

**GasResearch Australia Pty Ltd**

**MANUFACTURING DIVISION**

**Suscatand Street  
Rocklea - Queensland 4106**

**ABN 74 114 855 284**

18<sup>th</sup> April 2011

Ms Jane Moynihan  
400 George Street  
BRISBANE QLD 4000

Dear Ms Moynihan

Thank you for the opportunity to make a brief written submission to the flood enquiry. We own and operate 2 businesses in the Rocklea area, employing 14 people. GasResearch Australia Pty Ltd manufactures its patented automotive gas system at Suscatand St, Rocklea. This product is then sent nationally to distributors and end users.

Dynamo Parts & Service Pty Ltd is a 33 year old company that specializes in heavy transport auto electrical repairs from the above address. Dynamo also has a second building located in Dunn Rd where it operates a trailer repair facility for current generation car carrying trailers.

On Tuesday the 11<sup>th</sup> of January at approx. 10am my son received a phone call from his sister telling him sandbagging was happening at West End where he resides. We went to his house in Montague Rd to move his dog and car to a safe location, this was the first time we had any idea that flooding was imminent in some areas. Returning to my office I checked the B.C.C web site and found predicted flood maps for the Rocklea area, these showed water on the service road beside Ipswich Road but not over Ipswich Rd. In my opinion this would mean approx. 500mm of water through my buildings. For the next 6 hours we moved what we could to mezzanines and onto the trailers that were being repaired. We intended to return at daybreak the next day to finalize preparations. The next morning, water was across Ipswich Road and getting to our buildings was impossible without a boat. The speed with which this water rose was totally unexpected by us.

At no time did we receive any warning regarding any form of possible flooding from any official body. Internet and radio was our only point of information and it was far from accurate.

Both buildings were inundated with 2.5m of water, slime & oil; this destroyed all bottom floor offices, office equipment, stock, manufacturing machinery and test equipment. Electrical switchboards and communication control panels all were below the water level. Power was lost from the 11/1 until approx. 24/1; phone service was nonexistent until mid February.

We were able to access our buildings midday 14/1 and for the first time understood what we were facing. The only people around on Friday afternoon were sightseers; Saturday saw the first signs of official response, the fire brigade. They offered help but it was too early for us to accept. Interstate fire & rescue personal were the most helpful of all, but they were only around in the early stages. Police when seen did an excellent job and used commonsense for once. Energex - what an unorganized mob, the left hand didn't know what the right hand was doing. Various forms required for re-connection of power changed priority depending on who was around on the day. Energex contacted me and made an appointment requiring us to make someone available onsite between 6am & 6pm so they could reconnect power, no one from Energex arrived and when we contacted Energex at 7:30pm we were plainly told "join the end of the queue again". Telstra – tech after tech after tech, everything was too hard we heard every excuse under the sun. Once we employed our own tech and repaired the first connection in the building, which is a Telstra responsibility, we were able to install our new phone system. When contacting Telstra (many times) and having to deal with a "Philippines" call centre, this did not help smooth the process. We had visits from WHO&S, ATO and a gentleman from the fire ant department, not quite sure what any of them had to offer as they were all unsure as to why they were there. Mechanics from the police garage offered assistance.

So far we have paid wages on 2060 (and continuing) hours relating to post flood reconstruction, most of the equipment is still to be rebuilt and stock replaced or manufactured. As yet no claim has been made to the Government for flood relief as the information required will be quite time consuming and all excess time is being put into the return of the companies to full operation. GasResearch commenced limited trading during the second week of April. The only thing that is crystal clear is that NRMA has refuted our claims point blank in writing even though their representative indicated NRMA would be receptive to the claims.

From this event something must be learnt about the performance of the insurance industry and compliance to a standard that everyone understands needs to be put in place for that industry as a whole.

Flood level warnings based on the "Port Office" marker have little or no benefit for the level of flood in the Rocklea area. A better system needs to be developed so more accurate level warning can be given to the local area.

I hope the information I have provided helps in the development of new processes and procedures for any future flood event.

Yours faithfully

Ian Wade  
Managing Director