

**INQUIRY INTO RESPONSE TO MAJOR FLOODING
ACROSS NEW SOUTH WALES IN 2022**

Name: Mr Ed Bennett

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Could the following three items please be added to my earlier submission:

Since about 1990 NSW SES has become an increasingly bureaucratic and centralised organisation. This is understandable and necessary for the general administration of a statewide body and is especially appropriate with regard to the deployment of resources from one area of the state to another. However, it has come at a cost because there has been a diminution of local autonomy and local decision making by local officers using their local knowledge due to the not infrequent decision making by more senior non-locals. The recent announcement of the proposed establishment of a permanent IMC at Lismore adds to that concern. Such a development will need to be done in a sensitive manner with appropriate attention paid to incorporating experienced local personnel into the new structure.

The failure of the 132500 number to cope with the volume of calls during the recent February flood needs to be remedied.

There is a clear need for a local number for people to call for flood information and advice. There have been numerous examples, over many years, of people calling 132500 to provide information about what was happening in the catchment above Lismore or seeking information on what was happening and not receiving an appropriate response. If 132500 is retained for emergency calls only and people could call a local number for information or advice and speak to a local person with appropriate local knowledge the overall SES response would be improved.

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