

## ATTACHMENT 5

**From:** Tumbulgum Community Assn <[tumbulgumcommunityassociation@hotmail.com](mailto:tumbulgumcommunityassociation@hotmail.com)>  
**Sent:** Friday, 5 May 2017 1:08 PM  
**To:** [Minister@communications.gov.au](mailto:Minister@communications.gov.au)  
**Cc:** [Justine.Elliot.MP@aph.gov.au](mailto:Justine.Elliot.MP@aph.gov.au)  
**Subject:** Review of Departmental Response - Communications at Tumbulgum during and after recent Flood

Dear Senator Fifield

After one of many long days during the clean-up following the recent unprecedented flood in the Tweed, I took time to write to you as I believed it was important that you understood the degree of disruption to communications that occurred during the recent flood and could encourage steps to prevent a similar situation in the future. My original correspondence is attached.

At best, the attached response from the Department of Communication and the Arts on your behalf could only be called disappointing. No responsibility is accepted and Paragraph 6 is incredulous. It is more fitting of an episode of *Yes Minister*.

Services on the copper network, the alternative proposed by the Department for concerned customers to maintain connectivity in case of a future NBN failure, were also disrupted in this event, as they also suffered inundation with water and mud and are taking longer to restore. Many are still not yet restored as I write this. They can not therefore be considered a realistic alternative or backup to the NBN.

The mud, debris and damage, together with disruption to communication, were early problems that impacted on residents and businesses in the village.

I wrote the original letter in the spirit of allowing the relevant parties to learn from this experience and to drive improvement in robustness of the communications infrastructure which so underpins the daily life of villagers and businesses.

I ask you to review the original correspondence and the response and confirm if the comments of the Department have your support.

Jenny Kidd  
President  
Tumbulgum Community Association Inc  
