

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Thursday, 19 May 2022 10:49:43 PM

## Your details

Title	Mrs
First name	Zoe
Last name	Lawrence
Email	
Postcode	2487

## Submission details

I am making this submission as	A member of the general public
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

<b>Your story</b>	<p>My brother is a helicopter pilot. He now lives in WA, but he used to fly for the Army, based out of Oakey QLD.</p> <p>We grew up in Northern NSW, living in Woodburn and going to school in Lismore. Needless to say we knew many impacted by the floods.</p> <p>During the height of the flood, an old friend</p>
-------------------	---

contacted 000 as their neighbour was experiencing a stroke. Told the best they could do was find someone with a boat (tinnie) and make the trip from Bungawalbin to Lismore for assistance... but it would be at least an hour before they could get a boat. Desperate to help, the old friend called my brother to see how he if he knew anyone in a position to help. My brother contacted his old helicopter crew from the army who had been deployed to the region... they were grounded and waiting in Casino for instructions from emergency services.... told by a ES operator to 'find something' they were only too happy to take on the rescue mission. The patient was located and transported to a waiting Ambulance at SCU Lismore within 55 minutes of the call being made by the old friend to my brother... it saved the patients life.

---

## **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**

Overload and disorganisation of the emergency services - with a proper triage system using the multiple emergency services crews the Army helicopter pilots could have been put to better use in the community...

---

### **1.6 Any other matters**

Story can be verified by those involved if needed.

---

## **Supporting documents or images**

---