

From:
To: [Flood Inquiry](#)
Cc:
Subject: NSW flood inquiry
Date: Monday, 4 April 2022 6:30:56 PM

Hi

I'm glad there will be an investigation into the handling of the recent floods. It's been a massive disaster for all involved, & we should try & learn lessons about how it can be done better.

Below are some questions or suggestions which I hope may help drive improvement for next time we face such a disaster.

- emergency & rescue services - while I am sure the people involved tried to do whatever they could to help, it's obvious these services were majorly under resourced & ill equipped to deal with what was needed. There needs to be greater resources, staff, equipment & organisation. And if the need is more than the local services can manage, then they should communicate wider & bring in staff & resources to come from elsewhere to help as needed.
- ADFA - it's good they were called in to help, but too little too late. ADFA & their staff & equipment should be able to be called on to assist much faster, to supplement the emergency services as needed.
- communication - many people get their info from the internet & social media eg Facebook. Better use of these media would help people get updates & advice. I see many services, groups & govt are already using them, but many FB groups have been created by the community in response to the need to organise support & meet people's needs, so it would be good for the govt & services to learn from what's worked well or not so it's ready & properly organised in future.
- Emergency & temporary accommodation - so many people are in need to accomm, & an obvious solution seems to be to match them with the tourism industry eg hotels, motels, caravan parks, airB&B, hostels etc. This would help people have accomm for a flexible period as long as needed to fix their damaged homes & return when ready, or find new homes. Govt should help negotiate & support this with people & businesses. It also helps accomm businesses which have suffered during COVID & no/low visitors, & surrounding businesses from the new tenants eg shopping, groceries, restaurants etc.
- long term housing & businesses - in place like Lismore where it's at high risk of flooding, people may not have the money, energy or will to rebuild & keep living or doing business there, when they may be flooded again & again in weeks, months, yrs. Plus the difficulty or impossibility of betting insurance. The govt should help people have the option to sell & relocate to safer places, if they can't sell reasonably themselves due to no one else wanting to buy/live/work there.
- affordable housing - the govt must prioritise the fast development of affordable housing to help solve the housing crisis, which pre-dated the floods. Priority should be give. To people who live in the area vs people want to move from elsewhere.
- govt & charity support - there should be fast & easy access to financial assistance to those in need. We know millions have been raised by charities eg Red Cross, & govt has the disaster fund & all the interest earned, so there's no excuse not to help everyone who needs it.
- telecommunications - the loss of ph & internet in the first flood added to the stress & risk. Those companies & the govt as needed should have better ways of responding & fixing the problems when the system is damaged.
- science & expertise - the experts should always be guiding the decisions & planning, to ensure it's evidence-based & effective. There's word & much science indicating this extreme weather & effects was forecast & warned, but appropriate action & planning not taken. IPCC reports, climate science etc all keep showing this is expected & likely. This must be listened to.

I hope real learning & improvements can come out of this. I hope the govt representatives stay true to their responsibilities & serve the needs & best interests of the people, don't waste time, money & energy on talk & spin, without committing to real action.

Thank you,

Sent from my iPad