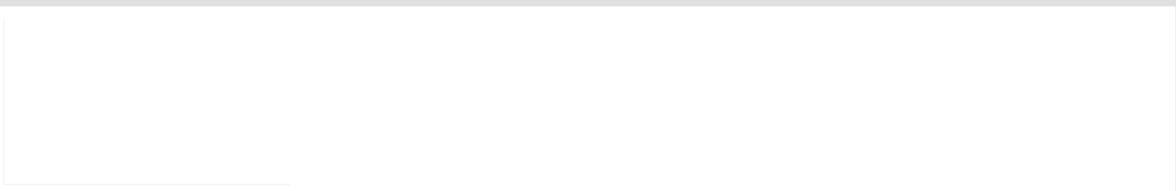


**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Tuesday, 17 May 2022 4:06:59 PM



## Your details

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<b>Title</b>	Ms
<b>First name</b>	Avital
<b>Last name</b>	Sheffer
<b>Email</b>	<input type="text"/>
<b>Postcode</b>	2482

## Submission details

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<b>I am making this submission as</b>	A resident in a flood-affected area
<b>Submission type</b>	I am making a personal submission
<b>Consent to make submission public</b>	I give my consent for this submission to be made public

## Share your experience or tell your story

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<b>Your story</b>	We live on a small acreage property in Main Arm about 7 km west of Mullumbimby in the foothills of the Chincogan range. We operate 2 businesses on the property: A ceramic studio and a joinery workshop, on which we depend for our livelihood. In the past few years we've invested a lot in preparing our property well for both fire and flood, building access roads and
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generous drains. The water that flooded our ceramic studio and joinery workshop came from the mountain and destroyed all of our access roads, drains and infrastructure. Land slides of different magnitude occurred everywhere, blocked drains and swept away the access roads. We felt it was too dangerous to step out of the house and try and salvage anything. There was no warning and all services were cut off: we were left without power for a week and without internet and phone for several weeks. We didn't need to be evacuated as our home only had leaks but we helplessly watched as our property and workplace were being destroyed. Despite being in our late sixties and registered as medical priorities, Telstra was not in a hurry to restore service for over 4 weeks. We rejects help offers from volunteers as we felt others were in much worse situations and dealt with the massive clean up ourselves. We recently applied for the NSW Small Business Assistance grant to restore road access to our businesses but have been rejected without explanation, without a possibility of a review or appeal process. We find this appalling. We lost vehicle access our workshops which means a death sentence for our businesses. We find the handling of financial assistance by the NSW government lamentable. Much promise and very poor performance. We feel abandoned by our State Government.

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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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### **Supporting documents or images**

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