

Submission Number: NND.001.01126

Submission Of: Robyn Caldwell

Your Details

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Preferred means of contact: Email

What is your submission based on? I am making this submission based on my personal situation

What was your personal situation in relation to the 2019-20 Bushfires?

Where do you live? Towing Shire . Walwa. 3709

Your Submission

In your experience, what areas of the bushfire emergency response worked well?

WE had amazing support from the local CFA and Delwp task force crews, that manage to protect our accommodation property and home. At least 4 spot fire were put out that were endangering our cottages, and the fire to the top of of mountain was controlled.

We received endless calls through the Emergency Apt's.

Unfortunately the Fire Apt's lagged badly.

In your experience, what areas of the bushfire emergency response didn't work well?

My biggest concerns arose when evacuating our guests and the lack of cross border information for guest to leave the region by. We were unable to find out through the police if the JIngellic / HOLbrook road was open.(Remained open for the next three days until the fires crossed aT Lankeys Creek)

Most of our guest had been evacuated by 3.30 pm but we had 14 persons in our Function Centre. A police officer from out of the district arrived at around 5pm and his instructions were to direct everyone to depart to Corryong even though the fire was heading that way.

He did try at my insistence contact Wodonga police. Who said they were Victorian and did not have any information regarding the roads safe to travel cross border. To the Hume Highway.

The guests that did go to Corryong where caught up in the fires but are all safe.

OUr family evacuated our home and Buisness for the first time at 9.30 pm of The 30th of December 2019 and travel safely through to HOLbrook and then onto Wagga Wagga . MY Husband. Returned twice more and. Evacuated when conditions became threatening and on advise of Delwp or CFA evacuated another two times in the next week.

We where with out and communication and power for Two weeks. And all the service Delwp, Essential engery and Telstra did an amazing job to return services to us.

When living on the border there must be better communications with all emergency personnel on both sides of the River. Our lives can depend on It.

Thank you for taking the time to read this submission.

With regards

Robyn Caldwell



In your experience, what needs to change to improve arrangements for preparation, mitigation, response and recovery coordination for national natural disaster arrangements in Australia?

Communication Between the States. Especially on the border areas.

Is there anything else you would like to tell the Royal Commission?

Thank you.

Do you agree to your submission being published? Yes I agree to my submission being published in my name