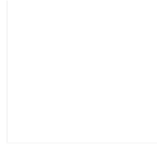


**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Thursday, 19 May 2022 6:29:42 AM



## 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**

During the flood event on 28 February I was supporting one of my closest friends who was trapped with her family in South Lismore. I spent 6 hours on the phone and texting with her and supporting her. The lack of correct and timely information meant she and her family did not evacuate. The water rose so fast they became trapped in their home. My friend believed she

was going to die. They were holding their pets above their head. In one of the last phone calls she was screaming hysterically to me in complete fear for her and her Children's lives. I phoned janelle saffin, Kevin hogan, 000 and the ses. I could not get through to the ses line even though I tried several times. I listed my friends address and name on the resilient Lismore Facebook rescue list and continued to post on Facebook highlighting they needed urgent rescue. I phoned anyone I could on Facebook to get them rescued. Some locals could not get to south Lismore in their boats due to the current. I spoke to one man who could not get back across in his boat he said his phone would not stop ringing with people begging for help. After 6 hours my friend and her family were rescued by locals. Eventually I was able to meet them at the evacuation centre in goonellabah and support them to settle in. Those 6 hours were the most awful of my life. I still cannot get those phone calls out of my mind of my friend going through that experience and believing she was about to drown.

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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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### **1.1 Causes and contributing factors**

The levee is what caused the velocity of the water and is the reason the Lismore basin filled in 30 minutes

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### **1.2 Preparation and planning**

Remove the levee and return Lismore to its natural flood plain where floods come in slowly and then leave.

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### **1.3 Response to floods**

I still cannot fathom the poor response to rescues to the flood. Why did ordinary Australians do a better job at rescuing people than the adf. The adf should have been immediately deployed. People died and it's due to the lack of adequate response because Lismore is a regional city and not on anyones

radar.

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**1.4 Transition from incident response to recovery**

Very slow to move in to recovery phase and with so many people displaced and unable to access the services available coupled with the huge numbers of need. I worked at the recovery centres and many people waited up to 5 hours to be seen or ended up just walking away. This is not ok for traumatised people.

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**1.5 Recovery from floods**

The grant funding was too slow to be made available, too difficult for people to apply and yet easy for people to scam and claim funds that they are clearly not entitled to. People should have been assigned a specific case worker and that person does all the claim funding and support for them. The grants are not nearly enough especially if you are a homeowner. If you still have a house and it hasn't washed away you need to replace kitchens, bathrooms which are tens of thousands of dollars. If you are a business owner industrial fridges and ovens can be upwards of \$50,000. These grants are simply not sufficient for people to actually rebuild. Then there is the lack of tradespeople and materials. The other issue for people is insurance companies who require flood affected people to leave their belongings until they can inspect them before they can release funds. 3 months on from the flood and some people still have their flood ridden items which is not acceptable in terms of health it's dangerous. There must be a way for insurance companies to deal with this as opposed to people having their possessions still untouched. It has negative health and psychological impacts.

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**1.6 Any other matters**

We need more help and support. People are trying to go to work when they finish work they go to their home and try to do repairs then sleep and repeat. The rebuild job is overwhelming and exhausting. People need more money, more trades and assistance with everyday costs.

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**Supporting documents or images**
