

Interview with Robyn Hunziker for the Bushfire Inquiry – 10 November 2020

ANNE-LOUISE: Now, Robyn, I've been doing some one-on-one interviews with people and we've been using them as submissions into the inquiry. Yours is a little bit different in that the donations is part of an aspect that we're very interested in and you completed the survey and this is gathering some more evidence. So I'm going to ask you some questions at the start about just some demographic-type information for a submission in case we consider this as a submission or we just consider it as evidence, it just saves me coming back to you another time. So I'm going to confirm that with my team leader if that's okay. So if this was to be a submission to the inquiry would you like your submission to be published or not?

ROBYN: I don't mind, if that's necessary then that's fine.

ANNE-LOUISE: Would you like your name on it or you can be anonymous? Either way it doesn't matter.

ROBYN: Oh whatever's the most convenient for you guys because I've got nothing to hide or whatever so there.

ANNE-LOUISE: Alright, how about we put your name on it?

ROBYN: Yes.

ANNE-LOUISE: Obviously yes, were you in an area where the fires occurred?

ROBYN: Yeah, I've got three burnt-out houses behind me.

ANNE-LOUISE: Were you involved in responding to the fires in any sort of emergency services capacity?

ROBYN: No. My husband's SES and that means I have to give him up all the time to do their things and not my things in an emergency but yeah, I'm not SES, no.

ANNE-LOUISE: Are you still involved in supporting communities and individuals after the fires?

ROBYN: Yes.

ANNE-LOUISE: Local government area is East Gippsland Shire Council. The postcode of Mallacoota again?

ROBYN: 3892.

ANNE-LOUISE: You're within Mallacoota itself, Robyn?

ROBYN: Yes.

ANNE-LOUISE: You don't have to answer this question if you don't want to, age group in decades?

ROBYN: I'm [REDACTED].

ANNE-LOUISE: Would you like to receive updates about the inquiry going forward?

ROBYN: Yes, I definitely do.

ANNE-LOUISE: Either way I will provide you with a copy of this transcript from the interview anyway so if we keep it as evidence or we put it as a submission I'll still give you back the transcript, you can check it, get back to me if there are any issues and I'll send that back via email if that's okay?

ROBYN: Yes.

ANNE-LOUISE: Lastly just being mindful that sharing your story and experience may bring up a range of emotions for you. If you want to stop at any time just let me know at any time, I can pause the recording, I can also provide information about any support services if required.

ROBYN: I've been fine with all of that, it's my daughter who's suffering a bit of trauma.

ANNE-LOUISE: I can understand but just like to let people be aware of those things when you remember things that happened. Okay, that's it from me, Robyn. Now obviously we were interested in following up with you about your role in the managing of donations and I'm wondering whether you can just talk to me about that, who you were managing donations for, what kind of things you did and I've got a couple of very specific questions from the team based on your responses that you provided in the survey. So yeah, we'll just have a chat about all of that if that's alright?

ROBYN: Okay so from the day one I was very concerned, I had a lot of neighbours or friends who I knew were in very difficult circumstances. One of the things was people's fridges here, we had no power and so people's fridges and freezers were off, many, many people had already left on holidays and then over the subsequent days there was a huge evacuation. Now I wasn't personally responsible for helping with doing any of that, cleaning out however there were members of the SES who were busy with that all the time and I was washing clothes for them so that they would have fresh clothes each day. The smoke was incredible, everything was filthy, everything was sticky with eucalyptus and tee tree oil from the smoke plus all the asbestos plus all the other stuff so I was supporting in a more secondary role SES folk and neighbours however I could. We were continuously putting out fire for the next two days so things were a bit drastic.

As soon as that was under control I went to the local community hall where I noticed there was a lot of challenge and difficulty and people in really bad straits so I was wandering around there just comforting people and helping out in any way I could. There was a group, Red Cross came in straight away to ask if you'd like to put your name down so that other family members could check out and find out where you were so I was helping people with

that, just directing because people were in a very fluffy state like I mean it was very difficult to think straight. Then -

ANNE-LOUISE: Robyn, you just did that off your own bat like -

ROBYN: Yes.

ANNE-LOUISE: - you just went down as a volunteer and thought I can do something here to help.

ROBYN: I was just spending time there – not all the time, just in and out. It's only a few minutes' walk and that's something I felt maybe I could be useful for. Then we decided because the op shop, which has to do with St Peter's Church here, we decided to open that up to make available to people anything that they needed urgently. I forget how many people were staffing that at the time but not many were there, there was basically only two of us who were still in town so we whenever we could open up and just gave stuff away to whoever. At the same time like there were holidaymakers here who needed things, there were locals who needed things so that just took on a life of its own.

ANNE-LOUISE: So both groups were accessing clothing -

ROBYN: Whatever, yeah. By then –oh I can't remember how many days but anyway food started to come in through the boats. We had a lot of problem getting stuff in and out because of the smoke so aeroplane stuff was very compromised a lot of the time but the boats were not just bringing – or the ships, I should say, were not just bringing police and other staff in but also food. Now I was very pleased to know that we had masses and masses of water bottles coming in, we had a compromise with water for a short time. We had no power for I think it was 19 days for a lot of the town, not all of the town but a lot. So foodstuff was coming in and it was basically non-perishable however I was very disappointed to see a lot of it was what I call rubbish, sweet biscuits, not staples, lollies and oh we got a whole pallet of out of date liquorice bullets.

ANNE-LOUISE: Yes, I'd heard that.

ROBYN: There was a lot of other food that I would have thought – basically I see myself making this judgement. There was a lot of trauma and I figured it was people didn't want just comfort food, they actually needed nourishment and so I felt it very inappropriate to just send biscuits and lollies and whatever. There were tins of baked beans and various other things like that but on the whole I was disappointed to see what sort of stuff arrived. Now I have no idea who put that in motion and whether they were donation or what they were. Eventually after some time, couple of weeks there was fresh food and the shops were serviced as best as they could be considering the flights were very intermittent.

So things had to be rationed, milk for instance, but some people were taking way beyond what I imagine their needs would have been. Yeah, if you didn't get there within the first short while there was no milk and various things like that, fresh milk -

ANNE-LOUISE: At the supermarket or at the relief centre?

ROBYN: No, that was at the supermarket. But at the relief centre there- I never saw milk but there was plenty of masks and plenty of water.

ANNE-LOUISE: Do you know, Robyn, what happened with the loads of inappropriate food donations? Did they just hang around for ages or -

ROBYN: No, I don't. Yes, exactly. No, they were just hanging there for ages and ages. It was very disappointing to see. They were probably there even when we closed – we tried to disperse them between the medical centre and we've got a community health centre. I noticed boxes sitting there for weeks afterwards of stuff that were just not what people would normally – I'm just trying to think of what there was but – yeah.

ANNE-LOUISE: What were the things that the community needed? You mentioned there was loads of water and the masks but did the other things that came, did they meet the community's needs? Would you have an opinion about that?

ROBYN: Well the non-perishable foods, yeah, probably half did, I would say half did. I don't think I'm being too stingy by saying half. I mean not everybody is as conscious of what they like and eat as I am but at the same time heaps and heaps of biscuits and lollies, I was horrified, actually, to see how much of that was around in the early part of the situation.

ANNE-LOUISE: Going back to the op shop itself because in your comments I think you wrote that some donations weren't appropriate or clean or in a bad condition. What type of goods were being donated to the op shop?

ROBYN: All manner of things, bedding, towels and bathroom things, shoes, clothing, toys, household goods. Now a lot of that eventually was coming in from I have no idea where and we were just inundated and there was a skip outside - like our op shop is very close to the community hall which was a meeting place for services, all the agencies had a table there. It's where the evacuation was tabled from, it's where we had a community meeting every afternoon at 4:00 with all the emergency services and state services and national services. That was excellent but -

ANNE-LOUISE: The community meeting, that's really good to hear and it was at that regular time, 4pm every day?

ROBYN: Yes, everybody welcome. I'll say it, it was police, Forestry – because we were cut off in both directions – Forestry, National Parks, Country Fire Authority, Metropolitan Fire from Melbourne – there was a huge conflict there. The leader of our State Emergency Service, our local guy was absolutely golden in all of this because you're probably well aware that when people come in from outside who don't know the area, blah, blah, blah, don't understand the people, don't know the priorities of the situation for local folk, it was very, very needful to have a local voice who was passionate about their community and also very wise and respected to speak on behalf of the community. So he found himself a seat in the morning meeting every single day and represented Murrumbidgee and district and outlying areas very, very accurately. So from there, from that meeting the daily doings must have been decided and then in the afternoon the community were given a briefing and an update on everything that was happening.

ANNE-LOUISE: How long did that run for, Robyn? Do you remember approximately?

ROBYN: Three weeks, at least three weeks. I've nominated him, our SES leader as an Achievements – the Awards Achievements – I forget what the name of the thing is. Anyway he's in the finals, he's one of the four.

ANNE-LOUISE: Oh that's excellent.

ROBYN: Yes and that comes to a conclusion on I think it's the 4th of December. No, he was amazing, he was truly, truly amazing, a treasure. Anyhow so -

ANNE-LOUISE: You were telling me the skip was near the hall where the meeting -

ROBYN: Between us, yes. There's only about – I don't know 100m between us, the hall and the op shop so people were being referred from the hall over to us when we were open. We put a sign on to say "if we're not open call our number and we'll come down and help you, blah, blah" and so -

ANNE-LOUISE: There were only a couple of you volunteering -

ROBYN: Basically two of us, yes.

ANNE-LOUISE: Wow, you must have been run off your feet.

ROBYN: Well, yeah but you just do it because there's not much else to do when life is in a crisis. It's about serving the best way you can to alleviate everybody from the worst that they're in and so it was all sorts of things. It was lovely to see in the hall which is where a lot of the donations that were brought in by whoever brought them in, I don't know, the food and there was new underwear, things like toothbrushes, that was lovely to see when eventually that began to happen because we can't do that at the op shop.

ANNE-LOUISE: What would you have said was overall the standard of the condition of items that you were receiving? Were they able to be passed on? Did you have to actually put a lot in the skip?

ROBYN: Yes, we did and I'll put you on to two people as well that were the front line of what was going on in the hall as far as donations etc, I'll put you onto those guys. I remember one of those saying to me "we've had seven skip loads of stuff". That's a lot and we just kept piling stuff in there like clothing that was inappropriate for Mallacoota, suits and the most beautiful shirts like that exclusive men's shop, Bayles or whatever, some of his shirts and Van Heusen [unclear] 00:19:59 and I mean Mallacoota just doesn't do that. Then lots and lots of after 5 wear like boots and sandals like it took us a long time to sort through things. Now I was a missionary – well that's a word that we use for it. For 15 years I was a volunteer in Africa, we used to get dried out teabags and out of date medicine and I was thinking oh this is just like that, I thought that only happened in Africa but no so we had to sit for hours sorting stuff and then throw them.

The other thing that was very interesting, a lady from – is it DHHS?

ANNE-LOUISE: Yes.

ROBYN: Department of Health – yes, she came one day and she took photographs of our back room that was just chock-a-block with stuff that had been donated. It was about the second week or something or the third week maybe and I asked her why she needed to do that and she said she needed to have photographs of it and report it because in the Strathewen fires it cost them \$7m to dispose of lots of donated rubbish. I thought it was outrageous but I'm telling you as clearly as I remember. I was just appalled to think people send so much rubbish. We saw quite a lot but I was just horrified at that thought. So -

ANNE-LOUISE: Do you have any thoughts on how you could address this issue of donated goods? What changes do you think are necessary to make it more appropriate given your experience? Have you got any thoughts about that?

ROBYN think it needs to be –well I don't know how a lot of this happened, I honestly don't. I don't know how it got to us and I have no doubt that people feel something towards giving. I mean I also know it makes people feel better to give stuff rather than let the hip pocket hurt but at the same time I'm very personally saying that if it doesn't hurt a little bit it's not really much of a giving. Do you understand what I'm saying?

ANNE-LOUISE: Yes.

ROBYN: Like to give my rubbish is not really giving. Yeah, anyway finish there for that.

So what we do at the op shop is we ask people first of all are they useable and are they clean? I had a lady yesterday who wanted to donate a whole heap of cushions. We don't know where the cushions have been and who's been sitting on them and dogs and whatever and whatever so I said no. There's other things that I ask people could I have a look before they bring them in and I've said to them "you can put that at the tip, there's a shop there and – well our local tip and people can pay a dollar or two to pick things up". I suppose I'm quite radical about that and the other members of the team, we've gradually all come to a place where if we believe that it's not up to standard then we just plain don't accept it.

So part of -

ANNE-LOUISE: Has your experience from the fires enhanced that perception?

ROBYN: Yes, definitely and don't forget to go back, I'm sticking my finger up here trying to remember to go back and answer you something else. First let me answer that, what I was thinking of before. In a situation like this I think it's very, very important to consult with the community to find out what do people need, not just everybody send their rubbish and then Mallacoota can get rid of it. Where do we get rid of it? Where do we get rid of it? Like we are still sorting stuff, it's now November. We are still, we have stuff in boxes over in that hall in a storeroom. We couldn't store everything at the op shop, we have a whole storeroom over there that we're just very slowly climbing through and just last week I spoke to [REDACTED] about it. She's the [REDACTED] here who -

ANNE-LOUISE: Yes, I know [REDACTED]

ROBYN: Yes, good, well have you talked to her about donations?

ANNE-LOUISE: She has been involved in a focus group that we ran. She talked about a lot of things, not necessarily donations but I think in her submissions she may have mentioned some of that, though.

ROBYN: Yes and the other one's [REDACTED] have you spoken with [REDACTED]

ANNE-LOUISE: No but I recall [REDACTED] did submissions in phase 1 as well. I'd be very happy to chat with him if he's one of those people.

ROBYN: [REDACTED]

[REDACTED] She's a fabulous friend, I mean she's [REDACTED], I'm [REDACTED] and we're really good friends but they did a lot of this stuff, facilitating in and around the hall in the very immediate of the fires. So they have a much better idea of on-the-ground – we spent the first couple of days trying to put the fires out around us and I had [REDACTED] so I was concentrating on our immediate vicinity for the first couple of days apart from going down to the hall and the op shop and blah, blah.

Anyway yeah so in answer to the question consulting with the community is very, very important. So because that didn't happen about the donations, and I don't know how to do that, honestly, I wouldn't know however there are people – I don't know how from the other end you do that but up here there would have been a very adequate representation saying “we basically need this, this and this, a few cooking pots. When houses go down it's everything”, you know that and not rubbish, that's the other thing. These lightweight aluminium pans that went out with the '60s, all that sort of stuff come, burnt things, things with no handle.

ANNE-LOUISE: Really?

ROBYN: Yes. I mean frying pans if I was desperate I might use but I have some in the op shop now and I'm thinking what am I supposed to do with it? It has to be landfill. We don't even have a metal collection here, we don't have a glass pickup so things that are inappropriate and then the Shire want to charge us to take things to the tip.

ANNE-LOUISE: I was about to say what happened to your seven skips?

ROBYN: I don't know who was responsible for those but [REDACTED] would be able to tell you. I mean totally aside from that in the last couple of years the Shire wanted for us to pay to take our green waste to the tip. We're in this massive national park that they all want to keep in pristine condition and here we are living amongst – yes, I chose to live here but they were trying to charge us to take our stuff to the tip. Well it didn't happen and it won't happen according to the people but that's the crazy part of things, it's just keep your place safe, clean it up and then we'll charge you to take your stuff to the tip. It's just ridiculous. Anyway.

ANNE-LOUISE: You should come to Macedon Ranges, it's free here.

ROBYN: Well it's free here now.

ANNE-LOUISE: Robyn, one other thing, you mentioned this at some point, you were saying about tourists so were locals and tourists both accessing the donated goods?

ROBYN: Yes, those that stayed. There were tourists that stayed. There were I think around 5,000 people in town at the time. I can remember asking at a meeting, an evening, about 4:00 meeting one afternoon probably at the end of the first week how many folk were in town and he said about 1,000. Now locals that was not. The ADF were here, police had two lots of people here, we had 25 trucks here, we had all those other guys so as far as town folk I would have imagined we had only 500 people left and not all town folk but tourists and town folk. Some tourists didn't leave but mostly everybody did.

So the camp park people, the camp park was basically closed down because we didn't have electricity and water and stuff like that was on. We had a bit of a – what do you call it? Not a scare but don't drink the water out of the tap for a couple of days.

ANNE-LOUISE: Boiled water notice.

ROBYN: Yeah, that was fine. I think that was just a cautionary thing and that was put back on or we were allowed to do that – was only two days, I think. So yes, there were definitely tourists in town, there were people still staying in flats. I'm not sure there were too many in the camp park but there were definitely people in flats and that sort of thing. But yes, I mean even when it's not fire season we do very well at the op shop with donations out of the camp park. "I didn't bring enough warm clothes" or "my dog needs an extra blanket" or "I haven't got a glass" or "we broke our mugs and we're right thereby the camp park" so it's really lovely and some people, they're like family, they come back year after year after year.

ANNE-LOUISE: Did you have other people volunteer to help you in the op shop?

ROBYN: Yes, we had people from the camp park say or people who were visitors saying if you need a hand which was excellent because they helped us with sorting and they helped us with cheerfulness and also we had chaplains for the church and the youth and they were coming around and they'd sit with us and people coming in with needs, local people who lost everything who were here. The chaplains would spend time – we had coffee and tea and comfy chairs and a couple of chairs out under the trees and sit in the shade and chatter. We just tried to make it as easy as possible.

ANNE-LOUISE: Were there other organisations apart from Red Cross that you were working with in this donation space?

ROBYN: Within a very short time Red Cross was one of the first, St Vincent's were here, Salvos were here. I don't know whether they were referring anybody to us, I couldn't say that. They were doing a fabulous job, all of those guys, they were just excellent. There was -

ANNE-LOUISE: What were they doing?

ROBYN: As far as I know Red Cross had a – I think it was them – had a food voucher thing like 60 bucks at the supermarket or something like that. I think that was Red Cross. I can't

remember the difference. Everybody had a different area like I mean each group, each agency had a different area they were concentrating on.

ANNE-LOUISE: But they weren't necessarily doubling up like they weren't managing clothing donations, that was all -

ROBYN: No. They were doing money. Was it Salvos or St Vincent's, I'm not sure, they would ask things like what did you lose? I went up there like we lost our shed and a whole heap of tools. My husband is a carpenter and builder and 50 years of tools, a fence, we lost two fences and I just kept saying that's nothing, I'm not worried about any of that because we had the shed insured. But I went up on behalf of an elderly person who had had to evacuate and come back, flown back in and that was all very messy and she had to get a private – no, that's not true, not a private flight. She'd had to pay for a commercial flight to Merimbula, get somebody to drive up there and pick her up, bring her home. She'd had to hire a walker and a blah, blah, blah.

So I went up to see if I – it had cost her over \$2,000 so I went up to see if I could find some sort of help towards her stuff, she's 92. I just had to get – what do you call it? Power of attorney to ask, yeah, she had to write me a letter to say I was going up on her behalf and – she can't walk very far. So blah, blah, blah, that's what we did. Then the lady said to me “well how did you do?” and I said “look, I'm fine, we just lost our shed and a couple of fences”, “no but you're eligible”, blah, blah, blah. So suddenly I find myself I'm on a list and they say “what are your bank details?” and they put some money in our bank. I mean they were doing that according to what our losses were. So I can't say whether it was Salvos or St Vincent's.

Also the Shire, everybody that was here, when you put your name down they gave each person with their loss \$600 straight off. So my personal impression is it was very impressive. The quality of care from the agencies who actually came here, the speed with which they came and the generosity on the whole I thought was excellent.

ANNE-LOUISE: That's great to hear. Respectful and compassionate for people?

ROBYN: Yes. There were of course people double-dipping and I don't know how you do that but I was hearing from – who was it? One agency. There was a gentleman who came here and I walked in on behalf of this other older woman who I was telling you about and he said “oh there's eight people here doing [unclear] coming in and [unclear] and I thought you're the wrong person to have here. We all know people who do that but to rabbit on like that at me who went in on behalf of somebody else, “you definitely got out of bed the wrong side this morning, Mister”. I said to him “you know that, you know that, why would you be cross about it? You know it's the same with any part of our social services”. I mean I felt like saying to him “go and live in Africa because there's nothing. If this happened in Africa everybody would be even more destitute than to start with”.

ANNE-LOUISE: I was just seeing something that one of the team had written down – in the early days in the relief centre who was running it? Was there an agency, the council running the relief centre?

ROBYN: It started out to be just [REDACTED] and then gradually people could arrive like it was the ship bringing people in, it was the aircraft like the Shire sent somebody up, a young woman who grew up here so that was really lovely to see. As the agencies came in there were some fairly familiar faces amongst quite a few of those so [REDACTED] was taking care of all the – he’s one of our local treasures – he was taking care of the sound system and making sure that things were in an appropriate place and all that sort of thing. You’d have to ask him, he’s one of those kind of people, rather eccentric and very gorgeous, very, very appreciated, put up with a lot of abuse because he’s a greenie. Oh my goodness, some of the things people said about him to his face, on his Facebook page. Yeah, it was just outrageous.

ANNE-LOUISE: I’m pretty sure [REDACTED] wrote about his role in the submissions in phase 1, I remember it was very interesting.

ROBYN: Yes. Well he’s just that bloke, he lost his house. He lives [REDACTED] and he lost his house like there’s one more neighbour and the [REDACTED] and so I see him very often and regularly and yeah, they lost two houses out of the three in his family. Yeah, he bought a tiny house and he’s planted it over there on his block and he’s slowly getting his stuff back in order. Yes, I would say it was him. What first happened was we didn’t have a designated safe place, I think I wrote this in mine, I’m not sure -

ANNE-LOUISE: Yes, you did.

ROBYN: The hall wasn’t even on there and we have a cinema and the cinema man was told everybody was coming here. I don’t know how that was set up. Oh and he just played this rock’n’roll music. I went up to him and I said “do you realise that everybody’s grieving, we don’t need to hear” – we have elderly people, babies, dogs, the place was packed. People were trying to sleep and be kind to each other and he was playing this revolting music. It was just so loud – at 6:00 in the morning. Anyway he did well eventually, he played movies for the kids so that they were really preoccupied while the firestorm went over. I don’t know who – I think the movie man just got the message there was not going to be any more movies and I don’t know how he got out, I would imagine he had to evacuate.

ANNE-LOUISE: Was it clear to everybody that the hall was the place then to go to for the relief centre?

ROBYN: Yes, it was.

ANNE-LOUISE: People were being told that’s the place?

ROBYN: Well I don’t know whether they were told but you couldn’t miss it because the people that – what’s the word? Left, who didn’t stay to fight their houses were either at the wharf and the hall is visible from the wharf and the wharf is visible from the hall and the other crew went down on the big beach. Well the hall was – and the church and all the – that’s where the soccer oval – the oval is, a huge thing. The camp park, it’s all there together so you can’t really miss it.

ANNE-LOUISE: So it was quite clear to people.

ROBYN: Yes and we kept saying to each other “oh there's a really good meeting this afternoon”. Some people didn't go at first but there were notices all over town saying there was a meeting. I did hear a few people gripe about a few things and I said to them “well it sounds to me like you haven't been at the meetings at 4:00” and there were people who just didn't go. But I don't have much patience when it comes to whinging when they haven't been turning up to the meetings to find out what's going on.

ANNE-LOUISE: People knew that these meetings were happening, they were being advertised or through word of mouth or -

ROBYN: Yes. No, there was plenty – do you know the amazing thing is as well, the radio, our local 3MGB, went right the way through the fire. You've probably heard that. It was my husband's task to keep the fuel going for the generator, to keep the fuel up for the generator of the radio and she sat at the radio for 36 hours, I think. She had a couple of hours' sleep when somebody took over but the other guy who was going to take over couldn't get here because of the smoke and the plane couldn't arrive and blah, blah, blah. It was just what it was, you do the best with what you've got, where you are and when it's all happening.

ANNE-LOUISE: Is there anything you wanted to talk about donations or anything else you haven't told me about that you think's important?

ROBYN: No, I think my most important thing is that when donations are being offered there should be a wide range of representative of community in order to understand what the immediate needs are. I think there should be restraint somewhere somehow for the junk or the sifting of that because of the lack. In a remote place like this we don't have the facility to get rid of the unwanted and I mean it was a massive thing for Grocon to do their stuff. We believed them but we don't know whether it actually happened what they said was going to happen but getting their trucks in and out was massive. But as I say we don't have any facility for getting rid of metal, we don't have any facility for getting rid of glass.

We don't have any facility for recycling clothing and cans and I mean we were- the water in bottles, we had water bottles and masks laying 'round for months and still it's an issue, washing up in the lake and birds with masks and now COVID. So birds with masks, candles hooked around their necks and things like that. It's the conservation I think that's super-important for the wellbeing of those who are stuck. It was ages before even the food supply thing was levelled out and we had a dreadful issue here with one of the supermarkets. They both put their orders in, their orders were being flown from Sale on military and one guy, one of the supermarkets, it wasn't well labelled and one of the supermarkets got much more than what he ordered. That left the other guy, half of his order with the other supermarket so this guy on this side had nothing, almost nothing until the next one which was two weeks away.

[REDACTED]. That was just one of those simple errors where somebody in Sale thought there was only one supermarket so he put the one's name on all the stuff that he knew and just because everything was named for that other supermarket that's what happened. All of it went there and the other guy, it happened while he was getting his second load. He got his one load, he came in and in the meantime while he was unloading here in time to go back with the other one the other guy [REDACTED] Can you believe it?

ANNE-LOUISE: Goodness. Yeah, we hadn't heard that.

[REDACTED]

ANNE-LOUISE: Yeah, very difficult situation, isn't it?

ROBYN: It is.

ANNE-LOUISE: Yeah look, I think, Robyn, your points about your community not having the facilities to manage the unwanted is so important and I imagine that it's just not considered at all, that end point when there are those inappropriate, unsafe whatever it might be, damaged goods, what happens to them all and I think that's an aspect that really needs to be addressed so thank you very much for raising those issues. You've put them very eloquently and I thoroughly enjoyed listening to your experiences and you've got many good points to raise so thank you very much.

If there's nothing else I will as I said send you the copy of the transcript. I'll also chat in between with the team and find out whether we consider it as a submission as well as the evidence, we may do both, I'll let you know. If you think that there were anybody else. I'm not sure whether -

ROBYN: Definitely [REDACTED] if you haven't spoken to them specifically about donation, I think it's very valuable. [REDACTED]

ANNE-LOUISE: I have [REDACTED] details. I don't believe I have [REDACTED] details.

ROBYN: [REDACTED] Do you need his phone number?

ANNE-LOUISE: Will you be seeing him or anything, Robyn?

ROBYN: I can see him, yes.

ANNE-LOUISE: Because I probably should get consent, would you mind asking him if you are able to pass his phone number on to me for me to give him a call about the donations?

ROBYN: Alright, yeah, I'll do that -

ANNE-LOUISE: Or you can give him my phone number or email address, either way but just from a privacy point of view so he doesn't think I'm seeking about without his permission. But it would be very interesting, particularly around his involvement in the relief centre and also donations. That would be great and either pass on my details or get his permission for you to give me his phone number would be terrific.

ROBYN: Within a couple of days that'll happen.

ANNE-LOUISE: Oh that's fine, no hurry, whenever. Not a big hurry. Alright well listen, thank you very much. Again I greatly appreciate it and enjoy the nice sunny day up that way and I'll look forward to perhaps speaking with you another time.

ROBYN: Okay, thanks heaps.

ANNE-LOUISE: Thanks, Robyn, okay, bye then.

ROBYN: Have a great day, bye.

Details are:

Submission to be published - yes

Submission to be named - yes, Robyn Hunziker

Were you in an area where the fires occurred - yes

Were you involved in responding to the fires - no

Do you continue to be involved in supporting individuals or community members -
yes

LGA - East Gippsland Shire Council

Postcode/Town - 3892, Mallacoota

Age group -

Gender - woman

Keep up to date - yes - email -