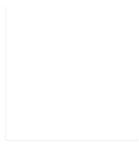


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Tuesday, 3 May 2022 10:58:05 PM



Your details

Title

First name

Last name

Email

Postcode

Submission details

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

Share your experience or tell your story

Your story I am a Lismore resident and my house, my workplace and my teenage children's workplaces were all flooded during the Lismore floods 28th Feb 2022. As were many of our friends and families homes. The trauma of that day was something I hope never to have to experience or see others experience again. I am a psychologist and work as clinical team leader of a nationally

recognised youth mental health service in Lismore, and we are back up and running out of temporary rooms at our local university. I feel that my contribution to this inquiry could be to advocate that the needs of our young people form a big part of the recovery focus, and opportunities are made so they can participate in their community's recovery, be part of the planning and the actioning, and even be trained/ unskilled while doing so to create a sense of optimism and opportunity for their future in staying in Lismore.

Terms of Reference (optional)

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

1.1 Causes and contributing factors

-

1.2 Preparation and planning

Limited information and communication leading up to the flood about the potential height and impact. There was no sense of urgency, limited update on any weather platform/ emergency service websites etc

1.3 Response to floods

Apparent failure of warning sirens/ systems on morning of flood (although I have heard different accounts)

- difficulty getting emergency response when needed. People on hold for a long time, and then given poor information. Lack of timely, co-ordinated response.
- Community needed to take action for their own rescues/ support initially
- Govt support in cleanup and initial grants has been good. I had army personnel and SES volunteers regularly at my home offering help in the early weeks.
- dealing with insurance companies and banks has been stressful, unsure of timeframes to be able to make plans to rebuild. Frustration and anxiety when calls / emails not returned etc

1.5 Recovery from floods

I would like to see a focus on reconnecting young people (12-25) to their community - sports clinics and pop up spaces, drop in spaces with informal activities running, outdoor movies set up in local carparks, work and training opportunities (large scale group apprenticeships to be involved in rebuilding projects/ town planning/ crisis planning and response/ health/ event planning....), ways of getting young people back into the cbd, live music/ open mic sessions. More flexible transport options for easier access from Lismore surrounds to help address risk of increased isolation

Supporting documents or images
