

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Friday, 13 May 2022 8:09:56 AM

Your details

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Submission details

I am making this submission as	A business owner
Submission type	I am submitting on behalf of my organisation
Organisation making the submission (if applicable)	Exotic Organics Pty Ltd
Your position in the organisation (if applicable)	Sole Director
Consent to make submission public	I give my consent for this submission to be made public

Share your experience or tell your story

Terms of Reference (optional)

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

1.1 Causes and contributing factors

1. Lack of council maintenance on causeways, culverts, and so on.
 2. Reliance on technology instead of the old-school method of farmers upstream checking flood poles and reporting creek levels.
 3. A privatization of critical infrastructure (e.g. Telstra), means the focus shifts to profit rather than resilience and back-ups (which cost money but do not contribute to revenue).
 4. A tendency to pass the buck to climate change, rather than look at historic weather patterns (e.g. 1954).
 5. Building on flood-plains.
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1.2 Preparation and planning

1. Council maintain causeways, culverts, and so on. Design drainage for increased rainfall.
 2. Do not rely on technology alone, but return to the old-school method of farmers upstream checking flood poles and reporting creek levels.
 3. Re-nationalize critical infrastructure (e.g. Telstra), to shift the focus away from to profit back to resilience and back-ups (which cost money and do not contribute to revenue / shareholder value).
 4. Take ownership and don't just pass the buck to climate change. Look at historic weather patterns (e.g. 1954) and extrapolate.
 5. Do not build on flood-plains or aquifer re-charge areas.
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1.3 Response to floods

Social engineering has largely disconnected communities and families, and government emphasis is on corporate mates and privatization rather than the electorate. There seems to be a lack of risk management and adequate contingency planning in Government (costs money and doesn't get the lobby \$\$). Consequently, it was entirely obvious to all that community had to rely on each-other in the immediate aftermath.

Moreover, the government policy of coercion to take an experimental medical procedure (since proven to be ineffective/dangerous) or lose your job, meant that emergency and medical services remained under-staffed. Absurd that one can return to work with covid, but not if a person is un-jabbed.

1.4 Transition from incident response to recovery

1. The lack of pre-planning resulted in too much politics as organisations sorted out who was to do what. There was no "mission control" where one mapped all disaster zones, conducted triage, sent folks in to assure community, etc. I could go on, but you get the picture.
2. We didn't see anyone from Government (council, police, fire, ses, army) on the ground for over a month from the incident. Again, as they say in the Army, proper planning prevents poor performance.
3. I have an extensive written audit trail (during and after this flood event) demonstration systemic failure and complete incompetence on the part of Telstra and their internal communications, extending to what may be considered as deceptive conduct (cover-ups). Full credit to the local techs who have to work in those conditions where head office is clearly a ball-and-chain to them doing their job.

1.5 Recovery from floods

1. Excellent response by the NSW Govt with small business grants. THANKYOU. This makes all the difference with prep for future resilience and to take matters into our own hands in terms of recovery.
2. Assistance payments from Fed Govt useful, but politics made it traumatic for many.
3. I wish to make a special mention of essential energy, who were the first "outsiders" we saw. They choppered in crews from Coffs Harbour, 3 times in 24hrs, they landed on our paddock and the crews hiked the gear through the landslips,etc. to restore power to residents.

1.6 Any other

1. Bring back the equivalent of "Dad's Army", but

matters

Fed Government would not want strong and united communities given a clear social engineering policy of division.

2. My experience was Telstra communications has been misleading at every step of the way. In relation to provision of a Sat phone, deceptive. This and the failure of 000 and so on during the worst of the flood events, reflects very poorly on:

1. Board and CEO
2. Policies and procedures - obvious systemic issue.
3. Internal Auditors
4. The regulators that allegedly regulate Telstra.
5. All the above may well constitute misfeasance, and contributory negligence. Force majeure is not arguable under these circumstances where internal company factors post the damage event are demonstrable.

Supporting documents or images
