. The impact this has had on our family is huge and we are just one of many. With no dis respect to the teams carrying this work out there needs to be better communication a simple call or text to update of progress would help ease anxiety and stress.

More mental health support

One register for all support, funding and grants available - many couldn't cope with the constant repeat of their stories.

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

One last thing , we choose to stay and defend the property - two homes were lost.

I am no expert nor am I a fire fighter but what we lived through on New years eve was no ordinary fire it had a life of its own.

Things burnt that were not locateable and other items your left wondering how it survived.

The sound it was making as it approached our farm was terrifying, the fire was alive and fueled by all the bush it burnt along the way.

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