

**Submission  
No 43**

## **REVIEW OF THE NSW RECONSTRUCTION AUTHORITY ACT 2022**

**Name:** Ms Marnee Wong

**Date Received:** 14 June 2024

I have written to my MP a number of times, featured on ABC radio and TV, sent personal email to the new CEO of RA and still have no satisfactory answers, timeframe or parameters for decisions regarding the landslides that have destroyed my hand built home of 30 years. The trauma and homelessness of the last few years, made far worse by the forensic examination of my finances by heartless RA (and its predecessor's) staff, the insult of the Caravans at Home program & lack of care or concern for the depth of loss, being forced to leave everything I own behind a wall of mud, because your system does not allow funds for removal or storage, have sickened and disheartened me and so many others - to the point we believe that you hope we will give up or die trying.

All of this, to be given a mere few days, with no notice, to submit this - when only two weeks ago, Mal Lanyon was begging to help - and just as I predicted, as soon as I leave the country, unable too access the vast bulk of emails and materials regarding this hideous farce now branded RA. I have, since the events, had two major cancer surgeries, while being shuffled from bed to bed, spent endless hours on this while trying to recover and still have nothing but placating nonsense from the very top of this organisation.

I did not come with a begging bowl, only asking for equity and clarity, when so much was offered at my darkest time. To be made to feel like a piece of dirt by numerous government staff because of the terror I experienced is beyond disgusting, it's abuse of power.

I will attempt, one week into what was to be the trip of a lifetime, after so much pain, to visit friends and family for my 60th birthday, to cobble together the piles of correspondence, amid my growing anger, to express how horrible my experience of this process had been and is, but, as always you've left me little time or options.

We've come to expect this off hand, ungracious and cruel treatment - while being told of the 'trauma informed' organisational guidelines your burgeoning staff tout.

My main point - RA should be ashamed of its lack of care, waste of funds (how much did that rebrand take from rehousing, how much money did private caravan owners reap?) while I, after years, have only a donated metal box on rental land, far from family and community, after being assured of assistance in the aftermath of my huge loss and trauma.

This process, including the lack of informed avenues of complaint, such as this, are stunning in their lack of transparency and scope for inclusion. I am unsure, between the horrific video of damages I was forced to take just to be considered, the endless phone calls, appointments and demands made of me, over years, the media releases, on and on, where to even begin to submit to this.

And all of this, while I try to recover my mental and physical health by leaving this awful insulting process behind, just for a brief time. I hope that my advocate (paid for by another grant, to help me apply for the grant - what a farce) can find the time, on the one working day left to us, to gather some of this and submit on my behalf.

But I doubt this will happen - just as I know your system to be designed against it.

But I'm sure this review will assure more jobs and monies spent, not on rehousing or aiding we suffering, but on more levels of over paid, uncaring government staffers (to pay their mortgages.)

Again - RA and its previous machinations - shame, shame, shame.