

**From:** Joan & Howard [REDACTED]  
**Sent:** Monday, 4 April 2011 5:15 PM  
**To:** Submissions Flood Commission  
**Subject:** Fw: Submissions

P.S. All this was from lack of COMMUNICATION.  
It would have been less TRAUMATIC if we had KNOWN what was going on.

-----Original Message-----

**From:** Joan & Howard  
**Date:** 3/04/2011 8:40:30 PM  
**To:** [submissions@floodcommission.qld.gov.au](mailto:submissions@floodcommission.qld.gov.au)  
**Subject:** Fw: Submissions

-----Original Message-----

**From:** Joan & Howard  
**Date:** 3/04/2011 8:28:05 PM  
**To:** QLD.Flood Commission of Inquiry  
**Subject:** Submissions

Preparation & Planning : There was NONE. We had 6 MONTHS constant day & night steady RAIN.

Forecasts & Warning Systems : There was NONE. Suggest MILLITARY PRECISION WEATHER FORCASTING & AIR RAID SYRONS .

Emergency Response : EXCELLENT. S.E.S. POLICE. ARMY.

Immediate Recovery Phase : VERY SLOW. NO COMUNICATION !! House Phone OFF . NO MOBILE RECEPTION.  
COMMUNICATION IS VITAL IN ANY EMERGENCY.

I arrived back from N.Z.on the 8th. Already traumatized,cardiac arrest after being attacked by school kids.Then the flood on the 10th.Jan.  
FIVE DAYS after flood we had a welcome visit from two very nice guys from a new drilling rig co. Up in Toowoomba to see if we were O.K. & they told us to go down to the RECOVERY CENTER. This became our lifeline for friendship & information.  
MURPHYS CREEK TAVERN.

Immediate Recovery Phase : Electric off 8 Days. House Phone off 3 Days. Stuck in house 5 Days overflowing dam one side & flooded road other. We siphoned water from the tank. Drinking water we had supplies in. Bore came back on with electric.

Nearly one thousand dollars worth of food ruined. Generator "blew up "could have borrowed one from a builder down the road if we had, had communications.

Insurance : R.A.C.Q. Has accepted our claim , but no pay out as yet.

We are sure we ALL know that the CREEK BEDS must be cleaned up before THE BUSHFIRE SEASON.

Suggestion : Replacing THE FIRE STATION + AMBULANCE STATION & HELICOPTER PAD on SAFE GROUND in the village center near the MURPHYS CREEK TAVERN.

My brother died here in Feb. 2004 age 59 yrs. 11 minuets for ambulance to arrive at 11pm. from Toowoomba. My sister has had two heart attacks. Both are younger than me.

My grand daughter was born at Murphys Creek Rd. Roadside /The ambulance driver did not know his way back.( New from Vic.)June 04.

Myself 25th. March 2011 it took 18 minuets for the ambulance to arrive at 2.30 PM. & 30 mins for return journey to hospital.

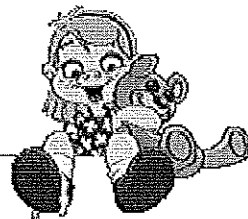
On our first visit to the recovery center there was a baby in a cot in the center of the pub with a drip attached & fans focused on it ,the rest of the children running round it playing.

I also understand there was a baby born up a tree ,delivered by the Red Cross.

We were accused of "Sticky Beaking" in no uncertain terms when our clutch went.

NO I DID NOT FEEL SAFE. THE RANGE WAS CLOSED. ROADS WERE CLOSED. I felt very vulnerable & it was still raining.!

Joan & Howard Smith



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