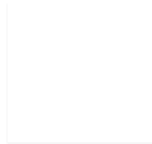


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Tuesday, 17 May 2022 11:03:57 PM



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

Hi, i am a 57yo Community Service Worker currently employed casual with in a support & resources role at the Lismore Distribution Centre Lismore Showgrounds, Currently im assisting from roll out the Door To Door Mobile Recovery Street Teams supplying much needed items food parcels and lists with names of flood effected

residents most in need of support. When the flood impacted our area i was living in my Caravan at a relatives house on a temporary basis while searching for affordable accomodation. Flood waters entered my caravan & carport where all my posessions were stored, i lost everything, the damage to my Caravan is extensive and unlivable until i can afford the repairs, im currently sleeping on a bed Lifeline provided in the carport on a concrete floor with a camp kitchen. on the 14th of March I applied for the Disaster Relief Grant, on the 22nd April i was contacted by [redacted] re my application requesting furthur documents, i supplied these promptly, [redacted] confirmed the documents i submitted were accepted and my application has moved to the next stage. Today 17th May i made contact by phone hoping for an update on progress of my application, 10;30am was told [redacted] was my case officer, was at lunch & she would return my call, she did not! 1;30 i called was told [redacted] was now my case officer would return my call. she did not! after several hours i called again and was told Team Leader [redacted] was to contact me today at some time, he did not! i was polite at all times but got the overall feeling of being passed around & that no one knew what was going on or who was dealing with my application, i remain waiting in a place of uncertainty not knowing how my future will be moving fwd, its a feeling of being in limbo, i hope i will get some responce about my application soon? i hope this feedback will help in some way to assist others and sort out some of the delays & communication issues that seem to adding weight to an already fractured and overwhelmed community, sincerly yours, [redacted],

Terms of Reference (optional)

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

Supporting documents or images
