

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Thursday, 19 May 2022 9:14:01 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

Flooded twice at beginning and end of March 2022..In west Ballina ..the total Lack of phone reception for initial 2/3 weeks after flooding was experienced by all family members with our mobiles ....Intense with no communications with family or friends ..no wifi ..nil communications working ...our phones have never been the same since the floods ....

---

## Terms of Reference (optional)

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

---

### 1.6 Any other matters

The applying for grants is a very traumatic , drawn out stressful process with multiple emails requesting more proof of flooded home and business /more evidence of loss/. Rehashing trauma repeatedly with photos ect ..In my case Ive provided more and more documentation / evidence 4 times now to have a small business grant approved ..as I operated a childcare service attached to my home thats not covered by the home insurance that flooded twice .My home + my business both lost .twice I understand peoples making false claims and receiving \$\$ when not flooded is a huge problem ..its also a very huge problem for us that have flooded ..11 weeks later and still hoping /praying grants approved in order to move forward , do repairs, rebuild , move forward with ultimate goal to work ..and not be reliant on centrelink ..should not be this hard . Thanks

---

## Supporting documents or images

---