

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Tuesday, 3 May 2022 7:34:21 PM

Your details

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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	The night before the flood we were told by the SES the level of water would be 11.6 knowing that water doesn't come into our top floor until 13.2 we decided to stay . We were never more prepared for this flood . The water was going up one step every 15 minutes, there seemed to be a surge in the last hour from ankle to waist in 1 he . Myself , my family and my sons friend were
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rescued by a friend in his boat by chance this friend once got his family to safety saved many more families who were waiting to be saved . I felt guilty that I was being saved before others . This man actually tore his hamstring saving people and pets an absolute hero . We ducked under power lines over rooftops on our way to the Showground then the Showground flooded we were then directed by a lady to walk up hill through barb wire fences to a freight company on Dunoon rd from there members of the community had cars awaiting to take people to tullera hall and Modenville school. All this arranged by members of the public who banded together to save people. Facebook was the most important tool to have during the night before and during the rescue stage. We were aware that nobody would be coming to save us until morning. Now to the disaster recovery the federal government assistance was fairly easy to get but the state government disaster relief grant was a 8 page document that I got 3 pages into before I just couldn't finish in the state of mind I was in The service nsw website does not work most times and the phone assistance although friendly you never get to the right department with every time you get transferred you have to go through the same identification checks it just makes you want to scream and if it wasn't for the generosity of friends and strangers I don't know where My family would be today. It was the community that saved Lismore and surrounding areas not the governments and their departments. Insurance companies who recommended that I put in a claim even though I am not covered by flood insurance have taken so long to get an answer from. Now I have to wait for an answer before I can get the back home grant. The thing I have learned from all this is to help yourself and help others because the government is lacking in empathy and is inept in its ability to establish fraudsters from people who need help now it's hard to get help when you when you don't have a birth certificate.

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	Lack of flood mitigation over many years and non existent drainage in North and South Lismore
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1.2 Preparation and planning	Proper and accurate forecasts better infrastructure
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1.3 Response to floods	Less government red tape for assistance
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1.4 Transition from incident response to recovery	There was no response other than the community helping each other
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1.5 Recovery from floods	Security and assistance to rebuild
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Supporting documents or images

Attach files	<ul style="list-style-type: none">• A5C6DB85-4414-46B2-9BE6-59B8ECC22F58.jpeg• A9877757-1C47-4E3D-BBCC-537301C5A7C8.jpeg
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