

**From:**  
**To:** [Flood Inquiry](#)  
**Subject:** Flood Inquiry Lismore NSW  
**Date:** Tuesday, 5 April 2022 9:31:19 AM

---

Hi,

I have a submission for the flood inquiry.

I live in Lismore NSW.

I spent up to 16 hours a day answering questions and relaying information around the community pages on Facebook during the height of the flood. Here is my experience and things I noted at the time. ( I kept notes in real time as things were happening)

- ABC Radio 95.4 "the higher ups aren't going to like this, but if you have a boat get down here now" If this HERO had not gone against SES orders a lot more ppl would have died. deserves an honour. I wonder what happened to him.
- ABC Radio 95.4 " If you have a boat you can get free fuel at the hilltop petrol station, just leave your registration details." "No tinneys". I don't know if this money was ever repaid to the servo at the hilltop. But it was a massive help in getting more boats out to save lives.
- Face book posts  
“  
SES told us they couldn't help it wasn't safe and did we have an Esky or something we could use to keep us afloat.  
Thank God the locals in their boats rescued us instead.”
- Wondering if we can get the names of the 2 guys (mid 20s) in the cbd today on kayaks? We were picking people up in our boat but they were absolutely instrumental in finding and leading us and other boaters to the people in need  
That sounds like something that could be put forward as part of the rescue procedure in future floods. Great work  
  
that's what I said yesterday, that the kayaks were great for going between houses and over trees etc. And basically finding people.  
I was finding people who couldn't be seen from the road then paddling back to the road and telling the boats where to go  
  
This is what my sister and I were doing yesterday around the square/McKenzie st.  
  
What colour kayaks my hubby and his best mate were doing it for a bit”
- Funding for 'trap doors' for roofs.
- Shipping containers must be held down for possibility of flood. Shipping containers did a massive amount of damage to structures including housing.

- For all the work Resilient Lismore did/is doing with the flood recovery they were not ready. None of the needed links for rescue services or clean up services were ready. It took days for them to write and post them. Better admin for ease of access to Resilient Lismore page. Need a page that has critical links. Why wasn't the volunteer and resources list available already created pre flood and ready to go?
- ppl wanted to donate from outside the area while the crisis was in the news. Bank details/gofundme whatever needed to be set up while the crisis was on their tv's. These accounts should be on standby, ready for the next flood.
- Cant volunteer at SCU evac centre due to Salvos food truck exhaust going into evac centre. I'm an asthmatic and was going to get very sick. Poisoning all with carbon monoxide. (personal experience) It took 8 hours of constant nagging online to get the van moved.
- . Lots of people were upset that they got out of the boat and there was noone there to take them to evacuation centres. Mother in law was picked up by her son. But cop wouldnt let him drive to her. She had been standing in water up to her waist for hours and had to walk up the hill to get away from the flood boat drop off point. (personal conversation)
- NO GO ZONES for NBN Co.. wtf is that?

These are the few things I noted at the time they were being a problem or solution.

Thank you for your time.

Sincerely,