

<i>Name of Witness</i>	Marjorie Phyllis BERGHOFER
<i>Date of Birth</i>	[REDACTED]
<i>Address and contact details</i>	[REDACTED]
<i>Occupation</i>	Pensioner
<i>Officer taking statement</i>	Detective Sergeant Paul Browne
<i>Date taken</i>	03/05/2011

I, Marjorie Phyllis BERGHOFER state:

1. I am an [REDACTED] year old lady, and currently reside in the Riverview Gardens Retirement Village. My home is fully self sufficient and my sister Thelma White, resides in the unit alongside of mine. I have lived at this address for the past 19 years.
2. Riverview Gardens is owned and operated by the Salvation Army and consists of several different areas. There is the village where I live, which consists of residents living in their own homes and who are independent. There is also a Hostel area where residents are cared for and share dining facilities, a Nursing home and a Dementia ward. There are Managers on-site who look after the Village and attend to the day to day needs of residents.
3. I have no personal experience is disaster management or evacuation.
4. As a result of the flood in January 2011 I was evacuated from my home. This evacuation was initiated by Management of the Retirement Village, who went around and informed the residents in person.

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Signature of officer [REDACTED]

400 George Street Brisbane
GPO Box 1738 Brisbane
Queensland 4001 Australia
Telephone 1300 309 634
Facsimile +61 7 3405 9750
www.floodcommission.qld.gov.au
ABN 65 959 415 158

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5. The evacuation was initiated by Management and was not something we had a choice in. It is my understanding that they were under instruction from the S.E.S. that we needed to evacuate. I did not really want to go because at that time it was more about us losing power. In hindsight, had we not gone then there was a possibility we could have been flooded in and may have then needed to be rescued.
6. On the Tuesday afternoon (at about 5pm) we were told by Management that we had to go, and that we should get in the car and go to the Ipswich Showground. At that time we had not lost electricity, however we had received a warning from Management that it was going to fail. It was also still uncertain whether or not our homes would become flooded.
7. We were not given much time to go and did not have a lot of time to get clothes or anything, it was mostly just grab a toothbrush and go.
8. We were already aware that parts of Ipswich had flooded and that some roads were cut or not able to be crossed. My sister Thelma has a car and drives, however I was concerned about getting in the car and trying to go anywhere ourselves, because of the possibility we would not be able to get through, we may get stuck in flood water or even cut off between two places. I was worried if that happened we may have to spend the night in the car or become isolated and need help to get out. This was my main concern because I did not think it would be fair if we became stuck. Some people also didn't have cars.
9. As a result of me raising those concerns eventually a small bus was found and this was used by a staff member to transport residents.

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Luckily the driver of the bus knew a way to go to get us to the Ipswich Showgrounds without any problems. During that trip there were about 6 people plus the driver on that bus.

10. I am not sure of the time but when we arrived at the Showgrounds it was quite chaotic, with a lot of people there. I'm not sure how many were there at the time but I remember that they were expecting between 200 and 2000 people to arrive at the Showground that night.

11. Not long after we arrived we were told that we had to register ourselves and then a little while later there was an announcement, that all of the people from Riverview Gardens were going to be transported to an evacuation centre at the Ipswich Regional Community Church in Ripley.

12. A larger bus was then used to transport us and some other people to the Church at Ripley. I am not sure who all of the people were, but remember the bus was quite full.

13. We arrived at the Church at about 7pm and the people who were there were excellent.

14. That first night there was a lack of beds in the Church so a lot of people went and sat in the church stalls. I sat outside at a table with Thelma and some other residents and I don't think we slept that first night because of everything that was going on and the concerns we had about what was happening around us and to our homes.

15. People continued to arrive at the Centre throughout the night and I remember some Hostel residents of Riverview Gardens did not get to Ripley until after midnight.

16. I am also aware that some of the residents from the Nursing home and other areas of Riverview Gardens had to be transported by Ambulance. The Ambulances were shuffling people out all afternoon and I think that most of those were taken to the new Salvation Army complex at Chapel Hill.

17. By the next day the people at Ripley had arranged for a lot more beds to be brought in and they were all set up in one area so that everyone had a bed to sleep on. There were also facilities at the centre for showers if you wanted to and they were providing meals.

18. Thelma, myself and the other residents of Riverview Gardens stayed at the Church until Friday of that week, when we were able to go home. I remember they transported us back to Riverview Gardens by bus and we arrived home at around 4pm. We were relieved to find that the water had not come up as high as our homes and we had not been flooded.

19. At that time the electricity was still off but did come back on later that evening.

20. Because the electricity had been off for several days we started the process of cleaning up and emptying out fridges and freezers to dispose of food that had gone off. That night we went up to the

Riverview Gardens hall and they provided dinner for us because we still had no power and no food because everything had gone off.

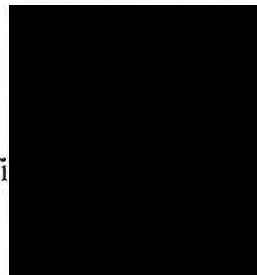
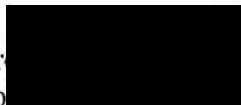
21. The Management of Riverview Gardens were quite good throughout and they did a tremendous job moving all of the people out from the different areas. Some of whom had medical problems and also required oxygen. A lot of the staff could also not get home and even those who could stayed to help. I would not complain about anything they did.

22. I know that the evacuation of Riverview Gardens was necessary and apart from the concerns about having to drive I believe that it was handled quite well by the Management and staff. The staff were very helpful and once a bus had been arranged the evacuation of our area was efficient and effective.

23. I also believe that the people from the Church who were involved in running the Evacuation Centre at Ripley did a fantastic job under the circumstances. They kept us fed throughout the time we were there and attended to anything that was needed.

24. The other responses that I saw from Emergency Services also appeared to have been very good.

25. I believe that the community were prepared for the January flood as best as they could, given the circumstances. In the event of a similar incident I believe that the most appropriate way of warning people is by phone.



26. Our landlines were still on when we left Riverview Gardens on Tuesday and they were on when we arrived home Friday. I know that some relatives were trying to call us and the phone was ringing at their end, so I believe that they did actually stay on throughout the flood. I have a mobile phone but do not use it very much so I am not sure if it was working throughout the flood.

27. I would say from what I have seen that the recovery process in the area of Riverview and surrounding suburbs, for those who were flood affected, appears to have been slow.

28. As a result of the flood my only loss of property was refrigerated goods. I was insured for that through A.P.I.A. and have since had my claim paid. I also received a Government payment after attending the Bundamba T.A.F.E. and being interviewed on the Saturday by Departmental staff. The Army also set-up facilities for tea and coffee at Bundamba and I know that a lot of people from here donated food so that other people coming in from the District could have something to help with the situation.

29. Since the flood I have heard that some relatives of residents from Riverview Gardens have said that if they had known about our evacuation, then their relative could have gone and stayed with family. This may have reduced the number of people going to the evacuation centre, however I understand that at the time it would have been difficult to contact relatives. Because of the flooding it would have also not been possible for some people to get into or out of Riverview Gardens and this would have become more difficult as the water rose.

30.I do think this is something that could perhaps be looked at in the future, particularly for those residents who have family living close and may not have been affected by the flood.

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[Redacted]

Marjorie Phyllis BERGHOFER.

9th May 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 9th May 2011 and contained in the pages numbered 1 to 7 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

Signed atRiverview.....this.....9th.....day of.....May.....2011.....