

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Saturday, 28 May 2022 7:51:57 AM

---

## Your details

---

**Title** Mrs

---

**First name** Joanne

---

**Last name** Higgins

---

**Email**

---

**Postcode** 2484

---

## 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 just wanted to say how a lack of communication affected everyone greatly. We were not flooded on our property but being on tank water and having no power for 3 days , we had no flushing toilet and no running water . We were running out of food and had a guy walk along our road with 3 infants looking for food and milk for them. We shared our food with him so he could feed

the children. We had a landslide blocking the road to the west and flood water inundating the M1 to the east so we had no way out. But the worst thing was no phone or internet facilities. We had recently moved to this property so our extended family didnt know how we were as no contact could be made. People basically didnt know if we were dead or alive. My husband and I both have small business and could not make contact with clients to let them know what was happening. I lost clients because of this because some are not from around this are and didnt know about the floods. If I could have set up an auto reply on my emails that would have been great but no phone or internet meant that no communication to anyone could be made. Then , once we got into town ( the landslide was cleared by locals with bobcats ) there was nearly anarchy at the petrol stations and grocery store because you needed cash and no one had any. All eftpos was down and ATM machines were not working. Luckily , we had a stash of cash at home and could buy much needed fuel and some bread and milk .

The communications really impacted in a big way - I am sure many other people will tell you they were in ceilings etc as their house flooded with no way of calling. It certainly was a crazy time.

---

### **Terms of Reference (optional)**

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

---

### **Supporting documents or images**

---

---