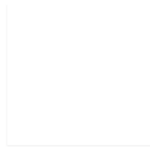


**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Thursday, 5 May 2022 2:12:39 PM



## Your details

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**Title**

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**First name**

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**Last name**

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**Email**

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**Postcode**

## Submission details

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**I am making this submission as**

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**Submission type**

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**Consent to make submission public**

## Share your experience or tell your story

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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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**1.2 Preparation and planning** Disaster response plan for teleco's and other essential services is needed. Mobile towers for mobile phone and internet signal should be able

to be brought into a disaster zone as soon as it happens.

Better information needs to be available during a flood event: myRoadInfo is a hopeless case and should be scrutinised. Councils (Ballina excepted) do a terrible job at providing information on their road closures to myRoadInfo, which is all the ABC has access to to read out. Needs to make it mandatory on councils to provide mobile technology to their road crews so that as the roads are inspected and signs put up the website can be updated. At present it all waits until Monday at 9am when council workers turn up - too late.

BOM website provides river height information. It would be more helpful if each of the stations reported has their major flood river heights marked eg. a horizontal line showing the major flood height, 2017 flood, 2022 flood for each river station so users have an idea of whether 2.5m or 10m is high for that station or not and can better judge the amount of water coming from river stations upstream. Each station has a different height at which the river is 'high' for that station. We can't be expected to remember them all and so need the levels marked on the plots as reference points.

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### **1.3 Response to floods**

Defence was too slow to get into place and then not prepared to do the hard, dirty work involved. SES reform needed.

There should be a contact point for people who have lost their jobs to register and be allocated to the companies doing the paid recovery work. At the moment the paid work is all being done by people from out of town whilst locals have no paid work.

It should be investigated why this year (a La Nina year) the insurance companies declined to insure for flood in Lismore whilst they were happy to collect premiums for other years. Need to have a guarantor for when insurers refuse cover.

There should be a recovery fund available to authorise and pay for the recovery costs being borne by ordinary people. eg a friend with an electrical business had his 5 employees doing all the work to make homes and businesses safe for 2 weeks at a personal cost of thousands of dollars. He shouldn't have to do that. Someone (Government recovery funds) should pay for the work needed to do things like that. The same business and other trades are being asked to do work for householders by the recovery coordinators but the people aren't or can't pay for the work. Again the tradespeople are the ones bearing the costs that should be covered by the government recovery funds. Perhaps the government issues vouchers to flood victims and then they can engage trades and the trades know they will be paid.

Grant information is still not available despite the grants having been put up on the NSW government website about a month ago (medium and large business grants). Service NSW initially didn't even know about them, and now says they are awaiting guidelines and an application process to be released. It's been 2 months since the floods - how slow can you go.

Is money being given out to businesses as grants despite the businesses having no intention to return to Lismore? Many CBD businesses have indicated they will not return or go online or move away, but they still line up for a grant. Should the grants be tied to returning to business in Lismore. If not there needs to be additional grant funding to incentivise businesses to open in Lismore CBD or there wont be enough of a critical mass to support a CBD and the whole town will die.

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#### **1.4 Transition from incident**

There are still many buildings in Lismore that are still working to complete strip outs and I feel the

**response to recovery**

clean up assistance period was too short. For example Lismore City Council have advised they are no longer taking away debris for free from footpaths outside damaged buildings. The clean up assistance seems very limited eg. it did not include assisting inside business buildings and now doesn't even take away the rubbish.

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**1.5 Recovery from floods**

There needs to be clearer guidance on the overall strategy. Are we all working to clean and fix buildings that are going to be condemned and the CBD abandoned, or are there going to be buyouts, money to support fixing them back up. It is hard to make decisions when you don't know what the overarching parameters are

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**1.6 Any other matters**

Rather than relying on Councils to provide info on road closures (with their long delays in supplying the info to myroadinfo) it would be better to set up webcams at the major known flood points so people can log on and see how things are going and don't get caught out when a road goes from being open to suddenly closed leaving the person at risk of having to drive through flood waters. It needs a traffic light approach so there is a warning (amber light) the road is about to close and not just close bang it goes from Green to Red.

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**Supporting documents or images**

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