

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Wednesday, 6 April 2022 11:14:18 PM

Your details

Title Mr

First name John

Last name Crean

Email

Submission details

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

Submission type I am making a personal submission

Organisation making the submission (if applicable) Ulmarra RFS Brigade

Your position in the organisation (if applicable) Ulmarra RFS Brigade Captain

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

Share your experience or tell your story

Your story The first 4 or 5 days there was no help could get

into Ulmarra the local SES and RFS (I'm Captain) did everything we could for community until the SES district/regional command took over for a couple of days. But than the local SES office was shut down for a week, there were still deliveries to be maid for residents of Tucabia still flood affected access needing meds and other supplies. there was a steady stream of people going to the SES across the road offering or wanting help and no one there to greet or help. It seems incredible that the crew over the road were ordered to stand down with no one the to relieve them at that office to talk to these people. I understand that the local crew need to stand down and have a break but to order them to shut up shop for a week has really not sat well with the local community particularly when people still needed help from boat crews. I know of one family that could not be rescued because there was no boat crew to get them for 8 or 9 hrs.

Terms of Reference (optional)

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

1.1 Causes and contributing factors

causes for the above the upline management would not allow the local unit controller to work autonomously.

1.2 Preparation and planning

The local SES unit was not supported by the area command so there was little planning and usual preparation were not done
The unit controller was only in the position a week prior and should have had support from up line management and council flood mitigation.

1.3 Response to floods

The whole of the Clarence valley a fair effort overall but for the Ulmarra/Tucabia and Brushgrove area poor effort if it weren't for the efforts of the RFS strike teams coming in than there would be almost no recovery at all in this area even now 5 weeks later.

1.5 Recovery from floods

very slow to recover many people impacted have not been able to access services needed to

rebuild even with the recovery center operating, a lot of people have no transport to go there and have no power to access services on line

1.6 Any other matters

lady living in the house in the pic below had no help until we found her in week 4

Supporting documents or images

Attach files

- [flood.jpg](#)
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