

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Thursday, 21 April 2022 9:07:14 AM

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## Your details

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**Title** Mrs

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**First name** Julie

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**Last name** Morrison

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**Email**

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**Postcode** 2487

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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** I reside in Kingscliff in the Northern Rivers. My home was not flood effected however I helped in the evacuation centre and clean up in Hacienda Park. I have adopted a resident from that park to provide ongoing help and support as she has no family to do this. I started a movement on our local facebook page asking people to "adopt" someone and had over 700 responses.

Personally the breakdown of the telecommunication system was appalling. No phones, no internet and supermarkets, petrol stations in fact everything having to deal in cash due to eftpos facilities being down for 2 weeks is not acceptable. It caused so much anguish not being able to call loved ones, not being able to shop as people were unable access cash and not being able to work for TWO WEEKS. Lives were put in danger.

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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>	Telecommunications failure
<b>1.2 Preparation and planning</b>	There was none
<b>1.3 Response to floods</b>	It took seven days for "Third Party" to even try to assess the NBN problem. When they did they found it was not in fact water effected but simply had run out of power. Back up battery had run out.
<b>1.4 Transition from incident response to recovery</b>	To many chiefs and not enough indians. NBN passed it on to contractor who then passed it on to sub contractors who deemed it to difficult and unsafe. When a worker finally went and inspected the problem after 2 weeks it was found to be two simple faults that could be rectified with little drama. This what happens when the workforce in contracted out. No-one takes ownership or action. Telstra always had a strike force of workers to restore communications IMMEDIATELY after a disaster.

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## **Supporting documents or images**

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