

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Wednesday, 6 April 2022 10:19:37 PM

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## Your details

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**Title**

**First name**

**Last name**

**Email**

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## Submission details

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**I am making this submission as** A resident in a flood-affected area

**Submission type** I am making a personal submission

**Consent to make submission public** I would like this submission to remain anonymous

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## Share your experience or tell your story

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**Your story** I live in  which is approximately 22 kilometres from Lismore NSW. My husband has a range of disabilities and I am his carer. On the night of Sunday February 27 2022 I awoke at 1.30am because the portable air conditioner that we have in our bedroom to help my husband with his breathing difficulties had stopped. I quickly realized that we had no electricity so went back to sleep and thought that I would deal

with it in the morning. The next morning I also realized that not only did we not have any electricity which meant no water or toilet we also had no telephone, internet or mobile phone reception. Effectively we were completely cut-off from the rest of the world including emergency services. As a priority assist customer with Telstra we had always felt safe knowing that if anything happened we would always be able to contact emergency services if we needed. Not only were we cut-off from any form of communication we were also cut-off by the flood waters and were unable to leave our property for a period of seven days. I was absolutely terrified that my husband would require medical assistance during this time and that we would not be able to contact anyone. On the following Saturday we desperately needed food and fuel so we attempted to go into Lismore. We were able to communicate with our families for the first time in a week and were devastated to discover that both my husband's sisters and my sister and her husband had lost everything they owned in the flood. Lismore looked like a war zone. We both cried as we drove through South Lismore on our way to Goonellabah. We were able to secure some food but were unable to access any fuel. We came home and on the Monday I realized that we were low on medication. Our chemist in Lismore had all our prescriptions and had been completely destroyed in the flood. I was not able to contact our doctor in Nimbin so I contacted the medical centre in Kyogle who is affiliated with our medical centre and after a tense wait they were able to fax our prescriptions to a chemist in Casino. I then drove more than a 100 kilometres round trip to get our prescriptions. My husband had less than a days worth of his anti-convulsant medication so I was immensely grateful to the doctor in Kyogle. We were without power for seven days and without communication of any sort for nine days. After the first four days I was able to drive 5 kilometres up the road to access mobile service on a phone

that I could not charge until the electricity returned. My husband and I both applied for the \$1,000 Disaster Recovery Grant through Centrelink and both of our claims were rejected even though we lost two freezers and two fridges full of food and had no communication, water or electricity for so long it felt like forever. I am having to drive more than 100 kilometres round trip to buy groceries and the price of fuel has skyrocketed. Like everyone else in our area we just want our lives to go back to normal although it is difficult to see how this is going to happen. We are all so traumatized it is hard to see where we go from here. Nobody understand unless you have lived through it.

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### **Terms of Reference (optional)**

The Inquiry welcomes submissions that address the particular matters identified in its [Terms of Reference](#)

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### **Supporting documents or images**

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