

**From:** [NSW Government](#)  
**To:** [Flood Inquiry](#)  
**Subject:** Floods Inquiry  
**Date:** Wednesday, 4 May 2022 10:42:22 AM

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## Your details

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**Title** Mr

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**First name** Bruce

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**Last name** Hancock

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**Email**

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**Postcode** 2455

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## Submission details

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**I am making this submission as** A resident in a flood-affected area

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**Submission type** I am making a personal submission

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**Consent to make submission public** I give my consent for this submission to be made public

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## Share your experience or tell your story

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**Your story** I live at Brushgrove, a small village on an island in the middle of the Clarence River and, as such, we are probably the most affected community in the Valley. However, we rarely receive any direct information from those in authority - Grafton yes!, Ulmarra yes! Maclean yes, Brushgrove, the forgotten community, no! While the assistance we receive from the local SES members is

beyond reproach, this cannot be said of the organisation at a management level. As an example, at the height of the emergency, information on the SES website was 10 hours out of date. The same could also be said of the BOM, but in this case, it was sometimes up to 24 hours behind real-time.

Most of the residents of Brushgrove take little notice of evacuation orders as we know from years of experience that we are not in any immediate danger other than isolation and that the cleaning up process needs to start immediately after the water begins to recede. The mud, if allowed to dry, sets like concrete and is then almost impossible to remove. However, when an evacuation order was issued, the water was already 2 metres deep under my home and, of course, the village had been cut off from any access long before. Evacuate how and to where?

Much has been made of post-flood assistance available, but there is a huge gap between words and actions. My property is probably the lowest in the village so we are impacted by floodwater first and the last for it to recede. The amount of mud left behind is overwhelming. At the present moment, it is, in parts, higher than the concrete slab which makes any attempt at a clean up impossible. Despite many requests for assistance in removing the mud - as a 78-year-old with a physical disability it is beyond my capabilities to do so myself - my efforts have fallen on deaf ears. I can get my car out to the road, but even now (5th May, 10 weeks after the event) the mud around the house is still too wet to walk on so any suggestion of cleaning up the debris left behind is out of the question.

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### **Terms of Reference (optional)**

The Inquiry welcomes submissions that address the particular matters identified in its [Terms of Reference](#)

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## Supporting documents or images

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