

Dear Committee,

On behalf of Business Far West, I would like to extend our sincere thanks to the Legislative Assembly Committee on Environment and Planning for the opportunity to appear at the hearing on 6 March 2025. We greatly appreciate the chance to contribute to the inquiry into the electricity outages that affected Far West NSW in October 2024.

Please find below our responses to the supplementary question as requested. We hope this information assists the committee in its important work. Should you require any further clarification, please do not hesitate to reach out.

Question

1. Did any government agencies, councils or energy providers contact you during the outages to disseminate information about the emergency situation?

Answer

During the initial days of the power outage, Business Far West was contacted by two government agencies. On October 23, 2025, Lucy Phillips from Service NSW reached out, followed by Chris Lamont from the NSW Small Business Commissioner on October 25, 2025.

Lucy Phillips remained in regular contact over the following months, providing updates on available business support through Service NSW. This information was crucial for us to relay to business owners in Broken Hill, as it was the only official communication being shared via social media for businesses.

Additionally, on October 25, 2025, Trish Looney, Regional Business Coordinator from the Department of Primary Industries & Regional Development, invited us to participate in regular stakeholder meetings regarding business impacts. However, these meetings were held exclusively via Zoom, and due to unreliable internet access, we were unable to participate effectively.

We did not receive any contact from energy providers, local councils, or other government agencies beyond those mentioned.

Best regards,
Gerry Leaver & Rosalie Siemer
Business Far West