

## **Climate Health WA Inquiry**

## Inquiry into the impacts of climate change on health in Western Australia

Hearing Lead: Dr Sarah Joyce

## Witnesses:

Mr Duncan ORD OAM
Director General, Department of Local Government, Sport and
Cultural Industries

Ms Yvette Peterson Manager, Policy and Engagement, Department of Local Government, Sport and Cultural Industries

Ms Jodie Holbrook Director, Local Government Policy & Engagement, Department of Local Government, Sport and Cultural Industries

Thursday, 14 November 2019, 1.00 pm

## **HEARING COMMENCED**

Mr Ord, DR JOYCE: Ms Peterson, Ms Holbrook, 5 thank you for coming today. I'd like to thank you for your interest in the Inquiry and for your appearance at today's hearing. The purpose of this hearing is to assist Professor Tarun Weeramanthri in gathering evidence for the Climate Health WA Inquiry into the impacts of climate change on health in Western Australia. My name is Dr Sarah Joyce and I'm the Project Director for the Inquiry. To my right is Dr Revle Bangor-Jones, who's the Public 10 Health Advisor for the Inquiry. I have been instructed by Professor Weeramanthri under section 230 of the Public Health Act 2016 to conduct today's hearing. Please be aware that the use of mobile phones and other recording devices is not permitted in this room, and if you could please make sure that your phone is on silent or switched off. 15

This hearing is a formal procedure convened under section 231 of the *Public Health Act 2016*. While you are not being asked to give your evidence under oath or affirmation, it is important that you understand there are penalties under the Act for knowingly providing a response or information that is false or misleading. This is a public hearing and a transcript of your evidence will be made for the public record. If you wish to make a confidential statement during today's proceedings, you should request that that part of your evidence is taken in private. You have previously been provided with the Inquiry's terms of reference and information on giving evidence to the Inquiry. Before we begin, do you have any questions about today's hearing?

MR ORD: No, thank you, Chair.

30 MS PETERSON: No, Yvette.

MS HOLBROOK: No, Jodie.

DR JOYCE: Thank you. For the transcript, could I ask each of you to state your name and the capacity in which you are here today, and could I also ask that throughout the hearing you briefly state your name prior to speaking for the audio transcript?

MR ORD: So Mr Duncan Ord, I'm the Director General of the Department of Local Government, Sport and Cultural Industries.

MS HOLBROOK: Jodie Holbrook, I am the Director of Local Government Policy and Engagement at the Department of Local Government, Sport and Cultural Industries.

MS PETERSON: Yvette Peterson, Manager of Policy and Engagement at the Department of Local Government, Sport and Cultural Industries.

DR JOYCE: Thank you. Mr Ord, would you like to make a brief opening statement?

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MR ORD: Thank you, Chair. Duncan Ord. appreciate the opportunity to appear before you today. The terms of reference for the Inquiry, I believe, is a quite significant moment for us. We are in the process of reviewing the Local Government Act. It's the first time it's been reviewed since 1995. And we are very aware that there's considerable community interest in the role of local government, and the role in which local government plays in the well-being of our community. Because local government is given a significant autonomy under our Act, the role they play in planning at a local level, the delivery of emergency services, for engaging their local communities as action groups is quite significant to the agenda in which you are considering evidence. Local government also, of course, provides environmental health and other support services. So I do believe that it's very useful for us to be engaged with the Inquiry now and in the future, so thank vou.

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DR JOYCE: Thank you very much. Firstly, I would like to thank your organisation for your submission to the Inquiry. It's greatly appreciated. In it, you mention the State Local Government Partnership Agreement. Could you describe to me what this agreement is, how it came about, and whether it could be broadened to include climate change with potential links into the State Climate Policy?

MR ORD: Duncan Ord. I'll make an initial statement then I will pass to Ms Holbrook for further outlining of some of the activities under the partnership agreement. The Local Government Partnership Agreement was established under a previous Labor government and lapsed under the last government. It was reinstated with the election of the McGowan Government as an election commitment. It was to create a forum in which significant leaders, including the Premier, who Chairs it, Senior ministers, including the Treasurer, Planning Minister, Minister for Local Government, could meet with WALGA and LGPro to discuss matters of strategic interest between the two tiers of government.

The Partnership Agreement has focused particularly on the fact that local government becomes respondent to a whole range of state legislation. And one of the concerns previously raised by local government was that state governments would undertake legislative change and reform without consultation, or without understanding the impact it might have on delivery of local government services. And equally, that local government, through its planning and engagement with the community, would like to bring ideas to the State government around matters of concern and have a forum for those to be debated and discussed, leading to opportunity for government to include it in their broader agenda. So in the initial period of time, since the partnership's been in effect in this government, the focus has been particularly on the reform agenda for a *Local Government Act* itself. And we are now moving with the potential of looking at other matters including waste, climate change, general procurement and potential of a new Local Government Act for a second term of government. I'd now like to pass onto Ms Holbrook.

DR JOYCE: Thank you.

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MS HOLBROOK: Thank you. Through the Chair, I think picking up on Mr Ord's point, the key focus for the partnership agreement is really around that engagement and consultation process, and that is effective and efficient. A lot of the work that we have done to this date has been building relationships. So as Mr Ord intimated, it fell over in the last government, so there's been a lot of repairing of relationships and working out what the actual agenda is for local government. So to date, there's been four meetings, and as Mr Ord said, it has focused, really, on the key issues for local government, so the procurement. But it's also picking up things where State government is developing a new State Climate Policy, and within that, we're looking at how we can connect the partnership agreement as a mechanism to developing a climate change agreement with local governments.

So at the moment, the State Climate Policy has been out for consultation. The intention is that, through that process, we will then develop a separate agreement with local government. How that looks and what underpins that is still to be determined. One of the other things that we're doing under the partnership agreement is we've agreed that there needs to be a shared roadmap of what are the key issues going forward. So if we're taking a five or 10-year horizon, what do we need to pick up and how do we actually work together on that? And then if we pick up on things like the service priority review, one of the key outcomes in there is being adaptive, being citizen-centric. So we're looking at how we bring the community to the conversations as well. So it's not enough to be state and local government, it's also about how we engage with our community as well. So in order to do that well, part of the work that we're doing is a - I'm going to call it map and gap of what's in current community strategic plans, and then that can feed up. And what it will demonstrate is where focus on climate is, or where it isn't, and then we'll be able to disseminate that across government as well.

DR JOYCE: Thank you, that's very helpful. I understand the Department of Local Government, Sport and Cultural Industries administers a number of Acts and regulations. Do any of the current planning laws, schemes or policies directly reference climate change, or if not, are projected climate trends considered indirectly in any way?

MR ORD: So Duncan Ord, I'll give an initial response and again pass over to Jodie for more detail. Under the *Local Government Act*, there is an integrated planning and reporting model, which requires councils to develop 10-year strategic plans, and underneath a four-year operational plan. It also, of course, links across to the Planning Act itself, which has a whole range of policies and programs which are increasingly

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<sup>&</sup>lt;sup>1</sup> The State Local Government Partnership Agreement and the communiques are available on the DLGSC website at: https://www.dlgsc.wa.gov.au/local-government/strengthening-local-government/state-local-partnership-agreement.

taking into account matters that would mitigate against the impacts of climate change, whether that's planning for impacts on coastal erosion or, you know, of course, there's been a considerable amount of work undertaken to look at the concerns around bushfires and our other strategies there. Even the urban canopy is becoming ever more important in trying to reduce urban heat concentrations and so on.

And so these have to be implemented, partly through local planning laws and schemes. But the councils that have to prepare for the delivery of these services, they need to anticipate change over quite a long period of time, to build in their responses and to bring the community along with them around the changing nature of the communities they're in. So the integrated planning reporting model picks up – and we are noticing that, given this has developed in consultation with the community, increasingly community are expecting responses to climate change within their local government's planning policies and frameworks. We've also, of course, got good cooperation with WALGA as a peak body, and we have been successful in State agencies and local governments, seeking funding support from Federal government and other sources to do more modelling around current future impact. But if I could pass onto Ms Holbrook for further outlining of that response.

MS HOLBROOK: Thank you. Jodie Holbrook. So in terms of the integrated planning and reporting, one of the things we're looking at under the review of the *Local Government Act* is how effective it is as a framework. The IPR was introduced in 2010-2012, and it was in response to strengthening capacity, critical gaps and guidance. And what we found is, over the last seven years, we've been very focused on implementing that as a framework with local government, but what we need to turn our attention to is actually what's in those plans now more. So actually picking out where we can see alignment with other State strategies.

So, for example, and we'll talk about it further today, that the *Emergency* Management Act of 2005 is a very good example to put against. So you have your Planning Act – and, of course, Mr Ord talked about the reform of the Planning Act. We also have the reform of the Local Government Act. But we also have the Emergency Management Act which, when it was introduced, was quite an enabling piece of legislation, but it's been very compliance-focused, I would say, for the last few years. I think that's a reasonable thing to say. What we need to do is-when we're looking at the integrated planning and reporting—we need to have visibility for State agencies and for local governments to see key plans that are statutory requirements. So, for example, [under] the Public Health Act, local governments have to develop—in a few years, when it's introduced under the local health plans—they have an opportunity in that to embed that in strategic community plans. We've got other ones, disability access and inclusion plans, we have emergency management plans, and we will have shortly.... And we do have waste plans as well.

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So what we're trying to do is, under the IPR, trying to find a way... create a lens so it's a one stop shop. So you come, you can see all these plans that are actually articulated in the one spot. The other thing I will... and I will refer it to Yvette – is talking more about our NDRP and also some of the other programs that the Department runs, more broadly. We are talking local government and, of course, the *Local Government Act*, but the Department offers a lot of other services to local government, but through our different business portfolios.

- 10 MS PETERSON: Yes, Yvette. Generally, Sport and Recreation in 2005 was looking at the sustainability of the actual industry going forward. So in that came up climate change, because the actual... although the evidence was out there, it was actually impacting the local communities, particularly regionally, back then. So since that time, some strategies have been put in place. It sort of was a long time ago, it's sort of 15 been on hold for a little bit, that there was a lot of engagement directly with the community, and there was a framework brought out, just so that the industry could survive, particularly in the eastern states. There were grounds disappearing because there was no water to put on ground, and a lot of people just saw that as a, you know, selfishly a sport and rec thing, but it wasn't. It's 20 the fabric of the community that gets impacted, particularly in regional areas. That's where they meet, that's where they feel the impact the most.
- So since then, there's a lot of climate through our policy, our grants funding, particularly in our infrastructure, there is policy and guidance in all of the 25 grants that we give. And we also work with the local governments, as also the sporting and recreation bodies, on making infrastructure more sustainable going forward, particularly in the regional areas. They do need to find other solutions that are not necessarily readily available in the metro area. And 30 we've come up with an environmental sustainability pack that also looks at all of the different elements of climate change and how, right down to the local sporting club, they can actually integrate it in and think about how they may need to change going forward, particularly with things like heat, or surfaces. They've already been in this space. They're having to continuously test new 35 ideas and new things going forward, particularly the water area. I know a lot of recycling was tested in a lot of the regional areas that wasn't permitted in metro, but now that has changed. So a lot of the early piloting and testing would have been done previously through using sport and recreation as a lens.
- DR JOYCE: Thank you. So is the environmental sustainability pack is that considered a tool for local governments and sporting organisations to use? Does that still sit under the climate framework that you mentioned the Department of Sport and Rec did previously?
- MS PETERSON: Yes. It was more directed at the actual sports organisations themselves.

DR	JOYCE:	Okay.

MS PETERSON: So it's using the initial climate plan. It's updated it a bit to cover a bit more, but we do need to modernise it. It is old, so we'll be looking at that as well.

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DR JOYCE: Okay, wonderful, thank you. Okay. You described in your written submission, the Resilient Councils Program which is funded by the Commonwealth National Disaster Resilience Program. Could you explain what this program is, why it's important and what the objectives or outcomes that you're expecting to see from that?

MR ORD: Thank you. I'll refer the question to Yvette, thank you.

MS PETERSON:

Yvette. Generally, we were looking for some evidence to support our decision-making, brought up through the IPR framework, or integrated planning reporting framework. We didn't actually know what was out there in local government. The actual study will be going out and looking at metro, regional examples, and seeing how far they have actually intertwined climate change into their planning, and also into what... it might just be in their planning, but how does that go through, and what are you actually doing on the ground? So it was something that we've worked with WALGA, Fire and Emergency, and National Disaster Resilience Scheme as a first pilot to tell us: where are we sitting, what are we doing, and what is the current environment?

Because some local governments are way ahead and some are way behind. So I think the idea is to look at modelling going forward, and helping and putting programs in place to help those local governments to actually make their areas more climate resilient, or adaptive to climate change as well. Because a lot of them are already there, but there's others that will need to be there as well. So that's why we would like it, because it provides evidence with local government, but also back to State.

DR JOYCE: Thank you. And do you know exactly yet the methods of how that will be achieved?

MS PETERSON: The methods of the actual pilot, or - - -

40 DR JOYCE: The pilot, yes.

MS PETERSON: Of the pilot. I believe WALGA spoke to you this morning. But yes, there's a company that will be going out and sitting... they have a... it was used in Queensland, the model over in Queensland. They've come over and they'll be using the same one here in WA.

DR JOYCE: Okay.

MS PETERSON: And so it will be a collection... the first part of that, stage one, is the collecting of data to aid, coming back, giving us a bit of state of play. And then we'll be using that as a base for further research going forward.

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DR JOYCE: And so does each individual local government receive their own, or is it a state... do you get an overview of how local governments are doing across the State?

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DR JOYCE: Okay.

MS PETERSON:

--- which they look at all of the planning and reporting. So they can go onto a website and find all of the plans on local government. So there'll be a desktop, so at that higher level, but then they will be trialling and going into certain piloted areas saying, "Well, this is more of a regional, this is more of a metro". And they were actually sitting down with that local government, and apart from just using the plans, actually talking to people within that council as well, and trying to identify:

(a) what they do have, and (b), is it having an impact, and what are the best practice models that they have going forward? And if they aren't doing so well, learning from others on how they can actually get there.

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DR JOYCE: Okay.

MS PETERSON: So it's providing, down to a program

level - - -

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DR JOYCE: Yes.

MS PETERSON: --- of what we're looking at going

forward.

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DR JOYCE: Fabulous, thank you. Keeping with, I guess, the theme of local government, they do have specific legislative responsibilities around waste management, and you mentioned in the submission that data collection on the volumes of waste is available and reported by local governments, but data on the costs of waste services can be quite variable in quality, and therefore, there's no, sort of, systemic reporting of that. Do you have any advice for hospitals or health services who may want to begin collecting information around waste?

MR ORD: Duncan Ord, Director General. We're very aware that the whole creation management disposal of waste is a key strategic issue for the state, and I'll explain why we canvassed some of the reasons behind that. We understand that local government plays a key role in

in this food chain, if you like, and we're mindful that Health have particular waste requirements, and that there is an intersection between the requirements of Health to dispose appropriately with their waste, and the systems establish under the local government. We're at a very early stage of really getting out our head round exactly what waste is being created and processed by local government, and we're pleased that we established, through the integrated planning and reporting framework, a structure of transparency around reporting, which was created through the My Council website. There could be an avenue for both us receiving data, interpreting it and reporting on it.

Recognising the community change and activation is one of the key elements of improving outcomes, and letting people know what's happening, how their councils compare with each other around their strategies, and so on, we've found effective in other areas. So we've entered into a relatively recent agreement with our sister agencies around being able to provide a reporting mechanism back on data that is provided by local government to the Department of Environment on waste, with the idea that that could be extended beyond that. I will ask my colleagues to add some further comments to it. So I do believe that it would be useful to give the community a single overview of where waste is being created, whether that's through industry, through residences, through local businesses or through government institutions, rather than have multiple ways of doing it. I'm not aware that our agency has engaged with the Health Department on how that might be affected and whether we could play a useful role. But I will ask Ms Holbrook if she could make further comment, or Yvette, the fount of all knowledge on this.

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MS PETERSON: Yvette. Looking at waste at the moment, we are working with Water and Environmental Regulation and the Waste Authority to look at what data we're going to need going forward. So at the moment, we've been consulting with local government on what actually needs to go in the plans, and also what data and what information is required, because they don't want it just to be a document that just says things, it will be a reporting document as well. So the maths behind that is still under compilation, really, basically. So at this early stage... but it's something that Health could work very easily with us, as a collaboration together, to look at because, I suppose, local government has a variety of different waste, but the main thing they're trying to understand is actually what's in their waste stream at the moment. They actually get the bins and tip them out and look at, actually, what people are disposing of.

So Health are looking at their waste as well. You really need to understand what's in your waste. And I know a lot of it is recycled out at the moment. But there's different costs behind how that waste is treated further, and I know a lot of it would be incinerated as well, which is another debate, whether you should be incinerating waste as well. So this is something that we will be looking at with the Waste Authority and Water and Environmental Regulation where there is, actually, under the waste strategy, we have an action to work together on local government planning. So we're just at the early stages of that, at this

point in time. But as I said, as a government, it would be well placed to work together.

DR JOYCE: Thank you, that's very helpful. Yes, it seems to be an area that we're all grappling with in terms of how to proceed around waste management. I just wanted to ask, I guess, where you see the role of the Department of Local Government, Sport and Cultural Industries going forward around climate change and health specifically, but climate change more generally, as well. You did mention some ideas that you had in your submission around what your Department could do going forward. I wondered if you could elaborate on those for us.

MR ORD: I'll just do a high level and then I'll refer you to my two esteemed colleagues. Look, I think we are a really important agency for several, sort of, matters. One is that Western Australia has 137 local governments. The range and capacity of those is extreme, and we already know that we struggle to provide services, or the local government sector does, to all Western Australians on an equal and equitable basis. So remote communities, the outcomes of living in remote communities with limited services that we take for granted, whether that's effective waste management, essential services, municipal services, or capacity building, is where local government, if it's going to play – and I believe it will – a critical role in mitigating the impact on individual families of climate change in their communities, then they need to have the capacity to be able to do that and engage with it.

So we have already a sector that has variable capacity to do it. A number of our large local governments are, I believe, being very progressive and engaged and working effectively for their communities, and others have limited capacity to understand the risk, let alone to do much about it. So clearly, that is an issue that the Department, it has responsibility for the sector it has to take up, and look at whether mechanisms we have within our Act, like the integrated planning reporting model, is an appropriate mechanism for every local government, or whether it's working well for big ones, but we're expecting small local governments with limited capacity to plan for the future in a way which they have limited ability to do so. And therefore, we have to be cognisant. We don't want failing communities as a result of expectations being put on by government that can't be realised.

The local government, however, is a wonderful mechanism to engage communities in local community action. And on many of the challenges we face, I believe we are an ideal agency to communicate complex issues that are generated by multiple state agencies. And rather than have them all hit every local government, you end up with 20, you know, government departments trying to engage on some of these issues, that we act as a portal and a much easier conduit for these complex issues to be discussed, whether that's through partnership-type agreements with big rep bodies or down to localised responses by our Department engaging and acting, if you like, as both a representative

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local government within State government, and a conduit for information from State governments to local government.

Within our other service delivery areas, particularly sport and recreation, as Yvette said earlier, the drying of Western Australia has significantly impacted the ability to supply green spaces, sporting and recreation facilities. The initial response, of course, has been around efficiency and effectiveness and so on, because we all know.. you know, you used to walk past parks in the middle of winter with sprinklers going and things like that, none of that happens anymore, with water recycling and other mechanisms. But it is... the green spaces themselves, and recreation spaces, provide multiple mitigations against social impact, economic impact and also climatic impact. So we again believe we need to find where those innovations are, and help with our role in actually planning through community infrastructure – and were are a part funder of community infrastructure – help to bring those innovations into play through our own departmental approvals processes. But I think with that, I'll pass on to Yvette to add to that.

MS PETERSON: I suppose when a lot of the areas we cover are culture and the arts, multicultural interest, Aboriginal heritage, racing, gaming and liquor, we have library services under there, and local government and sport and recreation, we have quite a close connection with the actual community. So from a State government perspective, a lot of our key stakeholders are at that community level. And so if anything is happening in the community, we generally will hear through our networks, our stakeholders or people within the community, or within local government, what's actually going on out there in the community. So I suppose from where we sit within State government, we are looking at a lot of the data, a lot of the information that hasn't necessarily been shared through to State as well. So it's that conduit of data to aid decision-making.

We can look at a localised level, it might just be in the Pilbara or in a remote community, we have people come and speak to us about certain localities, but we can also look at the state as a whole, because we have an element of community, we have offices in regional communities as well, we have people working on the ground with those people. A lot of that information hasn't necessarily been pushed up previously. We also have found, I know, particularly for the sport and rec, but it's the same with culture in the arts, a lot of those big complex issues are very difficult for people to digest. But if you bring it through a mechanism like art or sport, it's a lot easier for people to understand, and it's a great way of community education. We've used a lot of climate change or multicultural interest, so we've had a lot of advocacy done in those big complex issues out into the community, through our facilities or through the programs, or we've had programs that we've done throughout the community, or there's been grant schemes as well, that have targeted certain things as well.

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So back in 2007, with the climate change one, there was a whole lot of workshops held, the actual science was put out there, the information was put out there. And the people were more receptive, because they could understand why it impacted them. So they could say, "Well, you know, we can't have our game in the middle of the day when it's too hot and all our kids are burning". So they looked at rescheduling. So you could bring it down to its very basic form. And because we have a lot of those interesting avenues within the actual Department itself, we will be putting, I know, through our facilities area, we'll have a lot of education programs. There's ones for waste that we're looking at. Under the State Climate Policy, we'll be looking at putting that through our policies. And any new facilities that are built. I know there's demonstration projects being looked at for the new museum for waste, so we have embraced that, and we will be trying to have those messages out into the communities for a lot of the areas we have to direct impact with.

MS HOLBROOK: If I may, Jodie Holbrook. One of the things I feel that we have – and picking up, of course, of what Yvette and Duncan talk about – is the IPR. So the planning framework is very powerful, in that it's a great tool for that citizen-centric approach. Local governments have to plan for their future and by default, they have to really understand their communities. What I think we need to do better into the future is actually tap into the data that's there and really look at what's not there, as well. That is where we need to be having the conversations around climate change. And it will bubble up. We're seeing it now, particularly in the emergency management space.

So the Local Emergency Management Arrangements, LEMAs, all local governments have to have them. There's five responsibilities under the EM Act to do that. But I think the point was made by Mr Ord about the way we are a conduit and a portal. I like to refer to it as a concierge to Government, that's what we do. And because we do that, we've had opportunities to identify where there's capability that needs greater support. So we talked a little bit about the NDRP project, but there's another project I just wanted to table as well today, which is our peer support program. So peer support program, it was a pilot back in 2012. And it was 11 local governments from the Great Southern coming to the then Department of Local Government and Communities saying, "We're really struggling with our IPR arrangements, we're small, we don't know how to do it, but we know we need to do it better".

And what they've done is they've banded together in quite a hub-and-spoke model, if I may... so Albany is the key, with Denmark, and then they support the smaller local governments. But what they're doing – and it picks up on your question around, you know, do we think the IPR is picking up and capturing all the strategic risks? We are at an individual local government level, but we haven't been necessarily at a regional level, and I think that's where the discussion needs to be. LEMAs pick it up very well, because we're talking about a district. We've provided extra funding to the Great Southern local governments, to the Southwest local governments, and also into the

Kimberley and into the Pilbara. And what we're doing is we're saying, "Look, as a peer network, work out what the tools are that you need, assess what you need, and then come back to us", and how then we can change our systems and processes to enable them to have the right tools for the IPR.

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So by doing that, we will identify where they need greater support or where they're actually doing really well, and establish... they've got a community practice and everything's happening really well. There's examples, as well, that we can bring. You know, the City of Mandurah is a fantastic example. They've actually managed to integrate everything together. So they pulled together their emergency management planning, they've pulled together their vulnerable communities, all within their strategic community plan. So they are staggered. Not all local governments did them at the same time when it was introduced, so you have variances. So at the moment, some are doing their 10-year, you know, 2019 to 2029, others are on different measures. One of the things we're wanting to do is greater consistency for the reporting. And as I mentioned before, there's five statutory plans local governments report on, we'd like some consistency around that. So hopefully, with the concierge service, we'll be able to achieve that. Thank you.

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DR JOYCE: Thank you. I think your comments, in particular on the need to put community at the centre of all the planning activity, resonates particularly strongly given the appearance we had earlier today with the State Emergency Management Committee and WA Local Government Association, had very similar messages to the Inquiry around that. So it's been a very consistent thing, thank you. Is there any further comment that you'd like to make before we close the hearing today?

MS HOLBROOK: No, the

No, thank you. Jodie.

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MR ORD: No, I think we're fine, thank you.

MS PETERSON: Nothing. Yvette.

DR JOYCE: Okay, wonderful, thank you. So thank you all for your attendance at today's hearing. A transcript of this hearing will be sent to you so that you can correct minor factual errors before it is placed on the public record. Please return the transcript within 10 working days of the date of the covering letter or email, otherwise it will be deemed to be correct. While you cannot amend your evidence, if you would like to explain particular points in more detail or present further information, you can provide this as an

points in more detail or present further information, you can provide this as an addition to your submission to the Inquiry when you return the transcript. Once again, thank you very much for your appearance today.

45 MR ORD: Thank you.

MS PETERSON: Thank you.

MS HOLBROOK: Thank you.

HEARING CONCLUDED

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