

My family and I arrived in Brisbane on the 10th of January 2011 and had been staying in transit accommodation whilst waiting for our Defence House to become available.

On the 12th of January the floods hit SE Queensland, among the areas hit was the storage facility at Cooper Plains where all of our furniture and personal effects were being kept for us. On the 31 January, nearly 3 weeks after the floods we were informed by Toll Transitions that we had lost everything, absolutely everything, all of our treasured items, photos, documents, you name it we lost it. My family has been absolutely devastated by this event and I cannot put into words how this loss has affected my family, it has almost destroyed us.

Toll Transitions states to us, that they had no pre warning from the Government to advise them that the storage facility that they had used was going to be flood effected as the area was not flood effected in 1974. They claim no warning was provided, so no measure was put in place to relocate our personal belongings. They also claim that due to the Health warning advice released by the State Government that they were able to dispose of our items without our consent, knowledge or approval.

This was a despicable act by Toll Transitions put in place by the legislation the State Government released. We were not treated like human beings with civil rights. We were given no access to our personal effects. Instead everything, so they say, was taken to the rubbish tip. To the day I die our family will never really know what happened to our personal effects.

What scares me the most is that after having many discussions with Toll Transitions, they have advised that they would not change one single thing that they did if they were flood affected again. Toll Transitions do not care about the victims of the flood as it was a natural disaster and could happen to anybody. To Toll transition the people are just numbers and it is disgusting how they are not prepared to put a human beings civil rights before there standard procedure. Toll Transitions have made it quite clear they are not prepared to better their practices.

New legislation needs to be adopted so multi cooperation's cannot get away with this. Changes need to be made and implemented. People's personal belongings should not be allowed to be thrown away in a rubbish tip without the owner's knowledge or consent.

To further compound matters, the government brought out grants for flood effected victims. Because our personal effects where not located in a house dwelling we were not considered flood victims. This is ludicrous. Why make policies on the run?

Preparation and planning by State and Federal Governments needs to be re- addressed. In particular the forecast and warning systems, along with the response system implemented in protecting private property and the policies made by the Government needs to be changed.

We are flood victims. It is not good enough that Toll Transitions are not going to look at there practices. We deserve to be treated with the respect and civil rights we deserve? The government should be ashamed by how they have responded to this crisis. We have lost everything. The government has

provided us with no assistance. Toll Transitions says they have done everything as per the law. We are not a number, but human beings with civil rights and a voice. Shame to you all!