

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Tuesday, 5 April 2022 2:31:18 PM

Your details

Title Ms

First name Carolynne

Last name Lozan

Email

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 give my consent for this submission to be made public

Share your experience or tell your story

Your story I rented a Unit in the Lismore CBD, and evacuated to the University Evacuation Centre (upon which I am an enrolled Student) in Lismore on the day of the Feb/March major first flood. At the Evac Cntr, I found particular NSW Gov employees that were co-ordinating the Evac Cntr ill equipped to deal with this traumatic event. For example, the NSW employees did not acknowledge my enrolled student status at the

Uni and what that brings to what I am allowed to have authorisation and access to. For example, I was able to access the Student Common Room as I had an official student ID key, and chose to utilise that space to sleep on the lounge in there. The NSW Gov employees would constantly threaten me that they had the authority to kick me out, where I could have had the only option to sleep outside in the rain because the Evac Cntr was overcrowded. Even though other evacuees had been brought to the same common room by the Gov officials, so the evacuees could utilise the space in the same way as I was using it, for some reason, the Gov officials picked on me and bullied me because I had the Student ID key and took charge in opening and closing the door for myself and the other occupants. I believe, that they felt that this was the best way to deal with organising and containing everything regarding what was happening at the Evac Cntr. They seem to not be handling the stress of the situation and was projecting out thier frustration and anger upon me. The NSW Gov officials could have worked with me amicably because you needed a key to access this space upon which they did not have, but I did, but they chose instead to make a negative judgement about me, therefore, justifying thier behaviour in bullying me and threatening me. This was very traumatic for me and I broke down in tears and had to recieve counselling from two counsellors to ask them to tell the NSW Gov employees to stop threatening me of eviction and to back off.

I have lost everything and am now homeless. I was coming to terms with this reality within the Evac Cntr and during the flood evacuations, because I was aware of the hieght of the flood, and that all my household contents went under.

I felt that these particular NSW Gov officials running the Evac Cntr were particularly cruel and non-compassionate. I suggest that in the near

future NSW Gov employees and Officials who are charged with these types of responsibilities regarding Natuaral Disasters need to be trained to be able to appropriately deal with these traumatic tragedies a lot more effectively.

Terms of Reference (optional)

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

Supporting documents or images
