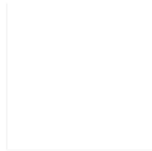


From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Thursday, 19 May 2022 11:13:34 PM



Your details

Title Mr

First name Stephen

Last name Wagner

Email

Postcode 2472

Submission details

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

Submission type I am making a personal submission

Organisation making the submission (if applicable) Home

Your position in the organisation (if applicable) Home

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

Just a brief introduction.

Our house was built above the highest known flood level, as per council requirements. The flood came 1.9m higher than that. We were totally taken by surprise so lost house contents, vehicles, farm equipment and crops. We also have to repair 3 houses as we have 2 more farms with flooded houses. The cost of repair will eat into our retirement monies. We are both over 60 years of age.

Terms of Reference (optional)

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

1.5 Recovery from floods

This submission is to highlight the difficulty in obtaining government grants post flood.

We had water 1.2m deep in our house and over 2m deep over the entire farm, cattle, machinery and vehicles.

We wish to highlight that everyone else in the region has been impacted in a similar manner and we do not know how they are going applying for grants; but we are not unintelligent or computer illiterate and are having trouble. The trouble concerns information being required by assessors of the grants, when we have lost all paperwork; plus the increasing demand for more information and proofs.

Some examples:

The initial Disaster recovery payment required a Centrelink Reference Number which we did not have. We spent ages on the computer trying to find it, only to be baulked by not having a marriage certificate proof of name change - as it had been lost. This took many days to resolve.

The back to home grant has been applied for , but more information required...

I have Medicare card, drivers licence, my gov account, my gov ID, Services NSW account, and am enrolled in the AEC. All of these are linked to my home address and, I believe, also linked to

each other. Surely the assessor could verify who I am and my home address.

Strangely though, I am required to supply paper documents to verify my name and address on the one piece of paper. This is impossible as we lost all paper, and no email has both pieces of information on one site. All our tax notifications have the accountant's address on them.

This has been our home address since 1991.

We have submitted photos of the house with all lower half walls removed and obviously no electricity and evidence of mud stained cupboards, but have been asked for further proof that the house cannot be inhabited. We do not know what else to show! (see photos below)

Passport replacements have been offered free of charge. No one will answer the 121232 phone. I have tried many, many times and at differing days and times of day. The local post offices X2 have been unable to help. if we apply on line for a replacement passport it looks like we have to pay \$308.00 and present photos and all documents.

We will apply for the Rural assistance grant, but it looks like we won't qualify as my wife works. She was to retire this year but has to keep working to pay for the upcoming expenses.

In the past decade, all business has been pushing toward electronic communications ie all by email.

I have been required to prove my name and address over a 10 month period from 14/04/21 to the 22/02/22.

I lost computers, history and emails etc. and of course lost all paper work. (I have recovered some computer information at a cost).

There is no facility within services NSW to regenerate past copies of documents, when logged in to their portal. When documents are accessed, only one portion of information is

available ie, the full name and address are not on the one document - as required by a grant submission.

We feel like we are penalised because we have gone digital, not paper. (being older, we did have paper copies of everything, but alas, destroyed). We also feel like we are being penalised with ever increasing demands to provide proofs that are impossible to produce.

To me, a driver's licence has all name, address, photo on one card, but this is not good enough.

Please note that we are grateful for assistance and the promise of financial help. We are not yet certain that we will receive it.

I have never applied for any grants in the past and am finding the process time consuming and tiring. The mental strain and anguish of not being able to fulfil the criteria and produce the required documentation seems as bad as going through the flood itself.

Supporting documents or images

Attach files

- [IMG_0701.jpeg](#)
 - [IMG_0784.jpeg](#)
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