

Note

This statement has been redacted to remove certain personal information and information that is not relevant to the land planning terms of reference.

QFCI

Date: 18/10/19 Jm

Exhibit Number: 829

Name of Witness	Krystal Johan WILSON
Date of Birth	[REDACTED]
Address and contact details	C/- Kaleidoscope Early Learning Centre
Occupation	Centre Director
Officer taking statement	Detective Sergeant Paul Browne
Date taken	19 th August 2011

I, Krystal Johan WILSON state:

- I am [REDACTED] years of age and am currently employed as a Centre Director at the "Kaleidoscope Early Learning Centre". I have almost 12 years experience in child care and hold an Advanced Diploma in Children's Services. I have worked at Kaleidoscope for two years and four months.
- The Kaleidoscope complex consists of two separate centres and is located at 45 Alice street, Goodna and is owned by [REDACTED]. The block is situated in the lower part of Alice street and parallel to a Creek. The centre opened in October 2009 and was completely inundated during the January 2011 flood.

I am able to produce some photographs and aerial shots of the building during and after the flood (Attachment One).

Exhibit number

- I was at work on the day of the Goodna flood (Tuesday 11th January 2011). On that day we had heard about what had happened on the Monday at Toowoomba in the news and knew that it was coming. We had also heard some of the difficulties that our Centre at Highfields had experienced as a result of what happened in Toowoomba.
- Because of the nature of our business we have excellent evacuation procedures in place and although it is something that we practice regularly, to completely evacuate the centre and send all of the kids home, takes time.

Witness Signature [REDACTED]

Signature of officer [REDACTED]

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5. The water was rising slowly on the Tuesday morning but we were expecting it would get worse and we wanted to try and incorporate the time it may take for parents to get back to the Centre from Brisbane. We told some parents who were dropping off at 9.30 and 10 that they were probably better not to leave their kids and take them home, because we were anticipating and thinking we were going to have to close the Centre at half day.
6. We were telling parents if they desperately needed to put their kids in then to make sure we could get in contact with them or for them to have some other arrangements in place for pick-up in the event we closed early. We basically gave parents an option to leave kids at the centre but at the same time made them aware of the creek and river and the possibility they may need to collect their kids straight away in the event we needed to evacuate
7. Given what was happening and with the creek at the back of the centre we were monitoring the conditions closely. At about 11am I took one of the Assistant Director's ([REDACTED]) with me and we went for a drive around the area to see what was happening. I did that because I knew that the creek behind us runs into the River and because we needed to know.
8. [REDACTED] and I drove around and ended up at the Goodna Boat Ramp, where I saw a police officer. I pulled over onto the side of the road and spoke to the officer, asking her: How bad is it? She asked: "Whereabouts are you? and as she did, looked and saw my uniform. She then said: "You're behind our station?" I said: "Yes I am, I need to know, do I need to get out?" and the officer told me: "Evacuate now, it's rising quick".

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Signature of [REDACTED]

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9. [REDACTED] and I went straight back to the centre to evacuate. [REDACTED] got on one phone and I got on the other and we started phoning parents saying: "Come and get your kids now". By that time some parents were already coming back from Brisbane after their employers had turned them around and told them to go and get their kids and go home.
10. Our parents are mostly working parents who work in either Brisbane or Ipswich and also a few who work local. In total we have about 115 kids in both centres per day and around 25 staff. On the day of the flood we had sent some staff home earlier, because of the Toowoomba flood, knowing where they lived and the possibility of isolation. These were decisions that we were making off our own bat and before we had made any decisions about evacuating the Centre.
11. Prior to speaking to the police officer at the boat ramp we had not had any contact from any authority. I knew the police station would be fairly busy and did not try to call them. I did try calling the Council but could not get through and that was why I decided to just go for a drive and see what I could find out.
12. We had only one parent who had an issue with collecting their child, because of other commitments and she was the last person to collect her children. There were no parents who could not get to us and everyone was either able to attend themselves or make alternate collection arrangements, until they could get back into the area themselves. Within a very short time of [REDACTED] and I getting back from the boat ramp we were losing kids pretty fast and the last child was gone from the Centre by about 12.50pm (after about 2 hours).
13. We (Staff) were then out of the centre ourselves by about 1 pm, with [REDACTED] and I being the last to leave. I believe the quick evacuation was due to the rigorous evacuation processes in place throughout the centre and from holding regular practices.

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Signature of [REDACTED]

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14. In the evacuation stage we did not have any contact from the Council and received no advice from any of the Emergency Services. Between the Directors and Managers of the Centres we made our own decisions about what to do and when to evacuate. After I spoke to the police officer it was decided that it was better to evacuate sooner rather than later.
15. Prior to leaving all we had taken from the building were the towers to the computers as those contained all the parents details and contacts. Manos's office is also located on the site and that was lost in the flood without anybody having had an opportunity to remove anything. I was able to divert all of the phone lines to my personal mobile and that diversion remained in place for the whole seven weeks that we were closed. That was interesting and I was even getting calls a day after the flood, inquiring if we were open.
16. At 1pm we could still drive out of Alice street and I think it was not until about 11 or 12pm that night, when water started to hit our back fence.
17. At about 4pm on the Tuesday afternoon I received a weird phone call on my mobile phone, which had been diverted from the Centre. All that call consisted of was a siren and at the time I had no idea what it was about. Later that night on the news I saw a story explaining, that if you received that message then it was a sign that you should evacuate. My sister also told me later that she had been told by the S.E.S. in her area, that if she received that call then it was a message to get out.
18. At about 5am on the Wednesday morning I went to the Centre to see how much water was in the building. At that time the 6 foot fence was not visible. I then phoned all the girls and told them not to bother coming in.

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19. By Thursday afternoon the water had gone down and we were able to access the property and get back in again on the Thursday afternoon (two days later).
20. On Friday we started the clean-up process, but at that time it was just a case of trying to get everything out, including all the toys and equipment and dragging out all the wet and stinky carpet. Whatever we could pull out we dragged out into the car-park and then once the clean-up began in earnest, we had so many community volunteers who turned up to help us. Over two days I gathered details (names and numbers) from nearly 300 people, but that did not include everyone as some people were reluctant to give their information.
21. There were some volunteers there who I did not know and I asked them if they had kids at the Centre or why they were helping. Most said they were just there because they were driving past and it looked like we needed some help. In one instance a fellow was calling his cousins and telling them to come down and help. Those fellows did a lot of our heavy lifting, pushing or running with wheelbarrows full of wet gyprock for 8 hours. Then when there was nothing for them to do or while we were cleaning, they just went down the street and helped move out fridges or anything that other people couldn't lift.
22. People also turned up with sandwiches, croissants, food, cheesecakes and drinks. One person came with 30 cheeseburgers and an older lady (who had lost everything herself), had gone to a friends house and cooked a lot of baked goods. She then came with that, because she wanted to help and said she felt as though she could not do anything else.

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23. Every couple of hours more groups of people were turning up to help or provide food.

On one occasion "Go-Gecko" Real Estate turned up with a BBQ and then parents were turning up and having Sausage Sizzles to feed everyone. There were BBQ's operating in the area and people supplying Sausages, soft drinks and water. "Coffee Club" and some of the restaurants from Southbank, were amongst the businesses who came down and donated bottles of water to the helpers. Other people just turned up with wheelbarrows and shovels to a point where at one time we had so many people it was just crazy and we were sending people to the units next door to help them.

24. On Saturday we had a troop of R.A.A.F. attend. One of the Father's ([REDACTED]) from our centre was in the R.A.A.F. and he contacted me to see if we needed a hand. When I told him what was happening with removing the walls he said they had not been assigned anything and then he turned up on the Saturday with half his squad. I remember he met me at the gate and asked where we wanted them and then they just got in and were able to pull apart the kitchen. The kitchen was a high priority as the fridge was really rank, because of what had been inside it and also because it had fallen face down during the flood. After a couple of minutes they were straight into it and co-ordinated getting them upright, removing them from the centre and getting rid of them. I remember at one point they were just talking out wheelbarrows full of rotting meat.

25. Then they started on the walls and getting all the Gyprock out, and also pulled out a lot of the fixtures like kids lockers and benches. We basically started in the hallways and cleared them and then worked our way through, however it was a slow process because as they would remove something like a ceiling or wall we would hose out and then something else would come down and we would do it all again.

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Signature of [REDACTED]

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26. Between starting the clean-up on the Friday morning and Saturday afternoon we were back to full lock-up stage. Doors and windows were still in tact, and with the help of the volunteers and R.A.A.F. we had all of the Gyprock off the walls and ceilings, air-conditioning and everything else was out and we were back to timber framework. One of our families knew someone with a big high pressure industrial hose on a trailer and the building was all hosed out and as clean as we could get it. All of this help and equipment used in the clean-up came from the local community and/or people we knew.

27. By the Saturday night the centre was to a point where we could not do much more ourselves with the building. We were then focussed on seeing what we could salvage from the toys and other things salvaged from inside. One of the families had a three door shed which they offered to us for storage and we had a flat bed truck turn up were sending stuff there. If it was able to be cleaned-up and salvaged we had somewhere to store it and some of the things we could save were the outdoor toys and furniture. They had mostly floated but we were able to recover and clean or scrub, sanitise and disinfect them so that they were again usable. We used some of own staff and volunteers for that.

28. At the time of the flood and with the centre being closed we told our staff that during that time everyone was going to be temporarily stood down and that they would not have any income. Deb (another of the Director's) and I went around to some of the other Centre's to see if they could take some of our staff as casual relief. Some of our staff were able to find work during that time and others volunteered for us during the time to help clean toys or just do anything that was required. That was really good.

29. It took about a week to two weeks before the rebuild started. I think that was affected by a few different things, waiting for insurance and the availability of builders but that was managed mainly by Manos. It was about 7 weeks until we were back in the

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building and we re-opened again and were operating on 7th March (a period of 45 days).

30. In regards to the damage to the building the gyprock roof fell in and all the walls sagged. By then end of the second day of clean-up there were about 8 semi-trailer size skip bins of rubbish that had been taken away. That was again something that we were able to organise internally or through people we knew. The only things remaining in the building that were not replaced were external windows and doors, some of the lino flooring (which was repaired) and the ceramic floor tiles.

31. Apart from the building damage the flood had an impact on the business itself. After re-opening we were running at about 47% utilisation. Prior to the flood we had been running at about 97%, however overtime we have again built that back-up and a lot of existing families have returned. At the end of August we were again up at around 89%.

32. Some of the other issues we had were the loss of our monthly order of food, nappies and toilet tissue. We provide five meals a day to the kids in the Centre (Breakfast, Afternoon and Morning Teas, Lunch and a late snack) and have our own cook on site. This is something we have changed since the flood, and we are now receiving our deliveries on a weekly basis.

33. In the clean-up and recovery phase our local Councillor Paul TULLY was really good. His own home had been flooded but he came down to see us before he could even get into his own house. He was also going around cheering people on. The Ipswich Mayor Paul PISALE and the Governor of Queensland also came around to see us on the Saturday and it was while they were there that the RAFFy's turned up and so did the media. By then Police were also stopping people on the road because there were a lot of people driving around gawking.

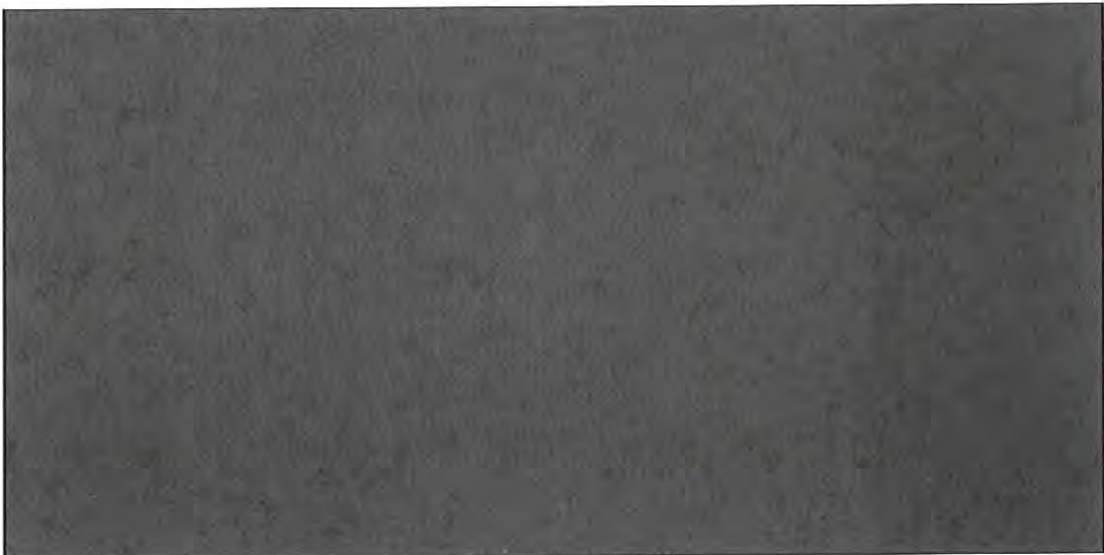
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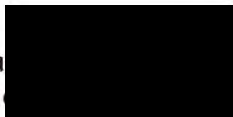
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34. Apart from all of the help and donations we received at the time, in the days after the flood we continued to receive donations of toys, blankets and equipment. Other child care centres from interstate sent toys and "Bookplace" (books for floods) got onto us and met us at the Centre, before donating a lot of books. "Officeworks" were also fantastic and gave us about \$3000 in equipment (laminators and things that we really needed). Originally it was our centre at Highfields (Toowoomba) which contacted them and at one time they said to us, "Come down and fill your trolley, then come back in a few days because we have a new budget starting next month, so come back and do it again".

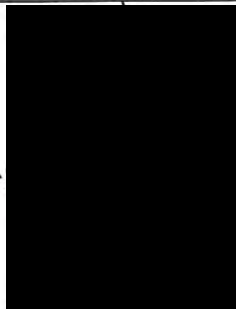
35. Other businesses also supported us in recovery. It was identified that we needed to dry out the frame of the building before any rebuild could start. A business (I am not sure who) provided big industrial fans to help us dry out and start building again as quickly as possible. A security guard to patrol the premises once it was back to lock-up stage, to deter looters was also provided to us. "Taringa Steel" also provided three boxes of donations, including a washing machine, microwave oven and a computer and that simply came by them contacting us through e-mail.



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37. In hindsight and if we ever knew that something similar would happen again, Manos has stated he would hire trucks and just rip everything out of the building, as replacing cupboards, lockers and fittings was the most expensive. We would also try to do more by taking the computers off site rather than just putting things up off the floor on desks and would try to remove a lot more of our equipment and toys.

38. I ask the Queensland Floods Commission of Inquiry to consider the issues which have been identified when making any future recommendations.

[Redacted signature area]

Krystal Johan WILSON,

14th October 2011.

Justices Act 1886

I acknowledge by virtue of section 110A(5)(c)(ii) of the Justices Act 1886 that:

- (1) This written statement by me dated 14th October 2011 and contained in the pages numbered 1 to 10 is true to the best of my knowledge and belief; and
- (2) I make this statement knowing that, if it were admitted as evidence, I may be liable to prosecution for stating in it anything that I know is false.

[Redacted signature area]

.....Signature

Signed atGoodna.....this.....14th.....day of.....October.....2011.....

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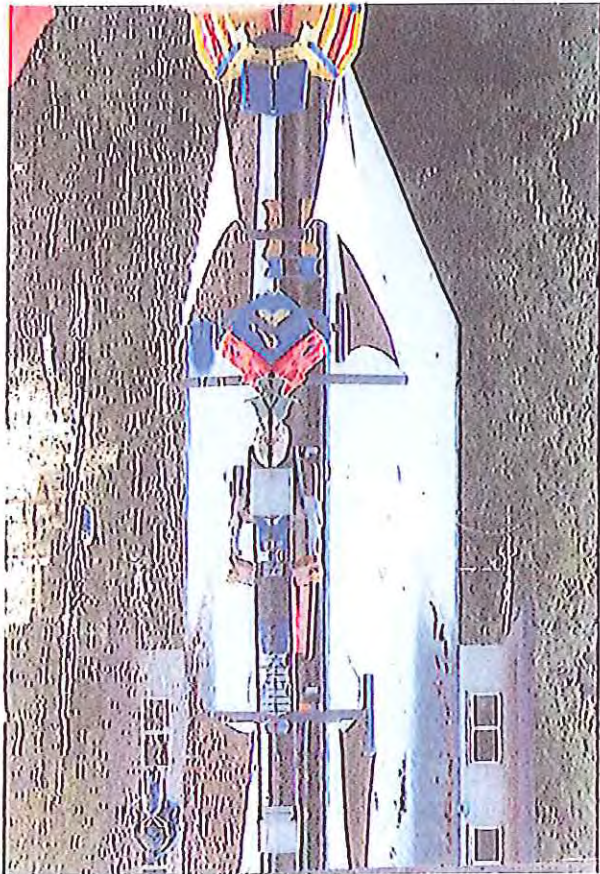
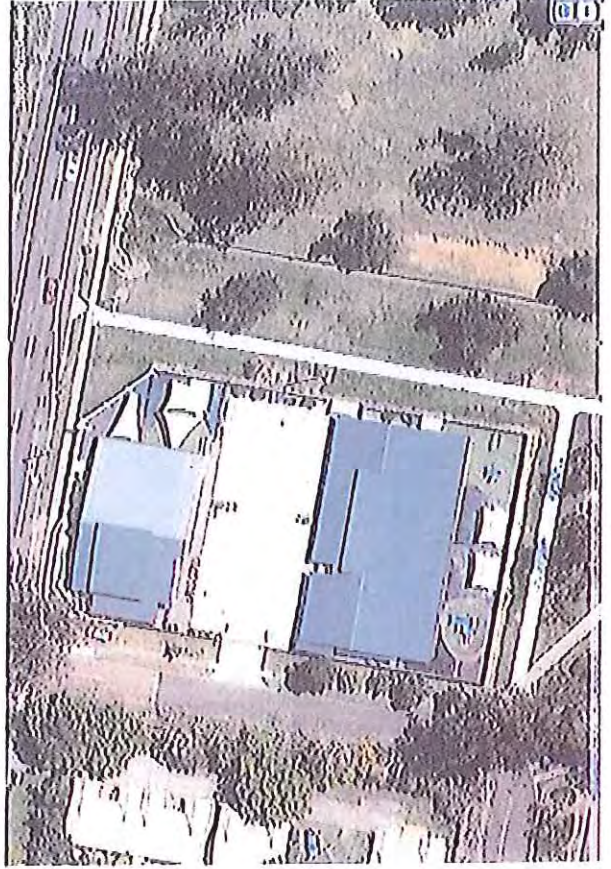
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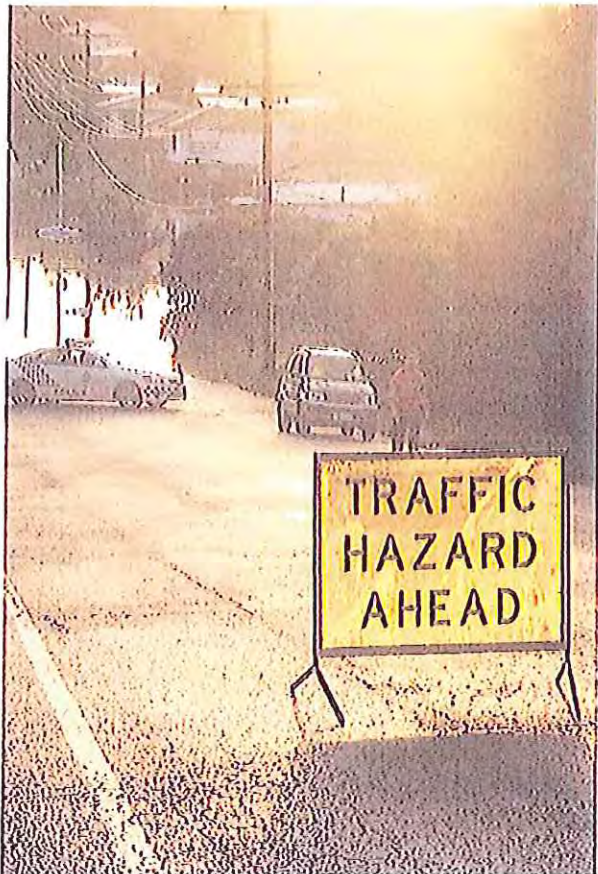
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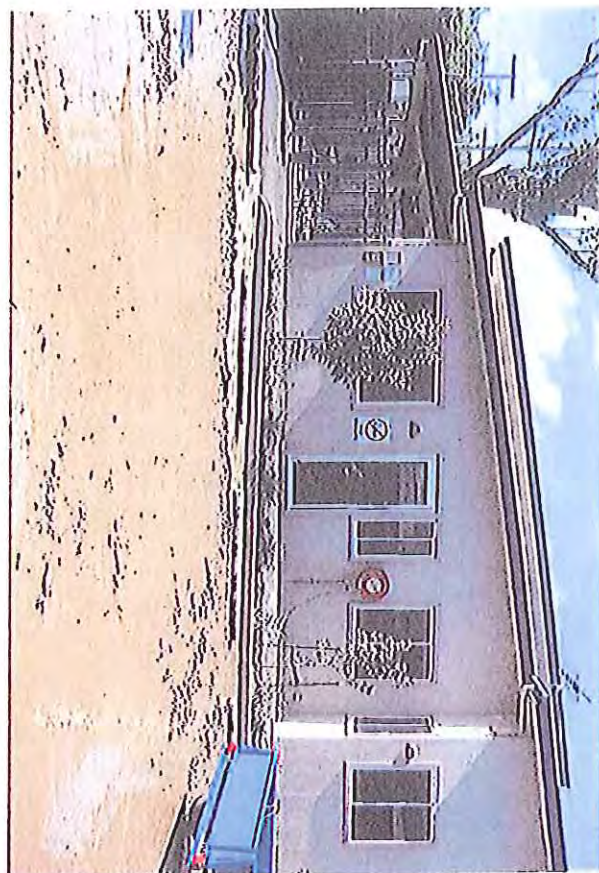
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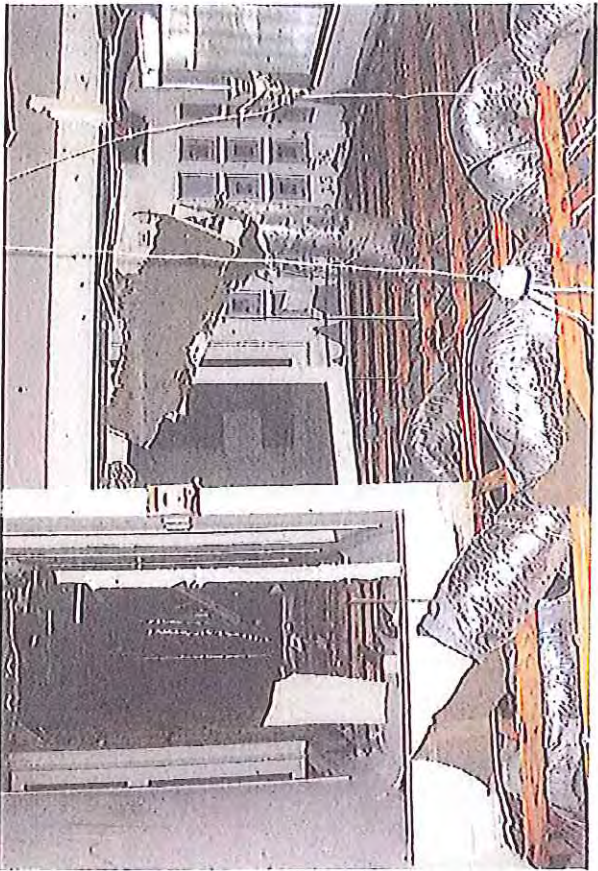
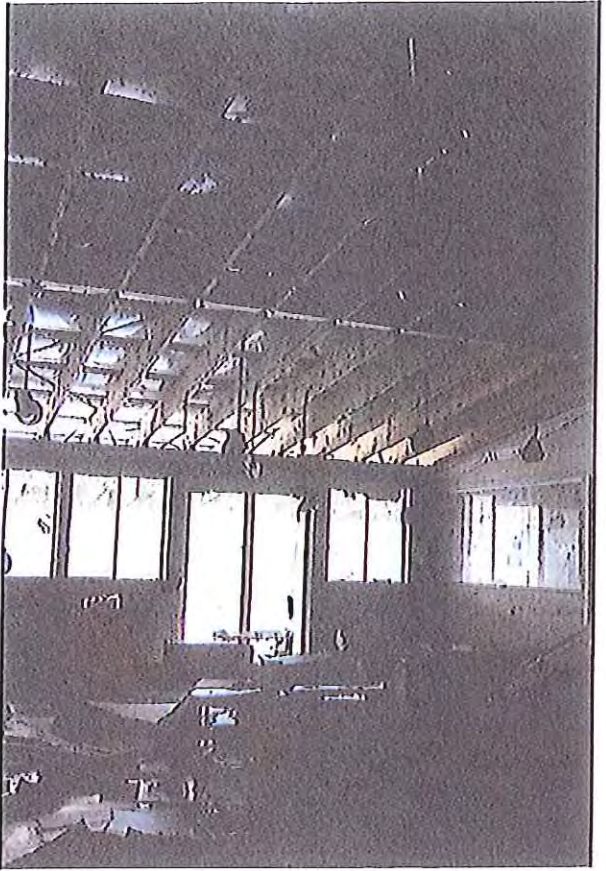
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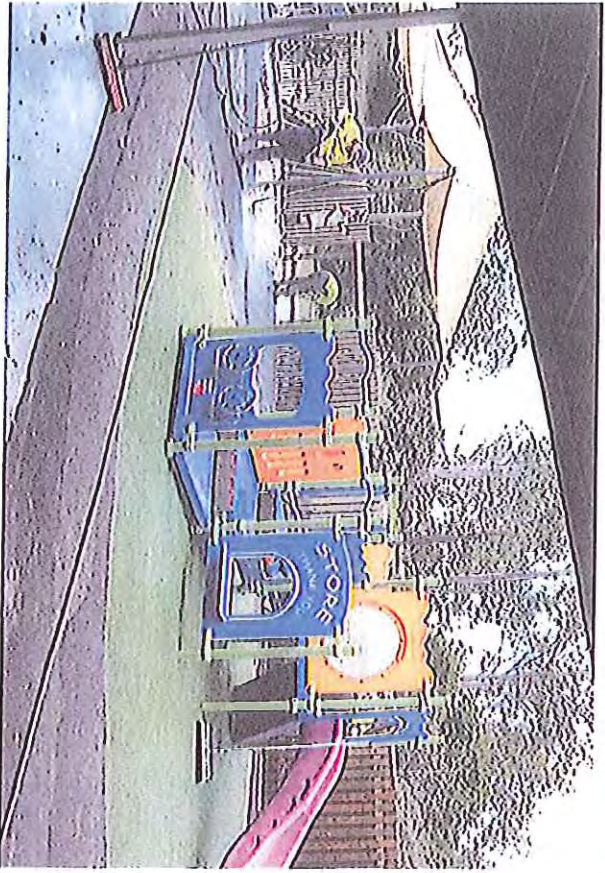
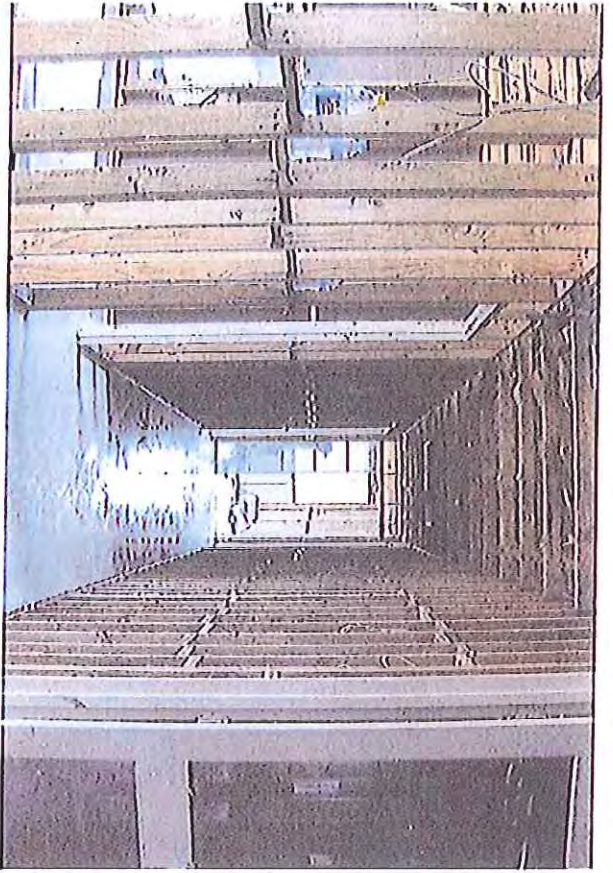












Sat 15/1/11