

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Tuesday, 5 April 2022 10:59:14 AM

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## Your details

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**Title** Ms

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**First name** Constance

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**Last name** Scholl

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**Email**

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## Submission details

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**I am making this submission as** A resident in a flood-affected area

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**Submission type** I am making a personal submission

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**Consent to make submission public** I give my consent for this submission to be made public

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## Share your experience or tell your story

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**Your story** 1. I live in a rural area. Things that are difficult in recovery are-loss of personal transport ( no public transport available) and a long long wait for insurance. This is an enormous hurdle for rural residents and the only thing offered as help, was a \$250 taxi voucher with services nsw. A real joke when it wouldn't even cover a one way trip into a regional centre let alone have 4wd taxis that can cope with extreme or damaged

conditions. Rural residents that lost their vehicles ie: their livelihoods in some circumstances, don't even have a notoriously difficult grant to apply for.

2. Rural help in recovery was palmed off by councils to the ADF, but information has been misconstrued or not clarified and residents suffering the loss of their home twice in two and half years are becoming depressed with unsanitary rubbish left on curbs with no one willing to pick up.

3. Councils are making safety in regional areas a priority while ignoring the safety of their rural voters. On road closures, our area of Rappville and surrounding was completely ignored and ambulances couldn't get through, road teams were sidelined thinking roads were open, and residents/tourists were put in dangerous predicament as a result of a lack of thorough and well observed information. Even today 5/4/22, council road gangs turned up to repair a road classed as open, but it hadn't been observed and it was definitely flooded.

4. Grants are compounding trauma and do not have individuals at heart. A blanket fix which fixes very little. Same happened in black summer.

5. Rules about dwellings need to be extended to 5 years as that's the bottom line for many to recover from disasters and trauma. 2 years is not enough.

6. A one stop shop would help a lot. Have generators, 1000l water tanks, solar packs, torches, eskies and water pumps fence pickets, electric fencing for either hire or buy on low interest loans. Insurance companies don't care and our councils are inactive on this matter. Bare shops everywhere but no disaster centre to access power and water sources. Instead, they view, ignore and direct more landfill to us with clothing donations. Actually look at the environment and people you're helping.

7. Mental health teams are excellent if they know about rural life and the cost involved. Everything

is an expensive trip, then haulage, then cleanup and rebuild with fences and buildings. In the interim, bulls roam free, cattle are on roads, and it is causing accidents or death for livestock. Also causes grief for farmers with mixed breeding. Mental health help out here has no idea and expects people have thousands of dollars for resources, then 40 hours a day to rebuild. No wonder people get depressed when the help being sent is expecting speed and repair then saying 'why not?'

8. There are hobby farmers too.... They get lost in the mix and their animals suffer.

9. Councils enlist organisations and help before insurance assessments are completed and then don't back track to help finish off cleanup. After a few weeks, councils charge full price and harass residents.

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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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<b>1.1 Causes and contributing factors</b>	Ignorance causes the most hindrance.
<b>1.2 Preparation and planning</b>	Get organised with mentorship programs in the bush
<b>1.3 Response to floods</b>	One stop council shops. Do proper drop offs of supplies. That didn't happen either
<b>1.4 Transition from incident response to recovery</b>	Listen to residents and base assistance on their individual case
<b>1.5 Recovery from floods</b>	Transportation grants and machinery grants that aren't complex beyond understanding would be excellent

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## **Supporting documents or images**

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