

Name of Witness Beryl SUTCLIFFE  
Date of Birth [REDACTED]  
Address and contact details [REDACTED]  
Occupation Teacher Aide  
Officer taking statement Detective Sergeant A VLISMAS  
Date taken 7 April 2011

Beryl SUTCLIFFE states

1. I am a married woman [REDACTED] years of age and I reside with my husband at [REDACTED]  
[REDACTED]
2. My husband and I own a house situated at [REDACTED] Rocklea. The estate was built in the late 1990's. We purchased this property in 1999 and built in 2000.
3. At the time of the January 2011 floods in Brisbane we were visiting our children, Scott & Talia who live at Rocklea. As a result of the floods our house was inundated with flood water.
4. After the floods we wrote a letter to Brisbane City Council, Simon Finn MP Yeerongpilly and a submission to Commissioner of the Queensland Flood Inquiry the Honourable Justice Catherine HOLMES.( Refer annexure 1)
5. Our concerns are about the responses by the Brisbane City Council in advising property owners like us of the impending flood waters. We had no knowledge what was happening in our street or area Rocklea. Our only guide was the Flood Flag Map for Rocklea printed off the Brisbane City Council web site, television with a list of suburbs that would be affected by flood. But our street was not identified for flooding. We did hourly vigil checks through the night and early morning(11<sup>th</sup> & 12<sup>th</sup> January 2011.) keeping an eye on the water level at the end of Bale Street(Kookaburra Park ) and Marshall Road towards the 4x4 Motorama.
6. At no time to our knowledge did we receive such a notice of warning in the letter box from the Brisbane City Council. Late afternoon 11<sup>th</sup> January I spoke to other residents in

Witness Signature [REDACTED]

Signature of officer [REDACTED]

Page Number 1 of 2

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19562

the same street and we were asking if anybody had any update information about flooding in our street. None of the residents have advised me that they had received notices in their letter boxes.

7. Our neighbours at [REDACTED] were also registered with Severe Weather Early Warning Alert Service and like us did not receive any SMS Message.
8. On 11<sup>th</sup> January, a police car with 2 officers patrolled our street morning and afternoon. I spoke to them and asked what update information did they have on this street about flooding. They said to me, "possibly the same as you know," and we talked. But advised me to pack personal belongings into the car in case we had to evacuate quickly out of the street. On Tuesday night doing our hourly vigil, I spoke to a resident in Colvin Street, Rocklea (Kookaburra Park) who told me that the police had advised him to evacuate his home that night but he was waiting for his wife to return home from work and then they would be leaving.
9. I made the submission with a view of highlighting the issues concerning problems with Brisbane City council notifying residents in the Rocklea area of the impending flood waters.
10. There were also issues concerning the delivery of rubbish skips into our street by private contractors and the Brisbane City Council not acknowledging their presence or use as the council appeared not to have knowledge of their delivery.(Refer to page 2 of submission )
11. I feel that there should be better reporting and communication between the Council and private cleaning contractors during a crisis like this.

B SUTCLIFFE.

[REDACTED]

Witness Signature..... [REDACTED] Signature of officer ..... [REDACTED]  
Page Number 2 of 2

9 March 2011



The Honourable Justice Catherine Holmes

Commissioner

**\*adequacy of forecasts and early warning systems**

**\*the response to the 2010/2011 flood events, particularly measures taken to inform the community and protect life, private and public property**

We, Shane and Beryl Sutcliffe are the owners of [REDACTED] Erncroft Place Rocklea. This new estate was built in the late 1990's. We purchased this property in 1999 and built in 2000. Our two children [REDACTED] and a house mate [REDACTED] rented the property.

When investigating searches for any existing flooding to this property, it showed no flood risk. The BCC Flood Map, that it would take Min of 8.1 mts and Max of 8.5 mts before it would flood. 2011 Flood peaked at 4.5mts. **What went wrong ? approx 4mts out with the Flood Map.** This estate has one street, with a slight rise of a crest in the middle of the street which runs into a cul da sac.

The following events unfolded

#### **Tuesday 11 January 2011**

We rechecked flood map from BCC and spoke to residents in street and all feeling confident that Erncroft Place would not flood. One resident in the street was having the interior of their house painted. But we knew there could be a possible problem with water, that could cut us off at the corner of Bale Street and Erncroft Place. Knowing that Erncroft Place would become an island, so in the back of our minds we knew we would have to evacuate if the water rose to that level. Tuesday night, listening to the flood warnings in different areas, our family decided to start lifting all the furniture on milk crates and placing everything up higher in the cupboards. That night and early morning we kept an hourly vigil on Bale Street and Marshall Road towards the 4x4 Motorama Rocklea.

#### **Wednesday 12 January 2011**

6.30am We checked water level at Bale Street and noticed that the water level was two cars lengths away from the corner of Bale Street and Erncroft Place and we knew it was time to evacuate. 7.30am Only way out was Bale Street, Beatty Road and into Boundary Road hitting a volume of congested traffic. We went to family at Carindale. Approx, One and a half hours around trip to return to Erncroft Place for special personal items. The water had rose around the corner into Erncroft Place from Bale Street and was approx 500mm deep.

**Thursday 13 January 2011**

6.30am We went to check on Erncroft Place and the only way was on Boundary Road to the corner of Beatty Road which was closed. So we walked down to the corner of Willingdon Street and Barrton Street where the water was lapping the intersection. On the BCC flood map this area along Beatty Road and Granard Road, shows it does not flood.

After midday, drove to Tramore Street under Beaudesert Road, where a generous local resident offered us a ride in his boat to check on our property. ( This is where my husband and I spoke to you.) There in front of us was a sheer volume of water, going across the Brothers St Brendans Leagues Club sports grounds and Kookaburra Park, where an area of the water depth was 5.6mts.

The only part of Erncroft Place that was not flooded was approx 2 homes either side of the street that set on top of the slight rise of a crest in the street. We believe that all the other homes had approx 550mm to 650mm of water through their homes. Our house we lost all the household furniture.

**We were registered with Brisbane Early Warning Alert Service by SMS but did not receive any warning. But have received later dates of warning about server thunder storms in the area (18/1/11). The police patrolled our street regularly, but never told us that we had to evacuate. Talking to another resident after the flood and they told me they rang BCC and was informed about the height before it would flood, as per flood map and did not think there would be a problem. They were also registered with Brisbane Warning Alert Service by SMS and did not receive any warnings for our direct area. They became trapped in the street and had to leave their car behind. The only way out was over fences. Another resident has her house on the market, as the flood was too much for her to handle.**

We feel that there was not enough warning, communication or information about the flooding in our area. We would like to see more infrastructures to cope with the water.

Maybe BCC can deploy field officers with flood information or to alert evacuation in the suburbs that will be affected by raising water. This should be done days, before the residents are inundated by flood waters.

In the future could the BCC have it registered with your office that they deliver skip bins for Erncroft Place. As we have had trouble with private contractors' delivering skips to this street and leaving them, for two weeks (full skips) on the street and on the footpath blocking resident's entry to their property.

We would like that Erncroft Place Rocklea to be added into the inquiry of a street which was shown to be flood free on the BCC Flood Map.

The BCC Flood Map shows 4.5mts in 20 years for Erncroft Place Rocklea. But the BCC talk about a flood in one in one hundred years plus .5 meter.

**Why did it flood?**

Please check attachments.

Yours faithfully

Shane and Beryl Sutcliffe

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

P.S. I have sent the above letter to the Lord Mayor, BBC

We received the following correspondence. Thank you for contacting me on 14 February 2011. I am considering the matter(s) raised and a response will be sent to you as soon as possible.

24 February 2011. We sent the above letter to Simon Finn MP State Member for Yeerongpilly, who advise us to write a submission addressing issues raised by the flood.





Wednesday 12 January approx 9.00am. Water level approx 500mm deep corner of Bale Street and Erncroft Place  
Rocklea

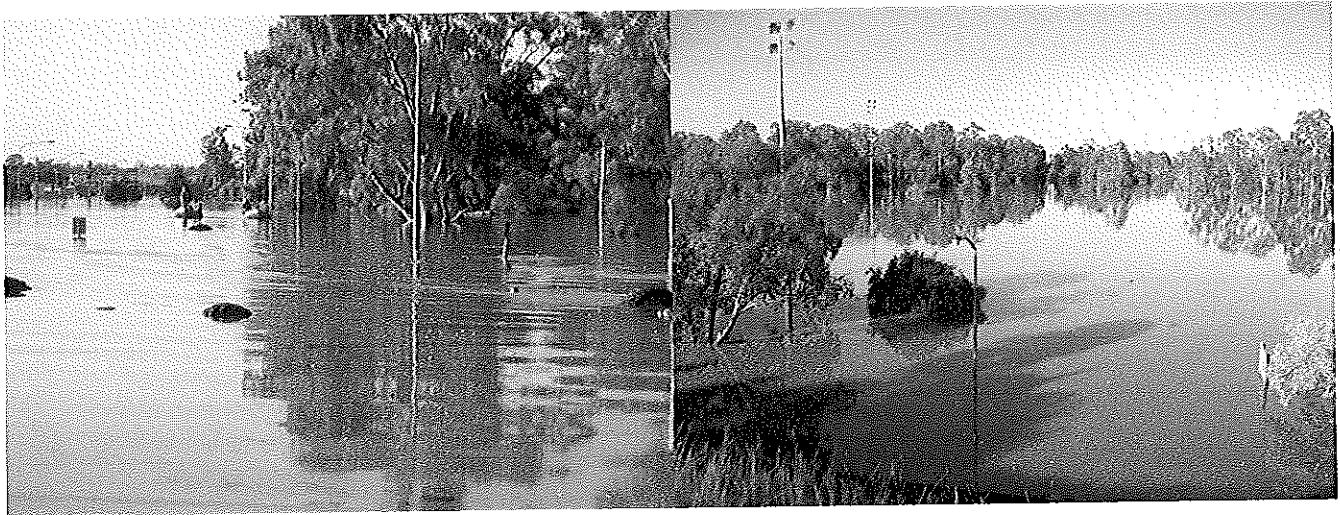
Marshall Road looking towards 4x4 Motorama on Beaudesert Road. Walk way from Marshall Road into Erncroft Place.





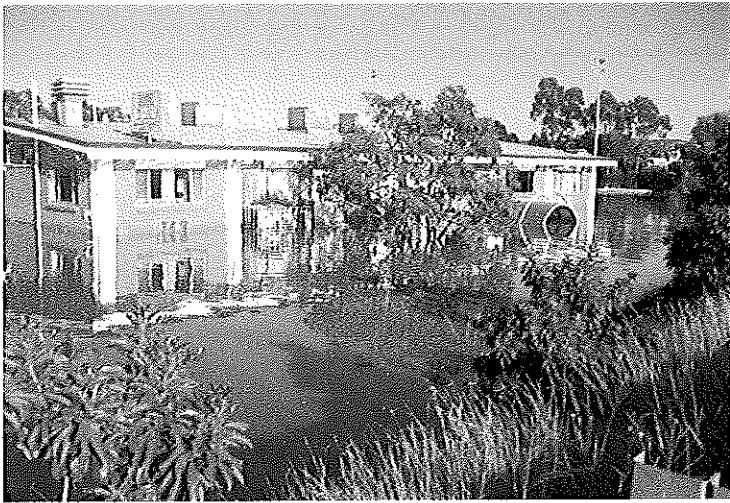
Granard Road looking towards Beaudesert Road intersection.

Thursday 13 January 6.30am. Looking down Beatty Road just off Boundary Road.



Standing on Beaudesert Road bridge, looking left towards 4x4 Motorama Rocklea. This is Kookaburra Park a sheer volume of water.

Brothers St Brendans Leagues Club sporting field.



Brother St Brendans Leagues Club House, Rocklea.



Turning into Erncroft Place from Bale Street of Kookaburra Park.



Erncroft Place, Rocklea heading to the crest in the street and the end with a cul da sac. Our house, last house far right. Houses in Erncroft Place flooded 550mm to 650mm.

Photos taken after midday on Thursday 13 January 2011





Erncroft Place looking towards Kookaburra Park.

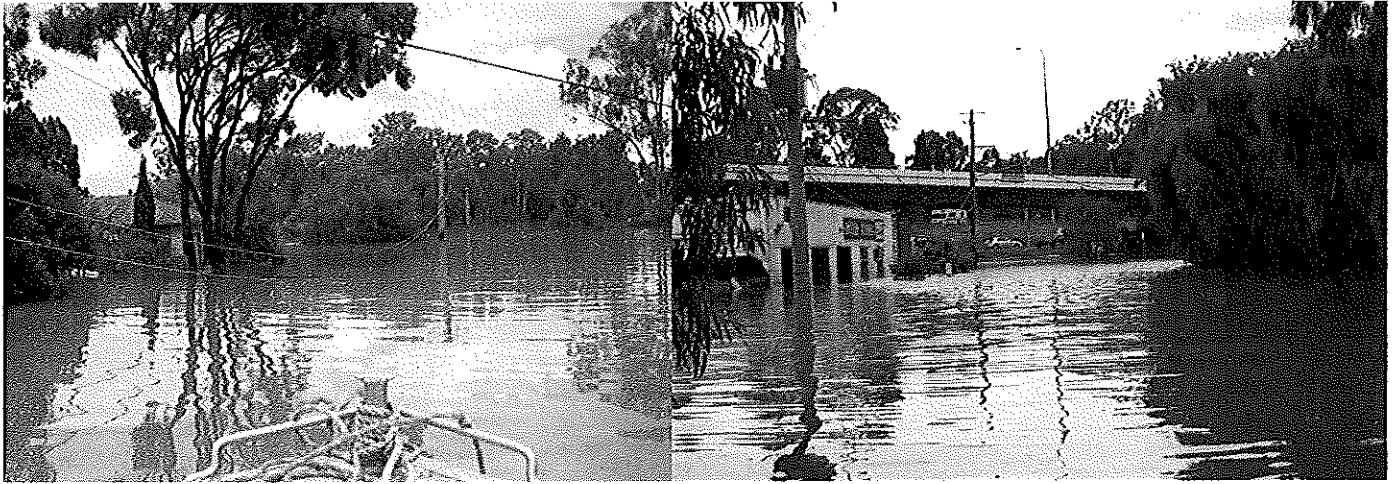


Placing our furniture on milk crates.



Coming across Kookaburra Park and Brothers St Brendans sporting field and in some parts the depth of water 5.6mts.

Looking at flooded houses in Tramore Street Rocklea.



Check out the power lines.

Tramore Street under Beaudesert Road bridge where the boat was launched from.



# Brisbane City Council FloodWise Property Report

Report Reference

1354691

29/01/2011 09:08:30

*Dedicated to a better Brisbane*

The FloodWise Property Report is a free report to inform Brisbane residents and professionals about flood risks for a specified lot or property so they may better prepare for flooding and to plan and build in accordance with Council requirements.

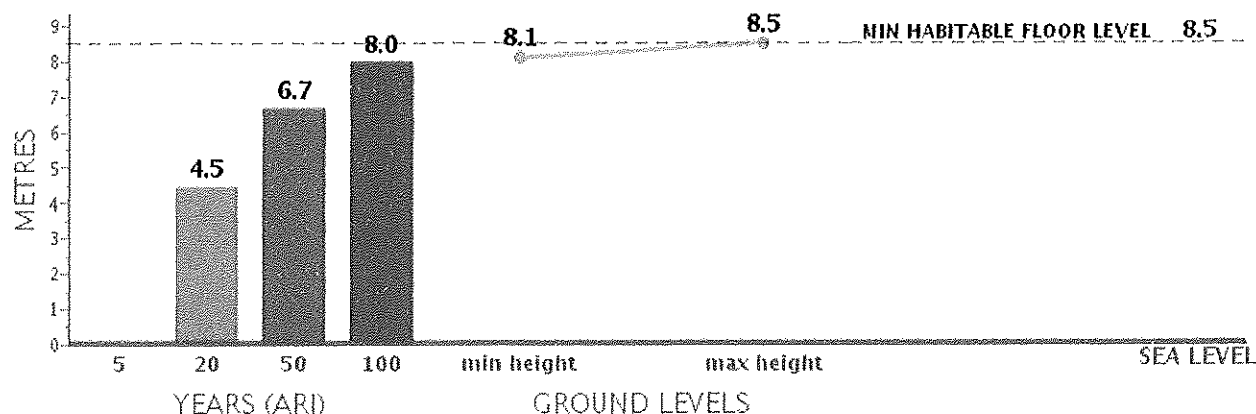
To find out more about how the contents of this report may affect your ability to build or renovate, as well as Council advice on how to protect your property and family by being FloodWise, visit [www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au), a Customer Service Centre or call (07) 3403 8888.

## PROPERTY DETAILS:

**Address:** [REDACTED] ERNCROFT PL ROCKLEA QLD 4106

**Lot Details:** L.15/SP.115795

## FLOOD LEVEL INFORMATION



### Flood Levels

The blue bars in the graph above show the height of flooding estimated to occur on average once every 5, 20, 50 and 100 years at this address or lot.

### Ground Levels (Min - Max)

The line above shows this property's lowest and highest ground levels. Confirm with a surveyor.

### Minimum Habitable Floor Level

The dotted line in the graph above depicts the minimum height above sea level that habitable areas of development must be constructed to, i.e. lounge, kitchen or bedroom.

For a detailed summary of anticipated flood levels and flags see technical summary over page.

## HIGHEST SOURCE OF FLOODING

**RIVER** The highest source of flooding affecting this property originates from a river. For more information about flooding in your area you can view and download Council's Flood Flag Maps by visiting [www.brisbane.qld.gov.au/floodmap](http://www.brisbane.qld.gov.au/floodmap)



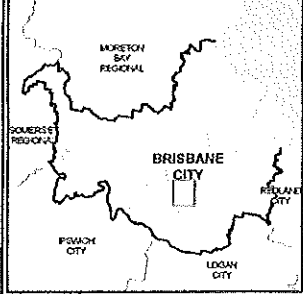
#### DATA INFORMATION

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Flood Flag Maps are determined from the information available to Council at the date of issue. The Flood Flag Maps may change if more detailed information becomes available, or changes are made to the method of calculating flood data.

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#### Parks



#### Waterways (Including rivers and creeks)



Creek, River or Tidal Flooding (Shading indicates areas where creek, river or tidal flooding may occur).



Overland Flow Path (Shading indicates areas where overland flow paths may occur).

If your property is within the shaded areas, you can get further information from the Flood Flag User Guide. You can also access a Flood Fact Sheet that explains overland flow paths and other sources of flooding from [www.brisbane.qld.gov.au/floodmap](http://www.brisbane.qld.gov.au/floodmap) or call the Contact Centre on (07) 3403 8888.

0 150 300 600 900

Meters

Publisher: Special Information Services

Publication Date: 12 October 2008

Reference: 0001/2008

Projection: Map Grid of Australia, Zone 56

Horizontal Datum: Geocentric Datum of Australia 1984



## FLOOD FLAG MAP

ROCKLEA

Prepared by: Planning Services