

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Wednesday, 18 May 2022 10:15:22 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 was not personally affected by the flood itself, but as an emergency services call dispatcher I took make calls for the local councils when they had to divert their phones. Not just Lismore, but almost all flood affected LGA's. It was traumatic. You would take a call from someone pleading to be saved, and telling them they have to call 000 or the SES. You'd then

take a call from someone complaining their bins weren't emptied.

My studying was also heavily affected. We were going to come back on to campus after all the Covid lockdowns only for this to happen. I have learned barely any physical skills. I'm going to be a Covid nurse who can help people over a computer screen, but not with my own hands. Who would employ me?

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	Sheer lack of communication ability.
1.2 Preparation and planning	I really am unsure. I don't think it could have been predicted.
1.3 Response to floods	Could have been worse, but this is almost unprecedented? People are traumatised...
1.4 Transition from incident response to recovery	Quite slow, help should have been dispatched that night.
1.5 Recovery from floods	Long and slow response. Deploying the ADF was a good decision, but should have been sooner.

Supporting documents or images
