



Fw: Morwell Mine Fire Submission

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13/05/2014 10:39 AM

Submission.

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Hazelwood Inquiry info/DPC@DTF
12/05/2014 03:01 PM

To Hazelwood Inquiry
info/DPC@DTF
cc
bcc
Subject Morwell Mine Fire Submission

Title: Mrs

First Name: Kylie

Surname: Stockdale

Email address: [REDACTED]

Home or office phone: [REDACTED]

Mobile: [REDACTED]

Content of submission (you can choose multiple): Response to fire by Public Health Officials, Response to fire by Other Government Agencies

Please select one of the following options: I acknowledge that my submission will be treated as a public document and may be published, quoted or summarised by the Inquiry.

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Submission.docx

12 May 2014

Submission to Hazelwood Mine Fire Inquiry

Regarding response from Government Agencies.

I evacuated from Morwell with my 3 children and my Mother on Feb 22 prior to the relocation grants being announced. We travelled to Perth as that was our closest family available with suitable accommodation. My husband stayed in Morwell to look after our pets.

While in Perth, the relocation grants were announced, \$500 per household for residents not in Morwell South if you have a Health Care Card.

Department of Health then announced on Facebook that anyone was able to apply for the grants, you did not need a health care card, only to prove financial hardship.

I called DHS from Perth who knew nothing of this announcement and promised to call me back within 48 hours. They also could not tell me whether my 7 year old Health care card made us eligible. They did not call back until over a week later.

Department of Health confirmed again on Facebook that this grant was available and encouraged people to apply.

Based on this and clarification from DoH, my husband arranged an appointment with DHS at the office set up in George Street where he was rejected for the payment.

The matter was escalated through Department of Health management and a Manager from DHS was able to approve the claim.

My concerns are:

- There was a breakdown in communication between Department of Health and Department of Human Services. Each organisation was giving out different advice, and DHS employees on the phone were not aware of information provided by DoH.
- Phone calls were not returned in a timely manner. By the time DHA returned my initial call it has been escalated and resolved. 48 hour call back time quoted was not adhered to.
- For anyone who had already left Morwell, there was no availability to apply for the grants apart from in person.
- The office set up to deal with the grant applications was in the Morwell South area, which was subject to a relocation order.
- The CFA bus was also located in the Morwell South area in George Street. In order to seek information, you had to travel into the worst affected area. The CFA were incredibly helpful, but the location was not very well thought out.
- There was no advice or assistance on what to do with pets
- Dr Rosemary Lester kept advising they were seeking further advice about the health effects, but the advice never materialised.
- I believe that all Morwell residents should have been supported to evacuate, not a relocation or part of the town.