

## An introductory note for the Minister and for the Asbestos Response Taskforce in relation to the Mr Fluffy Legacy Project Report

The ACT Government in 2014, with Katy Gallagher as Chief Minister, made the courageous commitment to tackle the inherited problem of Mr Fluffy loose fill asbestos insulation in ACT homes for once and for all.

This decision was made when further evidence emerged of persisting asbestos contamination in some previously remediated homes. The basis of this decision was the unacceptable ongoing risk of mesothelioma –a fatal cancer related to asbestos exposure- despite the measures already taken.

The Asbestos Response Taskforce was formed to determine how this might be done most effectively to ensure a permanent solution.

It was recognised from the outset that the only certain solution was to identify and permanently remove all Mr Fluffy insulation, including the unknowable spread of and contamination by asbestos in an uncertain number of homes. However, the use of loose fill asbestos insulation in homes was not an asbestos problem which had previously been encountered, so there was no tested solution available to inform the Taskforce.

Consultation with experts in management of asbestos contamination was unanimous that the only sure way to get rid of all the asbestos was to demolish all affected homes and permanently dispose of all potential contamination within the homes and the land on which they stood. This was recognised from the outset as a daunting prospect.

The logistics of doing this were also untested and evolved during the earlier stages of the Loose Fill Asbestos Insulation Eradication Scheme. Not to trivialise the gravity of the situation, it had much in common with being required to build a plane and fly it at the same time.

There had to be a capacity for flexibility and re-thinking at a time those affected needed certainty.

CERG (Community and Expert Reference Group) was set up at this time to assist the Taskforce to test their proposals with this group and wherever possible within the many existing regulations. Modifications continued to be made to the plans as new evidence and information emerged.

This meant that the Taskforce, a government entity, had to mediate between those affected and those responsible for regulations, and guide a traumatised group of home owners in a direction they had never envisaged and did not want to go.

In this challenging environment, the Taskforce is to be commended for the many ways it continued to learn and modify its plans as a result of this learning. Much it has accomplished has been done in a more considered and flexible way than more generally happens in routine government interventions. Particularly noteworthy accomplishments have included:

- the evolution and maintenance of the Personal Support Team;
- the particular expectations for the demolition and land auction teams; with those involved being encouraged to recognise their intrusion into distressed communities; and
- the Taskforce's regular involving and informing of the wider communities where the homes were situated.

Also, the linking of this project to ongoing training for those tradespeople involved in building and maintaining homes in the ACT means that they are now well informed about recognition and management when asbestos is discovered in a building.

However importantly, as in all natural and man-made environmental disasters, the powerless people affected by the calamity are not in a position to comprehend the complexities of the ongoing decision-making processes. Consequently, all the inevitable frustration and dissatisfaction with their distressing and uncertain circumstances tend to be focused on the agency they are forced to deal with, with no ready means of knowing the underlying source of their particular woes at that time. The bearer of bad news is so often held to be accountable for the intolerable situation.

Most affected homeowners did not participate in the consultation process and many of these told us they preferred to put it all behind them and move on in their lives. In all similar situations, people are more likely to respond when they have unresolved issues, but their experiences are still very relevant, even if raw in their expression.

However, with Mr Fluffy, the uncertain threat of future health disaster in the form of mesothelioma remains a threat and cannot be ignored. I believe it is imperative that we ensure, as stated in the consultation report, that the ANU Public Health Survey related to exposure to asbestos in these homes is continued into the future, when the consequences will emerge. It is a unique opportunity to contribute to our general knowledge of this terrible disease as well as recognising those locally affected.

Similarly, the medical profession, and GPs in particular, must have ongoing opportunities to keep learning about the best ways of monitoring all those involved who come for advice so that they are appropriately supported and get relevant assessment, and avoid unnecessary and potentially harmful investigations.

The overwhelming message from the people who generously gave their time to be involved in the legacy project consultation is *there should never be another Mr Fluffy*. Hence, recommendation one addresses how the ACT Government and community can learn lessons from the Mr Fluffy experience.

Other recommendation themes include:

- tracking health impacts;
- supporting families;
- recording the stories;
- establishing a place of reflection; and
- education.

Remembering this experience as a community may seem less relevant to some at this time, when the eradication scheme is still in progress. But if we do not begin to implement what we have learned at this time, the whole saga will become buried as we get immersed in more immediate everyday issues and this major and formative event in the development of Canberra will be misremembered and undervalued to the detriment of this very special city.

On behalf of my fellow CERG members I commend this report to you.

We request you budget appropriate funds in the 2020-21 and future ACT budgets to implement the recommendations with appropriate urgency, respect and focus.

We collectively offer our support to assist you in this task.

A handwritten signature in black ink, appearing to read 'Sue Packer', written in a cursive style.

Dr Sue Packer AM

2019 Senior Australian of the Year

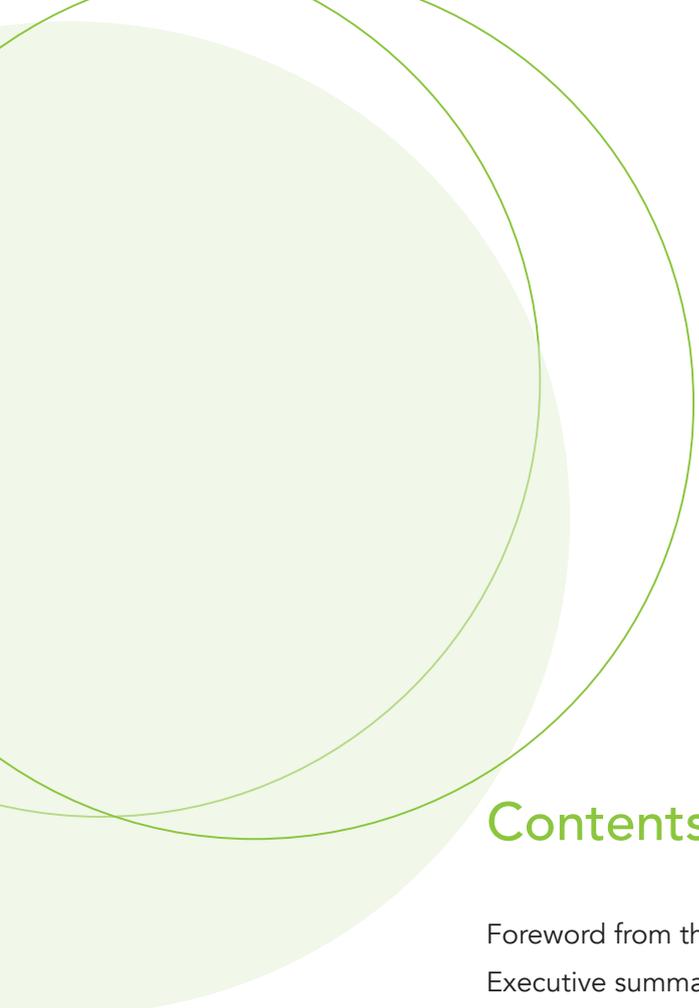
Chair of CERG

# Mr Fluffy Legacy Project

## Consultation Outcomes Report and Recommendations







## Contents

Foreword from the Community and Expert Reference Group	4
Executive summary	5
About the Mr Fluffy Legacy Project	7
Approach to Engagement	8
<b>Engagement themes</b>	9
Theme 1: Understanding the meaning of ‘home’	
Theme 2: What is a legacy?	
Theme 3: What sorts of legacies could be included?	
<b>What we heard</b>	11
The meaning of home	
What are the legacies of Mr Fluffy?	
How should the legacies of Mr Fluffy be acknowledged	
<b>Recommendations</b>	23
1. Learning lessons	
2. Tracking health impacts	
3. Supporting families	
4. Recording the stories	
5. Establishing a place of reflection	
6. Education	
Appendix – Submissions	25

# Foreword from the Community and Expert Reference Group

The purpose of this Mr Fluffy Legacy Project is similar to a legacy left to a family – to enable the handing on of memories, lessons and objects to inform those coming afterwards and help them to understand the lives and experiences of those who went before and strengthen us all to learn from them.

The Mr Fluffy saga is a clear example of an evolving and enduring catastrophe, which initially emerged when the Commonwealth government of the day allowed loose fill asbestos insulation to be installed in over 1,000 Canberra homes against the advice of the then health department. Further poor decisions intended to correct the error finally led, after nearly 50 years, to the decision to demolish all affected homes.

No affected individual or household has emerged from this experience unscathed and some have been so traumatised by this unforeseen burden in their lives that they will never fully recover.

When I attended the drop-in consultations, I was again reminded that this has affected an exceptional group of people, characterised as independent and conscientious providers for their families. Their careful choice of homes and caring for their homes and families had been the cornerstone of their lives, only to discover that their care and plans have been overturned by asbestos, leaving them with dangerous, worthless homes and their beloved families at risk of fatal disease. Not only that, but the ensuing unexpected need for most to have to participate in the government's solution to the asbestos problem has been an additional burden and galling experience.

All are living with the possibility of developing mesothelioma, a fatal, asbestos-caused cancer, for themselves and others exposed to the asbestos in their homes. Indeed, some loved ones and tradespeople have. The huge uncertainty of whether or when this dread might become a reality, (which might not be for many years), is the enduring nightmare for many and the reason for this massively expensive and traumatic demolition of 979 homes to date.

The demolitions are almost completed, but the process is far from over, so why think of acknowledging legacies at this time? The impetus comes because communities forget and mis-remember catastrophes so quickly, particularly as governments move on and priorities shift. This project is only the starting point, undertaken when the experiences are fresh and raw. The intention is to develop it in such a way that it can evolve, as the story evolves. We cannot risk having it put aside and forgotten as we do with many things we would rather not remember. None of the collective lessons emerging from its progress should be lost or ignored. That is why acknowledging Mr Fluffy's legacies is essential.

The consultation process has provided many suggestions for tangible ways of acknowledging these legacies. I believe we have scope for many different aspects of them to be incorporated into the recommendations for the legacy project.

This whole loose fill asbestos saga was entirely preventable, had the then known dangers of asbestos and the advice given at the outset been heeded. The intention of the legacy project is to acknowledge this and the accompanying trauma and to promote thinking and behaviour that will prevent any similar avoidable disaster in the future. Given that collectively the suggestions are of relatively modest cost, I urge the government to commit to the implementation of the final report's recommendations, to help ensure that this intention is achieved.

There should never be another Mr Fluffy.

*Dr Sue Packer*  
CERG Chair

# Executive summary

A consultation and engagement strategy was developed to deliver a coordinated, timely and focussed program to engage a wide range of stakeholders about the Mr Fluffy Legacy Project. The consultation and engagement process played a key role in capturing the community's ideas and views on the type of projects they wish to see realised that acknowledge the legacies of Mr Fluffy.

In eliciting feedback on the multiple legacies of Mr Fluffy in Canberra, three engagement themes were developed to guide respondents. These themes sought to gain a deeper appreciation of; the feelings and reflections of people about their homes and lived experiences, the types and scope of legacies that should be acknowledged, and what sorts of projects or programs would be the most appropriate form of acknowledgement.

Throughout the consultation we heard a diverse range of views and feedback from people who were directly affected by Mr Fluffy, people who had friends and family who were affected, and people who worked in industries that dealt with Mr Fluffy and the Loose Fill Asbestos Insulation Eradication (the scheme).

From 14th August to 11th September a draft copy of the Mr Fluffy Legacy Project Discussion Paper was made available for review and comment. The additional views and feedback expressed have been incorporated into the final report and recommendations.



We received over **600** site visits via Engagement Hub



We spoke to **28** people at drop in sessions



We received **22** contributions to public forums via Engagement Hub



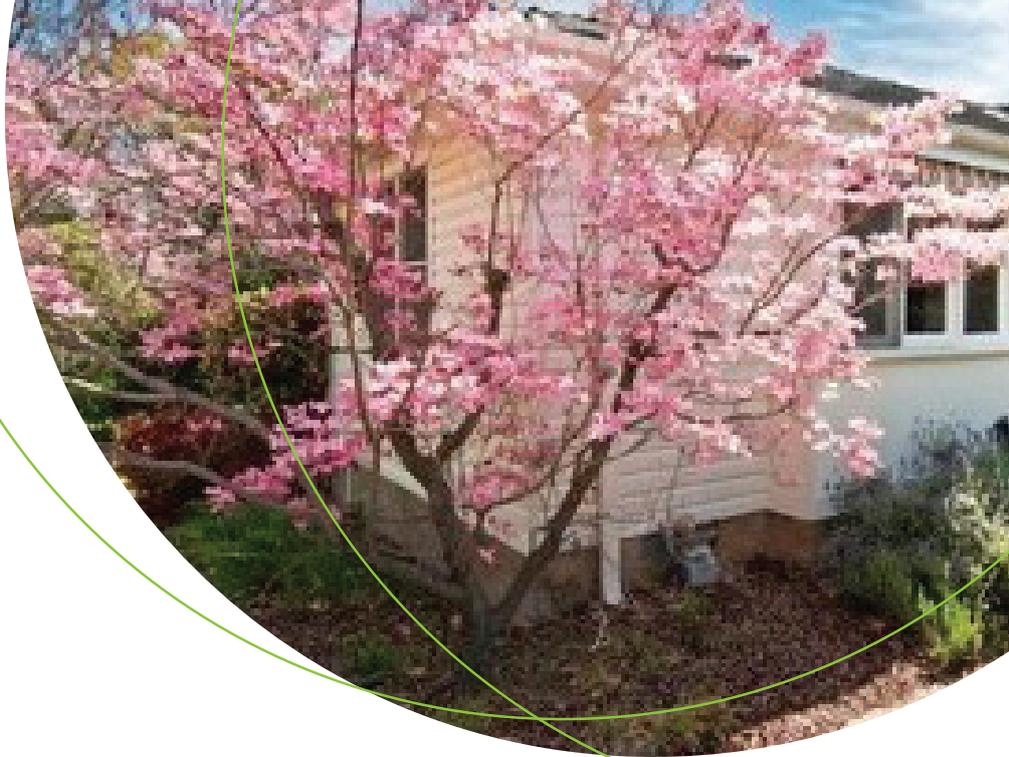
We received **35** completed questionnaires



We received **29** emails



We met with **18** industry and community stakeholders



Overall, respondents who participated in the consultation commonly expressed feelings of concern and dissatisfaction with the process of notification, acquisition and demolition. Many Mr Fluffy homeowners found themselves unable to re-purchase or re-build in the same location or wait for the land to be remediated, heightening a sense of displacement. For those who did re-purchase and re-build significant out of pocket costs were incurred.

Ongoing health issues are a factor for members of the Mr Fluffy community and access to adequate services is needed, including mental health services, health screening, practitioner training and research.

A single submission received during consultation on the draft Mr Fluffy Legacy Project Discussion paper stated that they were very satisfied with the actions of the ACT government but were not supportive of the majority of recommendations presented. The respondent also felt the views expressed during the consultation were not representative of the whole.

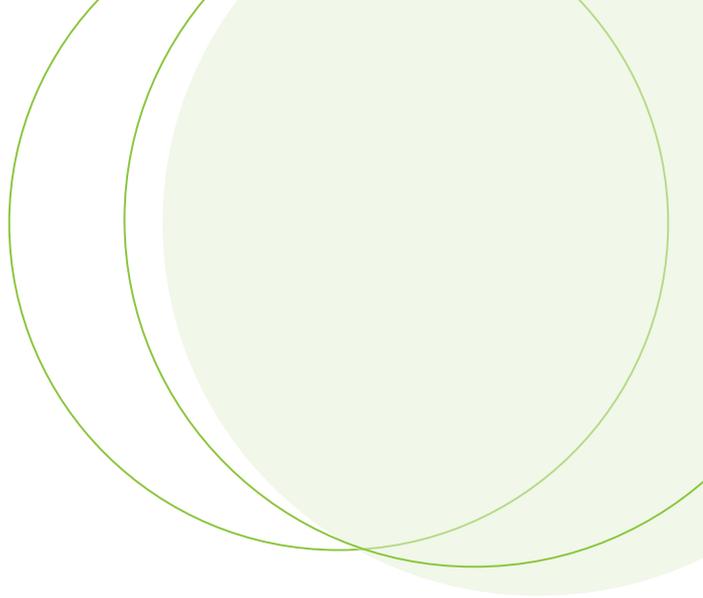
In seeking to determine the appropriate legacies of Mr Fluffy, there is universal support among respondents to document and reflect on the lessons learned, and that these lessons are shared widely to inform future governments and community programs and policies. It is also broadly recognised that the Mr Fluffy story is an important part of Canberra's history and should be recorded as such.

The collegiality of the Mr Fluffy community is evident at every gathering and there is a recognition that a place or space to come together to share experiences, to connect and to reflect is also supported.

Many respondents expressed concern about the timing of the legacy project and there is by no means universal support for a legacy project at this time. However, for those respondents who did share their views and ideas recommendations are made under the following six key themes.

1. Learning lessons and documenting knowledge
2. Tracking the ongoing health impacts
3. Supporting families now and in the future
4. Recording the stories and personal experiences
5. Establishing a place of reflection
6. Supporting education and research

# About the Mr Fluffy Legacy Project



From 1968 to 1979 loose fill asbestos insulation, now commonly known as Mr Fluffy, was installed in 1,023 homes throughout Canberra.

In recognition of the health risks, the Commonwealth and ACT Governments, between 1988 and 1993, undertook a program to remove all visible and accessible loose fill asbestos from the affected homes. However, on discovery of the migration of residual asbestos fibres into living areas of some homes, in 2014 the ACT Government established the Asbestos Response Taskforce to deliver an enduring response to assist affected homeowners and their families. The Loose Fill Asbestos Insulation Eradication Scheme was announced in October 2014. The principal elements of the scheme were voluntary buyback and demolition programs designed to demolish each affected home surrendered to the government.

Nowhere else in the world has loose fill asbestos been installed in so many homes over such a long period of time. The Canberra community deserves a tangible record of 50 years of Mr Fluffy as well as acknowledgement of the history of this period including how this problem was dealt with. Public acknowledgement of the personal suffering of those affected makes an important contribution to well-being.

A Community and Expert Reference Group (CERG) was established in August 2014 to provide a link to those affected and, also provide information and support to the Taskforce. As at 12 June 2019, 1,008 households have participated in the scheme and a total of 977 affected homes have been demolished. The scheme does not conclude until 2020 and a small number of homeowners remain in their affected properties.

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*“ ‘Legacy’ is about life and living.*

*It’s about learning from the past, living in the present, and building for the future.’ ”*

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The CERG has undertaken a community consultation program to hear from homeowners, family members and others involved in the scheme, such as asbestos demolition contractors to determine the community's views on the appropriate ways to acknowledge the legacies of 50 years of Mr Fluffy loose fill asbestos insulation in Canberra homes. Consultants were appointed to assist in delivering the community consultation program and to provide an independent and impartial pathway for feedback to be recorded and referred to the ACT Government.

The CERG recognises that it is important to remember the multiple legacies of Mr Fluffy in a tangible way, and that the community's views about how this is done be reflected in the final projects. As part of the Mr Fluffy Legacy Project, a working group was established with members of the CERG being joined by community representatives from amongst Mr Fluffy affected community members. The working group provided advice and insights into consultation activities, messages and recommendations and were actively involved in participating in face to face engagement activities.

Following delivery of this report, a separate process around the realisation of the legacy project will be undertaken by the ACT Government based upon the key recommendations arising from consultation.

# Approach to engagement

A consultation and engagement strategy was developed to deliver a coordinated, timely and focussed program to engage a wide range of stakeholders about the Mr Fluffy Legacy Project.

The consultation and engagement process played a key role in capturing the community's ideas and views on the type of projects they wish to see realised.

To reach a wide range of stakeholders the following methods were used to engage the respondents:

- Letters were sent to 2915 individual contacts on the Asbestos Response Taskforce database
- Two media releases were issued to local media outlets,
- Advertisements were printed in the Canberra Times, Canberra Chronicle and the Canberra Weekly,
- A radio interview was broadcast with the CERG Chair, Dr Sue Packer,
- Social media posts on the Asbestos Response Taskforce pages,
- Presentations were made to the Master Builders Association and Chairs of the Canberra Community Councils, and
- Members of the CERG and working group used their own personal networks to reach out to contacts including through social media groups and a regular walking group.

Following the drafting of the Mr Fluffy Legacy Project Discussion Paper a copy was made available for review and comment for four weeks from 14th August to 11th September. Letters were sent to all registered respondents who had participated in the first round of consultation as well as members of the Asbestos Response Taskforce database.

During the exhibition of the draft Mr Fluffy Legacy Project Discussion Paper there were a number of media mentions of the project and of other Mr Fluffy related issues including the discovery of a previously unidentified Mr Fluffy house in Curtin. These included several articles in the Canberra Times, the on-line blog The Riot ACT and broadcasts on the local ABC Radio Drive program.



# Engagement themes

In eliciting feedback on the multiple legacies of Mr Fluffy in Canberra, three engagement themes were developed to guide respondents. These themes sought to gain a deeper appreciation of the feelings and reflections of people about their homes and lived experiences, the types and scope of legacies that should be acknowledged, and what sorts of projects or programs would be the most appropriate form of acknowledgement.

## Theme 1: Understanding the meaning of 'home'

Asking respondents to share the meaning of home was intended to be a starting point in the discussions and encourage the community to reflect on their experiences, their memories and what home means to them.

'Home' means different things to different people. At the core, it plays a pivotal role in an individual's identity, safety, health, wellbeing and sense of community. 'Home' is far more than physical shelter. Home is closely linked with our identity, feelings of security and sense of belonging. By gaining a greater appreciation of what 'home' means to those affected by Mr Fluffy insulation, we endeavoured to uncover the shared meanings, social impacts and the lessons learnt through the journey.

To understand the meaning of home for the Canberra community, we asked the following questions:

- What three words best describe what 'home' represents for you?
- What meaning do you associate with the concept of 'home'?
- Have your views about the meaning of 'home' changed since being affected by Mr Fluffy loose fill asbestos?

## Theme 2: What is a legacy?

This project is an opportunity to acknowledge people's experiences in an enduring and tangible way, and also that Mr Fluffy is part of Canberra's history. We wanted to learn what this meant to the Canberra community. The CERG agrees that 'legacy' is about life and living and should not be focussed on built form or memorials in the traditional sense.

To determine which Mr Fluffy legacies are important to the Canberra community, now and in the future, we asked the following questions:

- What does the word 'legacy' mean to you?
- What do you believe should be the purpose of the Mr Fluffy Legacy Project?
- What would you consider to be important for others to know about the 50-year history of Mr Fluffy in Canberra?

## Theme 3: What sorts of legacies could be included?

The legacies of Mr Fluffy are diverse and far reaching and have affected people's lives in many ways. Acknowledgement of these legacies could take various forms, such as a collection of stories, a place of reflection, lessons for the future, a scholarship or research project, advice to others, a community art piece, or perhaps a community event. We wanted to know from the community what they felt are the best tangible ways in which to acknowledge the legacies of Mr Fluffy.

To determine how the Mr Fluffy legacies could be remembered in a tangible way, we asked the following questions:

- Which of the Mr Fluffy legacies would you like to see acknowledged?
- Tell us how you think the legacies could be expressed. What features should be included?
- The ACT Government has collected the keys from over 1,000 homes affected by Mr Fluffy. Some people have indicated that the keys should be incorporated into the Mr Fluffy Legacy Project – tell us how you think the keys could be used.

### How were contributions received?

As part of the consultation program design, care was taken to ensure participants could contribute to the project in a way that most suited them. The three engagement themes were replicated across digital and face to face engagements to stimulate responses and discussion. Some respondents preferred not to answer the stimulus questions but rather submit feedback via letters or emails or during face to face engagements on a range of issues of importance to them.

Community members were able to engage on the legacy project in the following ways:

- Sharing their views online through a dedicated engagement website by:
  - completing the questionnaire (private)
  - sharing their views on the discussion forum (public)
  - posting their thoughts to the ideas wall (public),
- Attending a drop in session and speaking to a member of the project team (public), and
- Sending a letter or email to the project team (private).

The team also received a collection of personal photographs and these have been included in the discussion paper.

From 14th August to 11th September a draft copy of the Mr Fluffy Legacy Project Discussion Paper was made available for review and comment. Ten additional submissions were received, three via a questionnaire on the Engagement Hub website and seven via email. These views and feedback expressed have been incorporated into the final report and recommendations.



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site visits via Engagement Hub



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We received **22**  
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via Engagement Hub



We received **35**  
completed questionnaires



We received **29**  
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We met with **18**  
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# What we heard

The following section reflects the feedback received during the consultation process including those made through the online engagement site, by email and conversations held during drop in sessions and stakeholder meetings.

The consultation program received over 600 site visits via the online platform. In total there were 132 engagements either face to face or through the online platform, and several individuals participated in more than one activity.

Overall, respondents who participated in the consultation commonly expressed feelings of concern and dissatisfaction with the process of notification, acquisition and demolition. Many Mr Fluffy homeowners found themselves unable to re-purchase or re-build in the same location or wait for the land to be remediated, heightening a sense of displacement. For those who did re-purchase and re-build significant out of pocket costs were incurred. Ongoing health issues are a factor for members of the Mr Fluffy community and access to adequate services is needed, including mental health services, health screening, practitioner training and research. In seeking to determine the appropriate legacies of Mr Fluffy, there is universal support among respondents to document and reflect on the lessons learned, and that these lessons are shared widely to inform future governments and community programs and policies.

In several submissions comparisons were made between the approach taken by the ACT Government in response to the 2003 Bushfires and that of the Asbestos Response Taskforce. The perception for some is that people who lost homes in the fires had a greater level of control regarding whether they rebuilt and remained in their community. It was also noted that most were able to make a claim against their insurance. Many Mr Fluffy homeowners also believe that there is not broad community support or understating of the buy-back scheme. Some public feedback and comments have mistakenly suggested that affected homeowners have profited or benefited from participation in the scheme. This is in contrast to the support of and rallying behind homeowners who lost their property as a result of the 2003 fires.

It is also broadly recognised that the Mr Fluffy story is an important part of Canberra's history and should be recorded as such. The collegiality of the Mr Fluffy community is evident at every gathering and there is a recognition that a place or space to come together to share experiences, to connect and to reflect is also supported.

A single submission received during consultation on the draft Mr Fluffy Legacy Project Discussion paper stated that they were very satisfied with the actions of the ACT government but were not supportive of the majority of recommendations presented. They suggested that 'lessons learned' can only be realised in hindsight because that is when the real level of risk is apparent. They recognised that the legal situation has changed significantly since the Mr Fluffy era, so in future homeowners may have legal recourse that was not available to them. The respondent also felt the views expressed during the consultation were not representative of the whole.

Feedback that was gathered during the consultation program has been summarised here under the three engagement themes. In addition, a full and unedited copy of written submissions received through all channels is attached at Appendix – Submissions.

Many respondents expressed their reluctance to participate in the consultations or make a contribution to the Legacy Project. For some, reflecting on and re-visiting their experiences remains a painful and difficult part of their personal histories. For others, the opportunity to share their views and to join with peers who have shared history has been a restorative and positive experience. Notably several comments and submissions received during the public availability of the draft discussion paper stated they felt validated and were supportive of the process and wished they had participated earlier.

## The meaning of 'home'

In responding to questions about the meaning of 'home' it was evident amongst respondents that the concept goes to the heart of family and community and is an important part of people's feelings of social cohesion and inclusion. In many cases a sense of loss and displacement from family homes and neighbourhoods was expressed as an enduring impact from the buyback and demolition programs.

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*“ We had a life, we had a home, we had a place to call our own.  
Within these walls our memories were made  
Having our children and bringing them home  
Watching them grow and play in the yard  
Long summer days and cold winter nights  
We lived our lives with one constant in sight  
We had a life  
We had a home  
This was the place we called our own.”*



There is a wide spectrum of experiences within the group of Mr Fluffy affected community members, including those who purchased the insulation, those who bought homes with the fill in place, and those who purchased the homes with a 'clean bill of health' after the cleansing program. Especially for those in the latter group, some were unaware that they were buying a Mr Fluffy home as the conveyancing certificate stated a 'clean bill of health' from a hazardous substance (not Mr Fluffy specifically). Real estate agents and conveyancing lawyers did not often highlight or disclose the remediation of Mr Fluffy insulation specifically.

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*“ A rogue salesman was allowed, by the Federal Department of the Interior, to pump loose fill asbestos into the roofs of houses, claiming it was 'rock wool' and had CSIRO approval.  
When you're young and pressed for money the cheapest option is always a good one. That is why we had 'rock wool' pumped into the roof of our house. There was no "Google" to easily check on these things. We trusted that if it wasn't safe the Federal Government wouldn't have allowed the stuff to be sold. ”*

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For those who were living in the houses at the time of notification the experience of being made aware that the house they were living in or owned contained a deadly substance was extremely challenging. Many were either ignorant of the potential risk or believed the home to have been successfully remediated. Notification meant there was a sudden acknowledgement of risk to their health (physical and mental), their accommodation, belongings, their financial position, their safety, relationships, stability, community, network, business (from home), pets, gardens and much more.

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*“ We lived in that house for 18 years with the stuff floating around in the house and even after the stuff was removed, it turned out the house was still not safe. We sold our house in 1992 after the asbestos had been removed. It was demolished a couple of years ago. A new house has been built with a young family living there. I have no idea what happened to the owner who had the house bought by the government.  
We live with the legacy of bringing up 2 children in a house that was unsafe to live in.”*

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*“ We bought our house in 1989 and lived there for over 25 years. We accepted the assurances that were given by the Government at the time that the removal program that was then in train would make the house completely safe. ”*

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Reflections from both respondents and asbestos demolition contractors highlighted the care and pride of many homeowners, and that the demolition of homes also meant the loss of gardens that had taken many years to grow and nurture.

## How has the meaning of 'home' changed?

For the most part, respondents did not answer this question directly, rather they shared the following insights and experiences.

For some respondents the loss/demolition of their home was an opportunity to relocate and move forward. Some elected to down size or move to retirement communities or interstate and this has been a positive experience. For others, there are enduring feelings of regret at not being able to stay in the same place or neighbourhood.

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*“ I no longer live in our dream home we are in the home we could get at the time. ”*

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For some older residents, feelings of displacement are evident and some individuals feel strongly that they would prefer to stay in their homes until their deaths. It was acknowledged however that provision of in-home care or services would not be available and that it would be difficult to secure tradespeople to work on the home if urgent or necessary repairs were required.

Some respondents spoke about the anxiety caused by tradespeople and service providers not wanting to enter the home and of the loss of social inclusion because people did not want to visit or stay once it was known that theirs was a Mr Fluffy home. There was a degree of mistrust and fear amongst some service providers and tradespeople, even though the exposure risk was low.

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*“ I found my so called home could be responsible for the deaths of my children, family, friends and tradespeople. ”*

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Respondents also expressed the loss of businesses and personal effects was not well compensated or considered. It was noted that the NRMA offered a one off ex-gratia payment to cover lost contents to their insured homeowners. Some respondents also noted there was confusion/inadequacies related to moving and relocation expenses.

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*“ My husband’s losses were ignored – small home-based businesses were not given any assistance or support.  
He lost his home and his business. ”*

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## What are the legacies of Mr Fluffy?

In responding to questions about the legacies of Mr Fluffy, respondents identified that there were in fact a great many legacies to be considered and that they included political and institutional aspects, financial and social aspects and enduring health legacies.

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*“ Something that is ongoing.*

*Preferably something that brings a benefit to a person or group of people.”*

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*“ Ensuring that poor decisions that affect people’s health are not made again.”*

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*“ Legacy to me means – a lasting and positive presence – usually in the form of ‘something’ that is beneficial to the community or to specific groups.*

*A legacy could be an ongoing grant for research, scholarships, health funding.”*

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The responses recognised that community and collegiality are important – many people have felt supported by their peers but ostracised by the wider community. New groups have been formed by Mr Fluffy affected community members while some have moved away from the communities that they were comfortable and supported in. There is a perception from some of the wider community that Mr Fluffy homeowners have ‘done well’ or are better off financially due to the scheme, and possibly at the cost of the greater community.

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*“ I still don’t think the wider Canberra community realises just how poorly the victims of this were treated. Most people think we were paid a fortune for our houses.*

*They don’t know that we were underpaid, were given a pittance to help with relocation costs, our insurance didn’t cover anything, and there has been almost no acknowledgement of the latent health issues.”*

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*“ There is frustration about greater community sentiment towards Mr Fluffy homeowners – feelings of ungratefulness and a lack of understanding.”*

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*“ Having moved into the neighbourhood I lived in for nearly 20 years, with a level of understanding and support, I was shocked and distressed when some said ‘you put us to shame with a lovely new house’, ‘you were quite lucky really’, ‘what a great opportunity you were given’ – clearly there is a lack of understanding in the broader community, and a lack of sensitivity for some.”*

Political legacies were discussed at length including messages that respondents wanted government to hear from those directly affected about their decision making, policy setting and communications. Some respondents felt that the government was not willing to communicate that at times they did not know what the best answer was. They wished for government to know that it is OK to say that they do not yet have all the answers. They acknowledge that government was making policy decisions in a rapidly changing context and in some cases this was new ground.

In some instances, respondents felt that the government did not put people first. A number of respondents also felt there should have been more personal engagement with Mr Fluffy homeowners throughout the program. A human-centred approach to working with homeowners was required and the government response including addressing letters advising of the demolition program to ‘Dear Resident’ or ‘Dear Homeowner’ compounded feelings of anxiety and loss.

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*“ Perhaps it is worth flagging that our own experience was largely negative. We found it difficult to get accurate information on the program and procedural details ”*

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Several respondents spoke about the human cost of Mr Fluffy in terms of loss from asbestos-related diseases and through suicide. Feelings expressed ranged from distress and anxiety to personal grieving. Loss of this kind is likely to continue to be a legacy of Mr Fluffy.

In contrast, it was also acknowledged that a few respondents shared positive stories of their of participation in the scheme. They were able to move to appropriate and desirable accommodation. Often they were in the early stages of planning a down-size move or similar prior to the scheme commencing. Others shared that their experiences with the personal support offered was appropriate and helpful. Some of the respondents in this group expressed that they found it difficult to share their positive sentiments about the scheme publicly or amongst other members of the Mr Fluffy community.

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*“ Some people were ready or had been considering a move and the opportunity to be given a guaranteed amount without having to pay commissions was a bonus. Helping people make choices they had been delaying – such as downsizing or going to a retirement/nursing home with no requirement to ‘get the house ready for sale’ or ‘inconvenience in having it on the market’ was good. ”*

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*“ Our awful experience in 1991 was due to the,.., ACT government employees who behaved quite dreadfully,.., however that was the Government of 30 years ago and those efforts have since been overtaken by the decency, compassion and efficiency of 2014 and later, for which we remain most grateful. ”*

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Respondents noted that the ACT Government had an inconsistent approach to decision-making – for example Environment, Planning and Sustainable Development Directorate was approving development applications for Mr Fluffy homes right up to the establishment of the scheme. Some respondents also expressed feelings of having no option but to sign the contract to surrender their homes. It was also noted that some individuals have resisted participation in the scheme and recent indications seem that they may be allowed to stay on. The changes in decision-making and a perception of shifting goalposts are considered inequitable by some. Others felt that the scheme should have taken a more individualised approach and each home should have been assessed as to whether demolition was truly necessary. They felt as though the scheme took a ‘one size fits all’ approach.



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*“ My view is that governments have a duty of care.*

*They must make sure that dangerous substances are not sold and installed where they should not be.*

*Knowledgeable people knew quite early that asbestos insulation was dangerous I was bullied into signing a contract which forced me to waive my rights – I signed under duress, which I wanted noted on the contract and was advised that if I wrote anything on the contract it would make the contract null and void.”*

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*“ Inconsistency in policy was demonstrated by building approvals being granted up until the Taskforce commencing and “remediation” grants being paid during the period that the report, which condemned all houses to demolition, was being written and presented to government.*

*As the “remediation” grant was morphed in to the “relocation” grant, the negative financial impact on many families was considerable.*

*In many cases families lost most or all of their relocation allowance because they had followed Taskforce suggestion and “remediated” their homes, which the Taskforce knew, were destined for destruction.”*

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Respondents acknowledged that the health legacies will likely last for many years for both physical and mental health issues. Respondents recognised that ongoing mental health issues are a real and negative legacy for those affected. It was noted that some people affected by Mr Fluffy require additional support and a individualised approach, rather than the standard response. Respondents also spoke about the need for screening and potential emerging health issues given the long latency of asbestos-related diseases.

Many respondents noted that there were people who have entered these houses without any knowledge that they could or have contracted a disease now lying latent, and that it is impossible to identify all the people who may have been exposed. It remains a quandary for Mr Fluffy residents about how to notify everyone and whether they have an obligation to do so ethically, morally or for one’s own conscience.

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*“ Having the ‘Sword of Damocles’ hanging over your head is challenging, but to see it hanging over your children’s heads is devastating.”*

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*“ Why has mental health care been given a token ‘tick and flick’?*

*Yes, there was some support offered – by an EAP, one visit and then 5 phone calls.*

*Any further treatment has to be funded privately.*

*I did take up the offer of this support. Whilst the young counsellor was capable, they weren’t able to assist me with any form of recovery – telling me to try to relax when I can’t sleep, isn’t providing me with support or guidance in managing my concerns.”*

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Alternatively, some respondents said that they had used the mental health services provided, that the services went beyond tick and flick, and that the advice provided had been very helpful. Also helpful was the Personal Support Team (part of the Asbestos Taskforce). This team worked hard to provide individualized support to people as they work through the constraints of the government scheme.

All respondents reported some degree of financial loss. They stated that valuations were set low, and in some cases, it was 18 months or more before their homes were demolished. However, in a rising market the gap between the price they were offered and the time it took to purchase a new property created further financial disparity. Many homeowners feel they were only offered a small amount on top of the land value as part of the valuations. The 'first right of refusal' asking price for each block following demolition was generally more than the price the government paid for the block and house combined. This meant it was impossible for many people to buy their former block and rebuild, as for most people, to rebuild would have required taking out a loan for the extra cost of the block plus the cost of building a new home or increasing their existing mortgage. Many considered this situation was prohibitive for anyone on a moderate income and impossible for older home owners. Even for those on a reasonably good income, or two incomes, it meant extending their existing mortgage – or taking out a new loan – increasing their financial strain for many years to come.

For those without the capacity to take out a new loan or extend an existing one, it meant moving to a dwelling of lesser quality or somewhere in a less desirable position than their former home. These points are not simply ones of financial loss or strain or status, but are considered to be a significant reduction in quality of life, and possible contributing factors to long term physical and mental health issues.

Purchasing in a rising market was further exacerbated by the large number of Mr Fluffy buyers also seeking properties and some respondents feel that this resulted in purchase prices being artificially inflated. This also had a flow-on effect to the cost of rentals and for some, renting was a challenge due to income.

There was a lot of discussion about Mr Fluffy homeowners having to compromise to afford a new property. Compromises included downsizing, moving to a different suburb, moving interstate, having to buy homes of lower quality and moving away from communities they were familiar with and felt supported in – often resulting in a significant change in quality of life and added expenditure. There were also discussions about the nature of change in the neighbourhood fabric of some communities and the loss of social capital for both Mr Fluffy homeowners and the neighbours they left behind.

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*“ If there were failures by the Commonwealth and ACT governments at various stages over some years, then the governments should take responsibility for fully compensating the people who have been adversely affected. ”*



## How should the legacies of Mr Fluffy be acknowledged?

*“ The legacy is in our bodies – unknown, hidden, and secret – to be unearthed by time, genetics and random chance.*

*The legacy is in our minds, an endless circle of worry beads clicking.*

*The legacy is in our hearts, grieving for home, safety, trust, and loved ones.”*

Not everyone agrees that now is the right time or that a legacy project is appropriate. Some respondents noted that they are still living in their homes, so they do not feel that they are ready to see the legacies of the scheme acknowledged when they are still in the thick of it. They cannot yet reflect on what is still current and present in their day-to-day lives. Others do not wish to be reminded of this event that has affected their lives, health and families in negative and ongoing ways.

It also was noted that the legacy project for the ACT Bushfires commenced more than two years after the event and that some people needed more time to have passed before feeling able to reflect on the experience.

*“ Five years down the track it is the first time I have been able to draw breath enough to reflect, but realise others are still in their home negotiating the way forward through uncertain ‘potholes’ and ‘bridge out’ barriers. It is through this lens that I view exploring legacies as somewhat premature as the definition of a legacy is “something that happened in the past”. This is not yet in the past. ”*

*“ No idea – should there even be one?*

*For me, a rather commonplace industrial mistake has been dealt with satisfactorily and we should all move on.*

*Creating a ‘Project’ risks enshrining hysteria.”*

*“ I am not sure that the timing of the project is ideal since there are people still living in Mr Fluffy homes and who are no closer to resolving their future.*

*The project needs to be sensitive to the fact that although the buy-back and demolish scheme seems to coming to an end, the psychological scars and physical health fears are on-going.*

*The ordeal is not over. The project should not be celebratory in tone.*

*No memorial or commemoration should be made for this saga.*

*We live it everyday. Don’t need any reminders, thanks.”*



For those who do support a legacy project there are a wide range of suggestions about how the legacies should be acknowledged:

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*“ The purpose should be to acknowledge and recognise the true history of Asbestos insulation that was put into over 1,000 homes in the late 60s and 70s.*

*It should also recognise not only the upheaval that was caused to so many people but the personal trauma and loss.*

*The legacy should include recognition of the number of people who have died who lived in these homes and the numbers expected to die into the future.*

*The ANU Health Study Report into the health risks of loose-fill asbestos insulation on people who lived in these homes should be part of the legacy and should be continued for years to come.”*

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*“ It is not clear from your paper the extent to which there has been an evaluation of the Response Taskforce’s effectiveness in dealing with the remediation program or whether one is proposed. We would suggest that there are also important lessons to be learned in this area and ones that are broadly relevant to government as a whole. ”*

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It was suggested by many respondents and supported by others that a board of inquiry is an appropriate way to acknowledge what happened, why, and how it could have been better handled. There was a sentiment among some respondents that this was the most important way to see the legacies of Mr Fluffy acknowledged. They feel a board of inquiry would bring them closure.

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*“ Questions must be asked as to why this happened and how.*

*Surely the lessons learnt could be used for future chemical of building issues, such as the failure of concrete building in Sydney.*

*During the Public Accounts hearings Ms Gallagher stated that at the right time there would be a Board of Inquiry:*

*“I think it is about choosing the right time for that to happen, and when that should happen is the key. But it will happen”, <http://www.hansard.act.gov.au/hansard/2013/comms/public31a.pdf> p.62.*

*A public inquiry is necessary to bring full closure.*

*I need to know why Mr Fluffy was allowed to operate despite warnings to the Commonwealth Government, whether the clean-up scheme merely kicked the problem down the road, and why the ACT Government did not keep on top of the problem, merely issuing a warning that it ignored itself by approving extensive renovations to Mr Fluffy homes.*

*And, most importantly, why has the Commonwealth government got off so lightly.”*



Some respondents expressed that closure may be found for them in an apology from the government. They feel as though the ACT and federal governments made many errors over the years and that they would be appreciative of an official apology for the disruption to their lives, the numerous errors in judgement and the poor treatment that they faced. Other respondents do not feel that an apology is adequate or helpful to their situation.

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*“ I would like to see the Barr Government acknowledge our suffering. We should receive an apology and there should be a Board of Inquiry.”*

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Respondents felt that the government should provide a commitment to fund and support research into this and similar situations to better understand and learn from the experiences of those involved and affected.

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*“ A grant to research what has been learned about what factors enabled or delayed, prevented people from ‘moving on’, to inform better, more targeted support for people affected by similar disasters in the future.”*

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Future funding needs were also discussed to ensure government support of ongoing research into asbestos-related diseases and the continuation of the ACT Asbestos Health Study conducted by the Australian National University.

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*“ Continuation of the ANU Health Study relating to the asbestos insulation and asbestos diseases especially mesothelioma ”*

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Some respondents felt that the history of Mr Fluffy could be captured and made available for those affected, the wider community and future generations through collections and stories. Some suggested that a new piece could be developed, while others recognised that the community has created a range of items including photobooks, videos and songs that could be incorporated in a collection for public display.

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*“ Perhaps an opportunity for people to display objects, paintings, writings etc of how they were affected in a one off exhibition.”*

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*“ We felt the need to maintain a formal record,... Nearly 30 years later, we have no need to keep this file and we seek to pass it on to the right place. We believe the right place is with you where it can be held in your records and made forever available to anyone doing future research into the sorry Mr Fluffy saga, unique in Australian history.”*

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Conversations and opinions about creating a built form or a place for reflection were mixed. Some respondents felt that a place of reflection or a built form, similar to that created to acknowledge the Canberra bushfires, was appropriate and would be a permanent way to remember and reflect on the many lives that were affected by Mr Fluffy. Other respondents did not wish to be constantly reminded of the events. They feel that this would be a waste of money and an empty gesture.

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*“ A collection of stories. A place of reflection ”*

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There were ongoing discussions about the loss of gardens by homeowners. Some felt upset that they had to leave gardens behind that they had put a lot of time and money into. Some also noted that they had to move to houses with smaller or no gardens as a compromise for what they could now afford. It was suggested that a community garden could be a good way to acknowledge this particular loss with an inclusion of a Mr Fluffy plaque.

Gardens are a very important part of people’s stories and attachment to home. Many have collected and transplanted original cuttings of plants grown in their former gardens.

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*“ I mainly miss my Lyons garden and the birds that visited it. I am sad to see so many Mr Fluffy houses being replaced with more concrete and less trees.*

*Memorial garden to represent the gardens and lifestyles lost ”*

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Respondents, including stakeholders in the building industry, acknowledged the need for further education and industry engagement. Discussion noted that while a range of measures to handle asbestos contamination have been implemented broadly, perhaps lessons from Mr Fluffy more specifically, could be implemented.

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*“ That a more rigorous certification process should be in place for all building materials. The Federal department was advised to not allow Mr Fluffy to install the insulation. The ACT Government were advised by CSIRO when the proposed removal of the asbestos was suggested, that the only way to rid the homes of asbestos was to demolish the homes.*

*The ACT government ignored that advice and 20 years later were faced with the forced purchase & demolition by the ACT government.*

*It could have all been done 20 years earlier.*

*Some form of publication on the history of the asbestos insulation in Canberra homes including the warning to government against the use of such insulation and how it was decided to knock down all the homes. ”*



A stakeholder meeting was held with members of the Master Builders Association including contractors that were involved in the Mr Fluffy demolitions.

These respondents noted that while this process most deeply affected homeowners and residents, they recognised that learnings from their experiences, especially regarding communication and engagement, could be shared with others in the industry to inform future issues and circumstances.

## The keys...

The ACT Government has stored the keys from over 1,000 homes affected by Mr Fluffy. Views about how the keys could be included in the legacy project were mixed. Some respondents felt very strongly that the keys should not be used as part of a display or installation or that they should be returned to owners upon request. Others suggested they could be used as part of a collection at Canberra Museum and Gallery, photographed or used in a commissioned work.

At this stage there is no consensus among respondents on the use of the keys.

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*“ I think they should be buried along with the asbestos. I don't think legacies of these type help anyone. After all, in the scheme of things, it's just bricks and mortar. Health & family are far more important. ”*

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*“ I want my keys back, an artwork using them is in utter bad taste. ”*

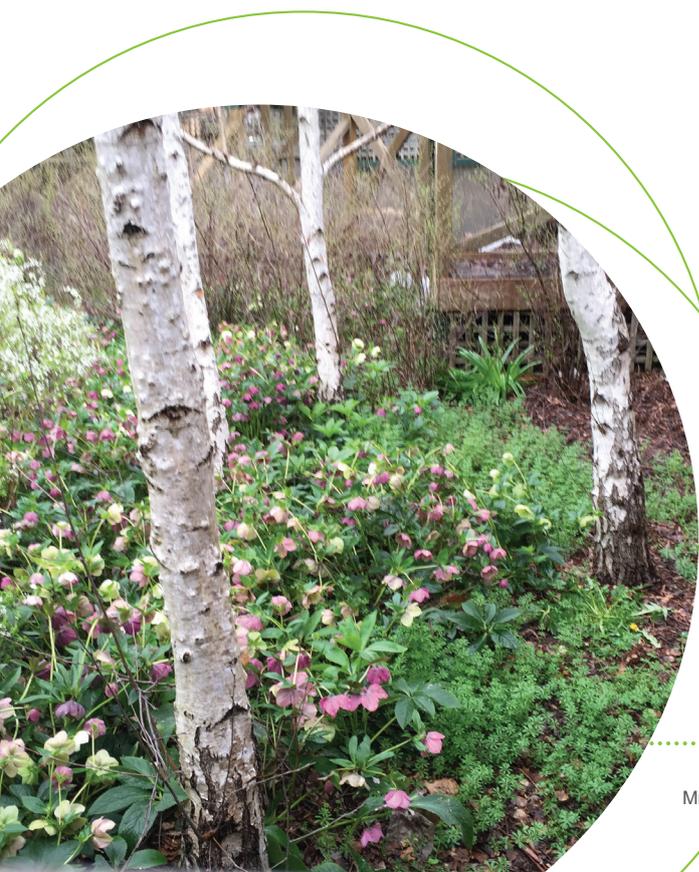
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*“ Our home was taken from us, the keys belong to us. ”*

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*“ Engage a local artist (maybe one who has been directly affected) to sculpt something with them ”*

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# Recommendations

Throughout the consultation we heard a diverse range of views and feedback from people who were directly affected by Mr Fluffy, people who had friends and family who were affected, and people who worked in industries that dealt with Mr Fluffy and the scheme.

Many respondents expressed concern about the timing of the legacy project and there is by no means universal support for a legacy project at this time. However, for those respondents who did share their views and ideas about how to acknowledge the decades long history of Mr Fluffy, the following recommendations are made under six key themes.

## 1. Learning lessons

- 1.1 A board of inquiry be established to document the chronology of decisions and how policy and program responses were developed
- 1.2 Lessons learned be documented and shared with other jurisdictions to ensure this does not happen again when a new issue or contaminant emerges, including clear and consistent procedures to guide any future response
- 1.3 Research to understand the factors that enabled, delayed or prevented people from 'moving on' – this information to be used to better ensure, more targeted support for people affected by similar disasters in the future
- 1.4 That an independent evaluation of the ACT Government's response to the impacts of the Mr Fluffy insulation be conducted. The evaluation should include both qualitative and quantitative assessments, and seek feedback from Mr Fluffy homeowners, tradespeople, contractors, healthcare providers and others about their experiences.

## 2. Tracking health impacts

- 2.1 Support for the ACT Asbestos Health Study conducted by the Australian National University to monitor the ongoing health impacts of Mr Fluffy homeowners and potentially expanded to include those who rented, visited, or at any time worked on Mr Fluffy homes

## 3. Supporting families

- 3.1 Ongoing support for families and access to mental health services as well as GP services – tailored and bespoke for Mr Fluffy homeowners rather than just a generic referral to GP or Lifeline or other such resources.
- 3.2 Training for health practitioners to understand and be able to respond to patients with issues related to Mr Fluffy including a snapshot of the history and issues faced so that patients do not have to re-tell their stories at each visit, and improved and specialised palliative care for those with asbestos-related diseases



## 4. Recording the stories

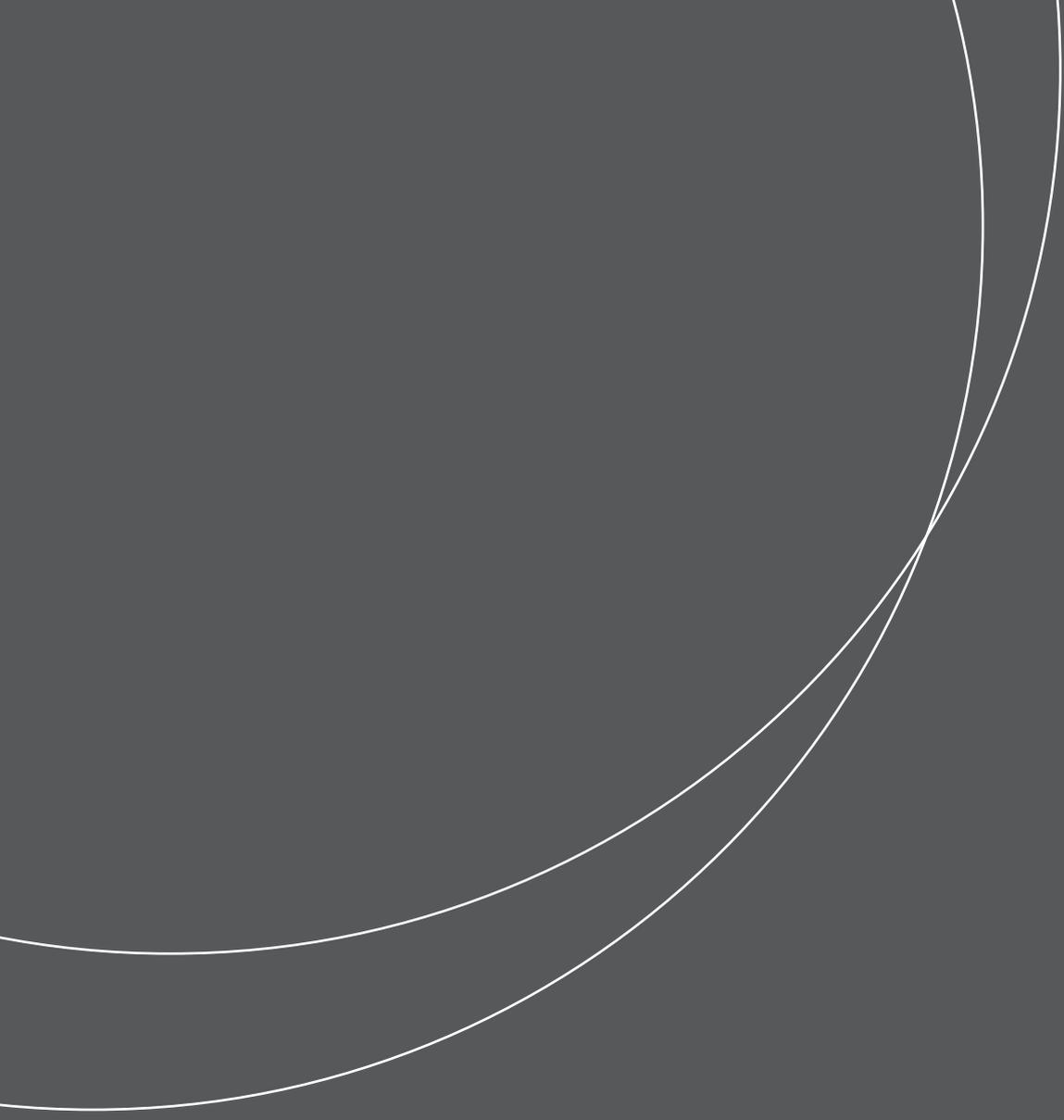
- 4.1 Curate a collection for Canberra Museum and Gallery including stories, poetry, art, interviews, photographs, songs and the like.
- 4.2 Ensure Mr Fluffy homeowner impact statements tabled in the House of Representatives and the ACT Legislative Assembly in 2014 and the 'More than Bricks and Mortar' book are included in the ACT archives collections/library
- 4.3 An accurately researched and publicly available history and chronology of all Mr Fluffy events starting from the 1960s be prepared

## 5. Establishing a place of reflection

- 5.1 Establish a small pocket park or place of reflection to be planted with cuttings or selected species representing their lost homes and gardens
- 5.2 Park to also include an interpretive plaque or signage acknowledging the My Fluffy story

## 6. Education

- 6.1 Establishment of a PhD scholarship for research or coursework related to a theme resulting from Mr Fluffy including (but not limited to);
  - 6.1.1 Public administration and decision making in responding to crisis
  - 6.1.2 History or biographies
  - 6.1.3 Architecture and design
  - 6.1.4 Treating ongoing and/or long-term mental illness and stress in people exposed to asbestos



# **Appendix – Submissions**

Included below are copies submissions made during the consultation. Names, addresses and other identifying content has been removed. No other edits have been made.

## Feedback received during consultation on the Mr Fluffy Legacy Project

### Email Submissions

#### Email 1

Thank you, and good luck with the Project. Personally, I feel unable to take any sort of active role at this point - still a little scarred by the not being able to buyback experience, and the overwhelming negativity of the surviving fluffy owners support group, but I wish CERG all the very best in helping others, if not actually rebuild, at least get their lives back on track. The 'No Surrender' story that I watched on the website about Vic & Rita was – very poignant; we will try and get through all the stories.

I found the website content particularly engaging and a refreshing change from the Taskforce website which by its nature and Myself, I found the website content a refreshing change from the welcoming and inviting, everything – I hope that CERG is able to elicit a range of responses, including some positive stories. is successful in eliciting a range of responses, including posit, I had not seen the No Surrender. Good luck with the project, perhaps CERG will be able to get a broad range of contributions, hopefully some positive given the elapse of time. However. [sic]

#### Email 2

I received your letter today and thought I would reach out to you.

The main reason is to point you to a song that my neighbours and I put together about the whole ordeal. We first moved into what was our Mr Fluffy house in 2006 and quickly formed a close relationship with our neighbours, who, like me, were musical. So, after moving from the Mr Fluffy house we got together with the neighbours and came up with the story, lyrics and music that became 'The Mr Fluffy Blues'.

The youtube link is pasted here – <https://youtu.be/QOczR97tvUg>

I am not sure whether it fits in with your project but I hope you like it. I have also added below some detail about how our Mr Fluffy experience unfolded

We found out in July 2014 via a registered post letter from the A.C.T. Government that we had a My Fluffy house. Needless to say, at the time we weren't really sure what the implications were.

I remembered the original asbestos removal program from the early 90s as there were several affected homes in the street where I lived at the time. I recall the massive tents that were erected over each dwelling. Once that was done I think most Canberrans thought that would be the last we'd hear of it.

However, in July 2014 Mr Fluffy Mark II landed. It was a tumultuous time. That same month I was told I likely had a renal cell carcinoma and had surgery to remove the tumor.

As more information about Mr Fluffy was made available we were appointed a case officer (who was terrific), and also chatted to some friends who were in the same boat. Our original plan was to rebuild on the same block as we had three young children in school and didn't want to leave the area.

However, once the terms of the scheme were announced we realised that rebuilding was going to be a drawn out ordeal so we decided to start looking for a home to buy in the same area. We wanted to move quickly as we expected the whole Mr Fluffy saga would put upward pressure on house prices. Fortunately we found the ideal house only about 1km away and ended up moving in at the beginning of February 2015.

At that time we were contacted by the asbestos task force and were told that our house had been included as one of five in the pilot demolition. In the end ours was the second house demolished. My wife and I and our youngest son were there to watch with the neighbours who were there with video camera to capture footage to include in the Mr Fluffy Blues clip.

We are really happy in our new home and have moved on from the experience.

### Email 3

Please find an article I wrote back in 2015 regarding the Mr Fluffy debacle and how it affected us. Please note the footnote to it.

How would you feel if your life was turned upside down by being forced out of your home of 51 years? Well this is what it feels like.

Having had a one room extension to our home completed in 1969 the then builder in his wisdom(?) insulated the ceiling of the 3m x 3m full brick extension with loose fill asbestos. We did not know anything about this at the time being very young and trusting we suppose, and it was not until 1991 when all the houses were tested that we found that it contained the loose fill asbestos.

In 1993 we had the home enveloped in plastic and the insulation removed from the extension room and the rest of the house and we were out of our house for about 2 months. This was also a very trying time. We lived very happily in our house, made it very comfortable and in the last few years renovated the bathroom and made it easy to live in in our old age. Imagine if you can our distress on hearing that all the houses affected by 'Mr Fluffy' would be demolished.

We also had a lovely garden which had been nurtured for 51 years, reinvigorated about 10 years ago and was our pride and joy. It broke our heart to think that we would have to leave it and that it would be left to die and ultimately bulldozed. I could not go into the garden for weeks without dissolving in tears and just thinking about it also upset me greatly.

We had lived in the ACT for 51 years, had received our 50 years badge of which we had been very proud to wear but not any more, it is in a drawer somewhere as we feel we have been let down by the ACT Government.

Every time there was a letter or article in the Canberra Times it upset me greatly, so much so that I had to stop reading the paper every day as it was just too upsetting. Some of the letters written to the paper said things like 'why did the owners let it be put in their houses and that they should pay for the remediation': Those sort of comments were very upsetting as we had no control over the insulation being put in. People should keep their comments to themselves as they don't know the circumstances.

We decided to move interstate to be near our children and grandchildren and this was a decision not made lightly. We would have preferred to have still lived in Canberra until such time as we decided we might move to be nearer the family. The decision not to stay in Canberra was also fuelled by the fact that we could not buy our block back as it was one that could be subdivided.

Even if we could have bought the block, they would have destroyed the garden we had so lovingly cared for over the years and that in itself would be very distressing. We loved the street we were in, had wonderful neighbours who cared about us and would do anything for us and to have to move when you are in your 70s is very traumatic, whatever the circumstances. We also miss the friends we have made in Canberra over the last 51 years.

The move interstate was not without its problems as we didn't have a lot of time to sort through our belongings as a house came up quickly for us and the \$10,000 given to us for removal didn't cover the full cost. The \$1000 given for Solicitors fees was money for nothing for the Solicitors as there was not much involved in the transfer of the deeds to the ACT Government, no searches etc needing to be done.

It is taking a long time for us to come to terms with the move and it still upsets us when we read things about it and feel for the people undergoing all this at present. We appreciate that there are many people whose houses were in a bad state with regards the asbestos, ours was not which makes this all the more harder to come to terms with.

A lot of people in the same circumstances who want to go back to their area should think twice about it because they will probably have to rent for a couple of years before their house is demolished and another one is built and by then will be settled in an area and probably won't want to move from there. So they should think very hard about whether to rent or to simply buy another house and make a new life there.

They probably feel the same as us but I hope that they will come to terms with it. It is much easier for the younger generation to move on than it is for the many older people like us who have been affected. We had to work a lot harder for what we have than they do now and the younger generation do not seem to hold as much attachment to their possessions as the older generation do.

Having moved to another state and having to make friends is not so easy when you are older but there are some lovely people out there who are willing to help and we are slowly finding our way around and making new friends, but expect that it will take us a long time to get settled and really feel that we are 'home'.

June 2015

**NOTE:**

This was written in 2015 and in 2018 my husband died after a 16 year battle with cancer, the traumatic move for us did not help and more than likely accelerated his condition.

**Email 4**

We are unable to attend the sessions. However, we wish to make the following comments:

We are truly disgusted at how the valuation process was conducted. We deeply regret relying upon the valuations provided by the ACT Government's appointed valuers and not having obtained our own independent, objective valuations based on proper market value. To pay us a paltry sum of \$595,000 for a two-storey, double brick home in a well-established, well-regarded suburb such as Farrer and then to offer it back to us as a vacant lot for a significantly higher amount is nothing short of robbery. To have allowed people like us to have lived for decades in houses exposed to potentially lethal asbestos contamination and to then to profit from our dire predicament by forcing us to sell the house to the government with distorted valuations designed to generate commercial profit to the government is nothing short of appalling and disgusting.

We look forward to there being a full performance audit of the valuation and profit-generation exercise, a parliamentary inquiry, royal commission, media attention and indeed legal redress through class action proceedings in equity.

**Email 5**

My original response to the question about what 'home' means was Family, lives, theft, grief. I know that's more than the requested three words but that was my answer and it's been changed to Family, lives, security.

**Email 6**

We bought [REDACTED] in 2000 trusting in the ACT government's assurance (in a certificate included in the documents given us when we bought the house) that the house had been cleared of asbestos to an appropriate standard. In 2015 we were required to leave it because the house had been declared to be unsafe. Our grandchildren slept in beds the asbestos assessors condemned. We don't know which members of our family will die of asbestos-related disease. We have moved twice since we left [REDACTED]. We are at present waiting for ACTPLA to approve building a granny flat. If that is approved, we will move into it toward the end of this year.

We considered demolishing [REDACTED] our own expense but decided to wait for the Government scheme, expecting that the scheme would be fair. In fact the Government paid the cost of demolishing houses whose owners did not wait and allowed them to keep their block, but the rest of us were required to sell. I suggested to Ms Gallagher that the extra cost of allowing people to keep their block could be met by something like the Queensland flood levy, but she rejected the suggestion. I think a levy (about \$330 per household, <http://www.hansard.act.gov.au/hansard/2013/comms/public31a.pdf> p.42) would have been fair, since the destruction of 1000 houses has increased the value of all the houses not affected.

My wife and I made submissions to an ACT Government inquiry. See <https://www.parliament.act.gov.au/in-committees/previous-assemblies/standing-committees-eighth-assembly/Public-Accounts/inquiry-into-the-proposed-appropriation-loosefill-asbestos-insulation-eradication-bill-201415/submissions?inquiry=662274>

We appeared before the Public Accounts Committee. See transcript <http://www.hansard.act.gov.au/hansard/2013/comms/public32a.pdf> , p.198ff.

We were pleased with the recommendations made (unanimously) by the committee, but Ms Gallagher and Mr Barr immediately rejected the recommendations that would have enabled us to keep ownership of our block,

<https://www.abc.net.au/news/2014-12-03/report-on-mr-fluffy-legislation-released-by-act-legislative/5938696>

During the Public Accounts hearings Ms Gallagher stated that at the right time there would be a Board of Inquiry: 'I think it is about choosing the right time for that to happen, and when that should happen is the key. But it will happen', <http://www.hansard.act.gov.au/hansard/2013/comms/public31a.pdf> p.62. I'm afraid I have never believed that. There will not be a Board of Inquiry, at any time. An inquiry should be held, however, to answer many questions, including these:

(1) When in 2005 she was told that they might be unsafe, did Ms Gallagher make proper inquiries into the safety of the fluffy houses?

She says that the experts did not advise her that anything more needed to be done (see <http://www.hansard.act.gov.au/hansard/2013/comms/public31a.pdf>, p.58ff).

Is this true? But should she have asked the experts some more questions?

Passivity is not good enough.

(2) Why did the Government pay the demolition costs for owners who entered into demolition contracts before 28 October 2014, allowing them to retain ownership of their blocks? This was what all owners wanted.

Why were some favoured over the rest? (It was said at the time that they had been led to expect that when they decided to demolish. This is not true: my wife and I were considering demolition and we would certainly have noticed if any such expectation had been encouraged.) I don't suggest that the people favoured behaved improperly, but it looks as if someone was looking after someone.

(3) How did the fluffy disaster happen? What expert advice did the Commonwealth Government get when the asbestos was first being put into houses? What warnings did the ACT government get about the insufficiency of the 1980s clean-up, even at the time it was being done? How did the government come to issue certificates assuring buyers like us that these houses had been adequately cleaned? What warnings about the hazards did the ACT government get and when did it get them?

The attitude of Ms Gallagher and Mr Barr seems to be that they were being kind to the fluffy owners at the community's expense. See for example Mr Barr's remarks at <http://www.hansard.act.gov.au/hansard/2013/comms/public31a.pdf> p.88. I reject his 'generosity', 'compassion' and 'balance'.

My view is that governments have a duty of care. They must make sure that dangerous substances are not sold and installed where they should not be. Knowledgeable people knew quite early that asbestos insulation was dangerous, <https://www.abc.net.au/news/2015-01-01/cabinet-papers-show-a-decade-of-inaction-on-mr-fluff-asbestos/5987558>.

If there were failures by the Commonwealth and ACT governments at various stages over some years, then the governments should take responsibility for fully compensating the people who have been adversely affected. Compare:

<https://www.abc.net.au/news/2019-03-22/thalidomide-survivors-owed-apology-and-compensation-from-govt/10930738>

## Email 7

I am emailing my response to you as I find the website user unfriendly and, quite frankly, crap. I wonder was whoever designed it instructed by the ACT government to make it that way so that Mr Fluffy home owners would give up in despair and not respond to this survey. After the way successive ACT governments have behaved I wouldn't be one bit surprised.

What does surprise me is how close to the surface my feelings of great loss, grief and enormous anger remain. They resurfaced the moment I started contemplating my input to this survey and are no different to the way I've felt throughout the last five years; sadly, I doubt they will change. What I'm absolutely certain won't change is the contempt and disgust I have for the ACT government as well as all the federal politicians who allowed this to happen.

My late husband and I moved into our brand new home in March 1964 and in about 1970, when we could afford to do it, had roof insulation of cellulose pumped in to both the main house and a two room extension. When, in about 1989, the then ACT government started lifting roof tiles and checking to see which homes had asbestos insulation in them we had never heard of Mr Fluffy and were greatly surprised to be told we had asbestos insulation. Ultimately we were forced to leave our home for the roof space to be 'cleaned'.

It was one of the contractor's employees who told my husband that we DIDN'T have asbestos in our roof but that the contractor was told to clean it anyway. We had to write a number of letters demanding to be told what percentage of asbestos was there and some information was scantily provided with great reluctance.

Once we returned home we found belongings had been stolen, furniture damaged and water had entered the roof space and filled a bowl shaped light fitting. We had one person stand there and tell us there hadn't been any water enter in spite of the stains on the ceiling and the light fitting fizzing when the switch was turned on. The gyprock was plainly sagging as well.

This kind of lying, denial and obfuscation has continued to this day. My husband died 16 years ago and since then I have never stopped missing him. However, when I realised I was going to lose our loved, more than 50 years old, family home I was glad he wasn't here to experience what I have. The first 'clean' in 1993 nearly broke him; I think losing our home would have killed him. I've had to make a new home for myself and he's not part of the fabric and memories in it. I will never stop wondering how he would have liked it, should he have lived long enough to see it.

Knowing for more than two years that I was going to have to leave my home was like watching a person slowly dying; you can't do a damned thing to help or stop the grind of time. You just know that at the end there will be nothing left of more than half your life but a hole in the world. My three children have not ever said a great deal about their feelings; I think this was perhaps to save adding to the grief I felt and still feel; I feel so sad for them.

Can you imagine what it's like to wake up and for a fleeting moment think you're in your old familiar place and then realise you're not? It's like reaching out to touch the hand of someone you love and then know they'll never be there again.

Can you imagine how it feels when, as a family (or couple), you make well considered choices about all sorts of things which will enhance your living in your home and then watch the inexorable unavoidable progress of a government plan which will steal all those things from you? It's not like losing them in a natural catastrophe such as fire or flood; in those catastrophes there is at least general public sympathy.

The ACT government presented this 'solution' to the asbestos problem as a health hazard from which they were protecting the Canberra community. Did they, at the same time, try to subtly hint that Fluffy home owners were somehow responsible? I tend to think so. By the time Katy Gallagher crocodile-teared her announcement in October 2014 the government had the 'solution' signed and sealed so tightly that there was absolutely no legal recourse for any home owners to try to save their homes.

All the Mr Fluffy homes were built before the mid 1980s and were on much bigger blocks of land than are now being developed in Canberra. I consider this whole 'solution' was in great part a land grab by the ACT government thinly disguised as a health issue. This government relies on land sales and development for the majority of its income and, for example, the fact that they've made amendments to the RZ1 zoning rules applicable ONLY to Mr Fluffy blocks simply shows they'll do whatever they can to crowd more houses onto smaller blocks, thus raising more rates revenue.

What is the ACT government going to do about the 65,000 homes which have now disintegrating asbestos lagging on their hot water pipes? (I know this is the case as the private inspection I had done found it beneath the kitchen sink – and as far as it could possibly be from the alleged source of contamination in the roof. I also know that the number of 65,000 is correct as I was told it by a government official.) I won't mention the bonded asbestos in wall and eaves panels but the crumbling stuff on hot water pipes is falling all around so what will the government do when they need even more land for raising revenue? Steal all those thousands of houses as well?

We Fluffy home owners have been treated with complete and utter contempt by the ACT government and this was borne out to me when I attended a public meeting several years ago and a government official informed us that we were less than one percent of the population, the implication being that we should shut up and live with it. To know that [REDACTED] was given some kind of a public service medal for his management of this bastardry was another slap in the face to all of us. But Andrew Barr does similar whenever he blames economic effects in the ACT on the cost of borrowing \$1b from the federal government to steal and destroy our homes. I refer you to this news report in the Canberra Times - [https://www.canberratimes.com.au/story/6210401/a-billion-reasons-for-barr-to-build-a-new-stadium/?fbclid=IwAR0wRqGtqeu2ndZ-2DfKc\\_dojZtJfpiZPVoernRb5puZyJ2\\_RYw2EnK8NUM](https://www.canberratimes.com.au/story/6210401/a-billion-reasons-for-barr-to-build-a-new-stadium/?fbclid=IwAR0wRqGtqeu2ndZ-2DfKc_dojZtJfpiZPVoernRb5puZyJ2_RYw2EnK8NUM) - as an example of this habit of his.

I have lost many thousands of dollars as a result of this wickedness. I have not been able to re-establish

myself within the sum of money I was paid for my home. And speaking of the sum I was paid, I asked for First Right of Refusal on my land and the lying, thieving government offered it back to me at \$50,000 more than I was paid for my home. I wasn't the only Fluffy home owner to whom this happened

How dare the government talk about a legacy in relation to this distressing, grief causing event in so many people's lives. The ONLY legacy should be an open ended, no holds barred Board of Inquiry going right back to the 1960s starting when the federal government allowed, in spite of warnings, the installation of asbestos into the roofs of Canberra homes, and continuing to the present day examining the culpability of federal and ACT government of all persuasions.

Should the ACT government be so appallingly small minded as to refuse to return the house keys to their rightful owners, I suggest the keys be installed in the ACT Legislative Assembly chamber to be a constant reminder to those present and future occupants that they make very far reaching decisions on behalf of all Canberra citizens and they need to think very long and hard about the consequences of their decision-making.

As I say in the third paragraph of this email, our home NEVER had asbestos insulation installed in it but I lost it anyway; I know of at least one other family in the same position.

Just some questions of many -

- Why did the government allow, before the October 2014 announcement, some home owners to demolish their homes and keep their land?
- Why did their building approvals department continue to approve large and small additions to homes which they knew had had asbestos insulation in them at the same time the Gallagher government was planning their destruction?
- Why did they put onerous conditions onto Fluffy home owners who wanted to rebuy their land?
- Why wouldn't they negotiate with the elderly home owners (of whom I think there were about 500 aged 70 and over) and give them the option of staying in their homes to the end of their days and, at the time of the owner's death, the government buy the home at the future current market price. These elderly people were/are settled in their homes (as I was) with them made comfortable and safe to see out their remaining years; now all this has been denied them. This is what the government has described as being 'compassionate'?

And further -

- What about the people who lost home-based businesses
- What about those who could only afford to relocate to another State and who had to pay stamp duty when this was not required if they bought in the ACT

All of the comments I have made on both the private and public sections of the user unfriendly website can be used for publication.

## Email 8

Thank you for your invitation to meet with the project team on the direction of the Mr Fluffy Legacy Project.

The first thing I want to say is that I do not understand what the project hopes to achieve. I hope it is not just a descriptive report on the years from 2014 to now. If it only covers experiences of the buy-back scheme, then the project is too narrow. I guess that is why you are asking for contributions.

Secondly, I am not sure that the timing of the project is ideal since there are people still living in Mr Fluffy homes and who are no closer to resolving their future. The project needs to be sensitive to the fact that although the buy-back and demolish scheme seems to coming to an end, the psychological scars and physical health fears are on-going. The ordeal is not over. The project should not be celebratory in tone.

I'm sure you are aware of the personal statements that were part of the submission of the FORAG group led by the wonderful Brianna Heseltine. One idea your team might consider is to invite the people who made those statements to update them to how things turned out for them. I am not sure that I would want to do that though, because I need to move on, not go back to relive those experiences.

The last thing I want to say is that this project must not deflect from the need for a proper inquiry. A public

inquiry is necessary to bring full closure. I need to know why Mr Fluffy was allowed to operate despite warnings to the Commonwealth Government, whether the clean-up scheme merely kicked the problem down the road, and why the ACT Government did not keep on top of the problem, merely issuing a warning that it ignored itself by approving extensive renovations to Mr Fluffy homes. And, most importantly, why has the Commonwealth government got off so lightly.

I appreciate that such an inquiry is outside of your remit. But maybe CERG could commission someone to do a thorough investigation of the whole affair and write a book or make a documentary for posterity. Government is continuing to fail, for example, allowing combustible cladding and shoddy construction of high rise units. The point needs to be made that cutting corners on matters of public safety causes too much harm and shifts costs onto the innocent people. That lesson would be a good outcome for this legacy project.

In any case, I will be interested to see what direction the project takes.

## Email 9

We are one of the over a thousand unlucky Mr Fluffy block owners. Right at the beginning we were offered kind words and support. We wanted to retain our block.

Everything turned sour from then on. Having to pay market value put the block out of our range. We were harried and bullied to sign on the dotted line right up to 6pm on the night of the cutout date, being told it was the last chance we would have. We were advised we could opt out at any time, but my husband being stubborn would not bow to the Taskforce Pressure, thank goodness.

The whole sorry worrying mess nearly tore our family apart with the constant pressure, the listing in the Canberra Times of all the affected blocks, and worry about finances. When Worksafe came into the picture we had problems with the lack of communication between them and the taskforce, the right hand didn't know what the left was doing and we were in the middle, another frustration. And all the while representatives of the Task Force were fronted on the television spouting how they were there to help the affected families. Yeah right

In the end we decided to use our retirement to take the house down and rebuild ourselves.

We are not in the dire financial position of a lot of other families, to whom I empathise, but our retirement will not be as comfortable as it would have been.

We would not have moved out of the house if we had that option as we had been there for over 45 years. But after the law was changed to charge the Fluffy owners market value, we fully expected the government to pass a law to get us out, sometime in the future. The taskforce has done everything it can to get all of us out of our homes and our wants totally ignored and yet the Ainslie shops commercial building has been able to trade on and on. Double standards, the asbestos is still in the building and the public is more at risk there than in a private home.

The whole debacle has left us all angry and a lot poorer.

I am adding my voice to call for a Board of Inquiry, someone should be held accountable for the unnecessary anguish all of us have had to put up with. We hear now a government department is threatening fines and even imprisonment if home owners do not comply with their demands. WE ARE NOT CRIMINALS.

## Email 10

I am currently travelling overseas in an area that has limited access to the internet, so unfortunately cannot answer the questionnaire.

As a former owner of a Mr Fluffy home I would like to record my fervent wish for a Board of Inquiry into this sorry affair from start to finish.

## Email 11

I just discovered that the Mr Fluffy Legacy project has collected keys from demolished Mr Fluffy houses.

I still have mine. Where can I send them or drop them off?

## Email 12

Please find attached a text document which consists of posts, put on the Full Disclosure Facebook page in the last five weeks, as a follow-on from the announcement of the Legacy project. Some former Mr Fluffy homeowners are emotionally unable to take part in this survey but do deserve to have their views recorded.

Should the document be unclear please contact me.

- **Owner 01** Yep, so in other words.... they have gotten what they needed out of the scheme (\$\$\$)... now to deal with the trash.
- [REDACTED] Well aren't we popular today front page article and editorial on the same day. We need that board of inquiry now because once 2020 comes they are done and dusted and there is nothing we can do about it. Any chance of any sort of compensation will have passed. We need to take a petition up and present it to the assembly now so we can force their hand. There was one petition with only a hand full of signatures that got up recently and I am sure we can do better than that. We do not have the luxury of time on this matter it is time to get proactive and get a petition.
- **Owner 02** I raised the possibility of staying on [in my home] in my one meeting with the TF. AK made it very clear that we would be harassed to our graves if we did. Shortly later KG announced that anybody who stayed would be subject to compulsory acquisition. We got \$400 000 for our block plus some for our home. A year later they came back and told us that we could buy our block for \$900 000! We have received nothing but lies and corruption from the ACT gov. and its evil TF. That is why I have no interest in participating in their stupid memorial scheme!
- ... but I saw somewhere that our comments would be 'moderated'. I cannot think of any single thing that I would say to them that would not be 'moderated' out.
- Following peer pressure I did fill out the idiotic survey. I told them their idea was stupid and all it would do would immortalize corruption and lies.
- **Owner 03** ... but as you know I am not supportive of their 'legacy'.
- **Owner 04** .... I agree with sentiment expressed by others that it is important to be heard, otherwise they (the perpetrators not the consultants) will have the opportunity to say that everything's honky dory and they did a good thing for us. There are still people out there who think that we were cut a good deal. Most of all I believe that we should register our strong concerns about the way in which this program was handled and the pressure that people were put under in the process. Like everyone else who has been affected I would like to see the establishment of a Board of Enquiry. The government's refusal to do so clearly suggests that they know that the outcome would not be favourable.
- **Owner 05** ... In just the last three weeks, two people said to me, 'But you were compensated, weren't you?' The general population has no idea of what we went through.
- **Owner 06** We were told if we demolished privately our homes would never be removed from the Fluffy register - I wonder if that is still the case. I think just about everyone signed under duress and we were also told we couldn't write that on the document. The memorial is a joke, like they care now??
- ... I haven't even bothered to open the questionnaire as I will never get over this debacle and it brings back bad feelings. It has taken me two years ... to feel better in myself thanks to the government
- **Owner 07** Ok, I've done it. What a ridiculous survey! What 3 words would you... blah blah blah. But I did it. And they know that ONLY a Board of inquiry will suffice! I'm so pissed off now! I hate these people so much
- [REDACTED] I also ran into a friend I have not seen for several years today who also had a Fluffy house and he was telling me that he has lost a lot of friends because they believed the propaganda the government spin as they thought they got a huge amount of money. I believe he said they thought that we all got huge compensation payouts plus the sale of the house so somehow our message is not getting out. His house was paid for in full and he had to leave, got a smaller house in the same suburb but had to get a mortgage, that is something I am not going to do.
- [REDACTED] Been thinking about legacies of Mr Fluffy and the only good one for me has been the sense of kinship and connection with other people affected by it. I've had the chance to meet/reconnect with some absolutely genuine and caring individuals. Appreciate you all so so much for just being there and getting it.

- **Owner 08** Although we are no longer in Canberra it is good just to be able to chat here. It just makes one feel connected to all who are in the same boat and who understand what we are all going through. Good days and bad days, but at least the good are becoming more and the bad less
- **Owner 09** I can't help as we are in NSW, but I wish you guys all the luck, and courage, it must be hard having to rethink about all the hardship. I know I hate even thinking about it. I hope you can make them be held accountable! Good luck
- Signing under duress
- **Owner 02** ... I wanted to write 'signed under duress' under our signatures but we were told that we were not allowed to 'vary or amend' the document in any way.
- **Owner 05** This highlights the fact that those of us who signed away our homes did so under duress with no idea of the alternative, and this is what I said to the taskforce person in front of me, looking them in the eye, before putting pen to evil paper.
- I did too, so saying it was the next best thing, watching the officer squirm knowing I was right.
- [REDACTED] That was my experience too.
- **Owner 10** Me too
- [REDACTED] I have a copy of a letter from the government's solicitor saying they wouldn't accept my Under Duress letter. At least I have that in writing.
- I also noted at least twice, on other paperwork I was forced to submit to the Taskforce, that I was signing under duress. That paperwork was accepted So somewhere in their records those documents should exist.

Re Worksafe management plan for those still in their homes -

- [REDACTED] Just a short note to ask if any one who has not complied with the Worksafe management plan has received a letter from Greg Jones demanding and threatening it be done within 28 days or action by way of fines..... possible imprisonment etc if we do not comply. Apparently 12 of the 39 still left have not complied. I will not comply with this Bullshit I have paid out enough and lost enough ... this is the beginning of the ACT Government pushing us out and wiping their hands of us even though they caused the problem but the way it works is they cause the problem but we lose everything. I wonder if this is how they 'allow' us to keep our homes and live beyond them come 1 July 2020
- [REDACTED] I've complied though I did get a few reminders to get it reviewed and updated. Not much choice - can't risk disruption of services for mum.
- [REDACTED] Mum had another fall yesterday arvo. Thankfully she's ok, just shaken up. Made her as comfy as i could and called the ambos to help her up (so thankful they were able to get there fast too). Spent a lot of time yesterday evening settling her down. One of the shitty things about still living in the Mr Fluffy house - needing to remember to tell the ambos it's a Mr Fluffy place. Told the 000 operator and the actual people when they walked up to the door. It's an added thing under a really stressful situation though. Feeling pretty shaken, tired and drained myself too. So I'm going to take some time out for me today just to curl up in a ball and let the world go by as much as possible
- [REDACTED] Having a bit of a blue day, me and mum. Could do with some virtual hugs and cheer me up vibes.

Found out that tonight's care worker for mum had no idea it was a Mr Fluffy place. Dunno how she missed out on the info. Mum (or I, when I've been here) have told individuals who've come into the house. Plus we told the service provider (and provided them a copy of the worksafe report ages ago). So not sure what happened – if mum got muddled or forgot on the first visit and then thought she'd already told her or what. Maybe the worker was told and forgot or didn't hear (she's a bit hard of hearing).

So had to have a long discussion with the care worker about Mr Fluffy after the end of an already long day after a really shitty week. Mum was already dead tired and then emotional after hearing all the usual shit people think they \*know\* about Mr Fluffy. Fun times.

And will probably need to talk with the service provider tomorrow to make sure they still have all the info too. And check no other care workers have missed out. The service provider went through a merger a while back so that probably hasn't helped in terms of corporate knowledge. Mum's had some of the care workers for years. Feel overwhelmed just thinking about it.

Maybe i should put up a huge sign on the door to supplement the other Fluffy warnings the asbestos assessor put up for us. And run off some copies of the latest report to wallpaper the hallway with. Aaaargh!

And now this to add to homeowners' distress -

<https://www.canberratimes.com.au/story/6240113/threats-of-fines-jail-for-non-compliant-mr-fluffy-homeowners/?cs=14225&fbclid=IwAR2W25YgF7ZcjD2wD4ThlpzesMs-5lr2GJGkMF4mOLzYaDrxPAq25hO8Tt4>

And the way the ACT government changes or ignores the rules to suit themselves -

<https://www.canberratimes.com.au/story/6204964/dual-occupancy-eyed-for-ex-fluffy-heritage-block/?cs=14264&fbclid=IwAR0v6QuayiSzKH4oFjwxNFiSHuneJNAZezvXFgu3jPDik7tKQdbB7-R2UYg>

- [REDACTED] How dreadful .. that's just typical of this Govt
- [REDACTED] What next you only have to look what has already happened. Once the developers get in that is the end of the suburb as we know it. In my street we have lost 4 trees of over 50 years old, in the last couple of months- two of these were on the nature strip and the developers just knocked them down and why you ask because they can nobody will stop them. One tree was on the border of the nature strip and the block and because the tree was going to change his entrance he just chopped it down and that was not a fluffy block they are developing three blocks supposed for older aged living. The government is part of the problem in destroying the bush capital just so they can pay their debts on poorly thought out decisions they have made how the supposed intelligent people of Canberra keep voting this crew back in is beyond me. For me voting is a right not a play thing that you tick the boxes and hope all goes well it is a responsibility we all share and I am sure we all want the best outcomes but yet it is a tick and flick when it comes to voting we seem to do the same thing year after year resulting in the deterioration of a once beautiful city.

And under the above heading but in relation to trees -

- **Owner 05** Now you see it, now you don't, within a couple of weeks last year, and new owners had recently applied for and were denied permission to cut down the protected white cedar before beginning construction on a home that occupies the whole 895 sq metres. I got the outcome of the investigation today. Not enough evidence to prosecute. No-one actually saw it being cut down and by whom. Can't tell you how much that pisses me off. (Here was inserted two photos, one of the bare block with the tree standing, the other of the block with no tree.)
- **Owner 11** That's appalling! If the owners of the block can't be held accountable, what exactly is the point? Did they deny it? Did they have an explanation? None of that makes any sense at all. I'm really sorry [REDACTED].
- **Owner 05** They denied knowing how/when it was cut down. Very convenient for them, as it turned out.
- **Owner 05** Magpies and cockatoos that hung out in it all the time were pissed off too and picked up what was left.
- **Owner 12** Let's face it. This government hardly ever enforces any of their rules and regulations except when it suits them. That's why builders and developers have got away with shoddy construction, people drive and park their cars however they like etc. etc.
- [REDACTED] You have to be kidding ..... seriously ...
- the tree was there then it wasn't and they think some stranger came in in the middle of the night and cut it down by candle light using a hand saw (because a chain saw would have been noisy ) .... That's it's ? That's what they are doing to protect trees ?? Now considering all the fuss over a tree at MANUKA ..... Can you appeal ?
- **Owner 05** No point in even asking about an appeal. If a tree falls in the forest and no-one is around, it's magic.
- **Owner 11** Someone must have paid for it too (that huge tree wouldn't have been cheap) so how is it that there's no evidence? It seems incredible. A bit like when all our details were leaked – there was apparently no way of solving that mystery either. We live in strange times
- **Owner 05** Yes, we certainly do, Also a bit like when people's furniture etc ended up in containers being shipped to Queensland. Investigation found nothing.
- **Owner 12** When we visited the site of our home after demolition the site foreman said he'd been

threatened with prosecution if he 'accidentally' knocked down the protected trees

- **Owner 13** No consequences. Ever. At 8 Palmer St Hall the owners (or someone paid by them) removed numerous trees that were 'heritage', and a heritage listed cottage. Someone also removed a very large double-trunked gum from the median strip....right where new driveway crossing proposed...that tree did not appear on the plans owners submitted for approval. Pretty sure govt didn't remove the street tree... still no consequences, because no one saw who did it. Seriously ridiculous.

### Email 13

I don't have much to say, but what is needed is a board of enquiry, the treatment and out of pocket expenses are appalling and my husband and I are financially worse off because of the Mr Fluffy debacle. We now have a huge debt to the tax office, we never planned on selling, we planned to downsize and move into our Fluffy, but this dishonest government had other ideas. I am disgusted with this current local government not one has Barr even met with us he is a disgrace.

### Email 14

I have thought about the ideas in your email about 'legacies' in various forms for those who went through the events surrounding the Mr Fluffy story.

I use the word 'story' after deleting 'disaster, incident' and then 'saga'. There are many stories surrounding what happened to the people involved. Primarily the residents of the houses, their families, the neighbours of those residents and you could also include politicians and members of the Mr Fluffy Task Force

My husband and I lived in a cul-de-sac in Latham with 9 houses; three of those houses were Mr Fluffy houses. This street was our community. Most of the residents had lived there after building their homes in the 1970s; everyone knew each other, my family was readily accepted when we bought our house in 1993 with our two young children. There were street parties at Christmas, people 'helped out', collected mail, fed pets. My husband even held the hand of our neighbour who was dying of cancer while they waited for the ambulance in the middle of the night. Canberrans have a reputation of being reserved and perhaps even unfriendly, but people are people wherever they live.

#### **How did Mr Fluffy affect the people of my street?**

Our neighbour, a lady in her early 60s who had not long lost her husband, bought a townhouse in Gungahlin. Not long after that she started losing her way while driving or walking to the shops. The move and stress had exacerbated the signs of early onset dementia. Within 1 year she was moved into a closed dementia ward of a nursing home. Her friends lost contact as the family prevented others from visiting.

Two houses down, lived another couple in their late 60s; the husband a Vietnam Veteran and his wife, a public service tea lady in her pre-retirement life. He handled the whole situation very stoically and with organisation and all the proper legal advice. He knocked on our door many times to see how we were going, offering us the latest news. They bought another house in Belconnen to be near their family. He left behind a model train set up that was his pride and joy which had taken 20 years to put together. She didn't cook a meal in her new kitchen for 2 years. The stress took its toll on their health; but true to their 'Aussie spirit' came through it all and are doing fine.

We dealt with the situation with denial at first and then, when we knew there was no choice entered into the whole world of forms, assessments, dealing with dishonest real estate agents and moving out of our home which we had just finished completely remodelling to be our 'forever home'. Our daughters had lost the home they grew up in and we almost lost our marriage. But we eventually settled into a new home in Gungahlin, began renovating again and now know nothing is 'forever'.

Our non-Fluffy neighbours: Our lovely neighbour who had escaped through the rice fields of Vietnam to come and settle in our street, came to our door in tears when she heard we were leaving. We had seen her children get married, enjoyed her gifts of delicious spring rolls at Christmas and been to her husband's funeral at the local catholic church conducted entirely in Vietnamese. I hugged her and wished I didn't have to go as well.

Other neighbours no longer had street parties at Christmas, random get-togethers and support they knew was there if they needed it. Try as you might to keep contact, our community was no longer.

Sometimes it is easier to remember the good times and put the past painful experiences behind you.

The 'legacy' that came to my mind is what you would perhaps categorise as a community event.

I imagine a play about the Mr Fluffy Saga. A series of stories in a spotlight. Because the legacy of Mr Fluffy is different for each person, family and street involved.

I feel that many of those involved would enjoy coming together to share in such an event to share, remember and laugh - because there are always moments of humour that get people through major events in life. An event like this would acknowledge those who went through Mr Fluffy and show to others the stories, with the courage and resilience and humanity of those who live in Canberra.

There would be issues surrounding research, writing, confidentiality and funding for such a project, but feel the ACT Government in all its wisdom, compassion, power and creativity could overcome. Just as it did the Mr Fluffy saga.

## Email 15

'How do you pick up the threads of an old life? How do you go on, when in your heart you begin to understand... there is no going back? There are some things that time cannot mend. Some hurts that go too deep, that have taken hold.' JRR Tolkien

In 2014 we learned that our family home, bought in good faith, was contaminated with Mr Fluffy asbestos fibres. It had been cleaned, we found out later, in the 1980s, but the fibres were still there. We had no idea. It so happened that I was very ill in 2014, but managed to go to the meetings, which we felt were important. The meetings, and knowing that they were on, were not well advertised and almost every time I found out about them via the FORAG Facebook page. Not from the Taskforce.

The guilt of knowing that you have potentially contaminated your children, your family, your friends and others is not something that is easily overcome – if ever. Try writing to them and telling them to register on the asbestos exposure register. Not a good thing to have to do.

Upon reflection, I think the Taskforce, at the time in 2014, was backfooted and did not handle the whole situation as well as it might have. I don't recall anyone actually contacting us to see how we were going in the period between finding out about our home, and moving out. Our 'case manager' shrieked to a colleague at a public meeting that we were moving 'to the best part of Canberra'. Did it not occur to her that we might have thought that where we lived for so long might have been, to us, the best part of Canberra? Obviously not. That person needed more training.

I clearly recall a meeting at which health people attended, and told us not to worry about the asbestos – this despite our homes having to be demolished. Hello? Reality check here. I was very distressed by that meeting, and felt that the speakers had little or no empathy for the residents.

The 'buyback scheme', while it gave some finance, was questionably (to my mind) moral and legal. The scheme was one of sign or we can't guarantee what will happen to your home. The old 'or else' situation. What option did we have? We sold and moved on as best we could.

Consider the financial situations of many people. Young couples who had recently bought and have young children would want to (depending on the state of their property) dispose of anything that might affect them or the children – which would mean toys, clothes, bedding, furniture, in some cases everything. That's a huge cost to repurchase. Retirees who could buy again had to factor in costs of (depending on the state of their home) not only their home but buying new furniture, new bedding, clothing – so many items.

I felt that the Taskforce was very silent in its advice on what we could safely keep and what we should dispose of. It seemed to me obvious that nobody wanted to commit in case someone took action against them. So, what to do with white goods? Linen? And so on. No advice, except on woollens. We never had any contact from the Taskforce on these issues. Our garage was found to be contaminated and a skip came one day and in went a guy in a hazmat suit and removed the contents of our garage to a skip. We lost thousands of dollars worth of goods and we were not allowed to go in and retrieve items that we might have kept – we managed to get back some gardening tools and a bike, but that's all. No compensation – and we are talking tents, winter and summer weight sleeping bags, big ticket items.

When we moved, we arranged for beds and doonas to be delivered. When the moving van had gone, we went to the shops and bought pillows, bedside lamps and other necessities for the night. It wasn't like moving house in the general sense.

As we unpacked, I washed every piece of crockery, cutlery, cookware and clothing. It was a huge job and there was no help.

Upon reflection, I think that the major difference between the Mr Fluffy loss of homes, and of other losses of homes such as flood or fire, is this. We the people affected, were still in our homes and we had to make the decisions on what items to keep and what not. With flood or fire there is no choice. With Mr Fluffy, there was a different decision for each individual and there was no support or advice - to us anyway.

The other big factor is, one loses one's neighbourhood. If you live in a place for some time, the way you travel to different places is familiar. You know (hopefully) your neighbours. The faces at the shops are familiar. You have your habitual supermarket, pharmacy etc etc. When you move, you lose all of that and may never get it back. You have lost your home as well, and whether your new residence becomes a home or remains a house, is one of luck as much as anything else. Ours is a house and I doubt things will change to home, despite implementing the recommendations of Dr Gordon and others.

The perception by a segment of the community that 'the government' had given us pots of money was not helpful and it was combined with an attitude of 'so what are you whinging about'. How to explain? Too hard for someone with that attitude to comprehend.

I thought at the time, and still think, that far more support should have been given to we the affected people. I also think that we should have received far more money than we did. I don't mean that to sound greedy, but the actual cost to residents affected, as opposed to the value of the home the previous year, was simply not enough. For retirees, their major asset has been significantly diminished in value which affects future items such as aged care. In addition, the government's decision to proceed with the more than a billion dollar light rail reflected how little the government really cared about we, the residents.

I have met about two members of the Taskforce, and bumped into Dr Packer in a dollar shop. That is the extent of my contact with the people who managed the Mr Fluffy debacle, and the follow up process, including the 'legacy'.

I don't think a physical memorial or event (such as those suggested in the email) will do any good – they would just rub salt into wounds. I would like to see federal and ACT governments apologise to the people who were affected by Mr Fluffy. And I would like to see ongoing support to all those affected people that addresses all issues – financial, emotional, physical and more – for those who suffered and who suffer from that terrible experience.

## Email 16

We tried to submit our comments on the web link but are not sure whether it was submitted. Please see below our comments.

### Legacy

In this instance, the loss of all outlined above due to the reliance on a negligent government with a forked tongue, intent on covering up its mistake by not addressing the root cause but passing on the onus to its victim to fight for survival. Paying only lip service to the much touted Aussie 'fair go'.

### What sort of Legacies could be included

A framed report of a Board of Inquiry (BOI) at the entrance to the Legislative Assembly of the ACT certifying the government's transparency in all its actions, that it sincerely played fair by each and everyone affected: the men, women and children, parents, brothers and sisters and all loved ones.

That the trust bestowed on the government by the public in voting to keep them in power for 20 years was not lost due to ignorance or arrogance.

A mechanism to ensure that dwellers of 'fluffy' affected houses and tradies and others who worked in them are able to undergo free medical tests to ensure they are not affected by any 'fluffy' related diseases as well as stress, hypertension etc, and take remedial action to support any affected parties.

A wreath from the collected house keys (framed) and alongside the earlier mentioned certificate, at the front of the Legislative Assembly to indicate that certain freedoms could be locked up and the keys removed by a 'progressive' government which for nearly 15 years in power sat on a major health issue which could affect well over a few thousand constituents including children, men, and women and possibly pets before

suddenly rushing out to pass legislation which could send some of those people into situations of severe stress, to contemplate suicide and leading to penury.

## Email 17

I'm a child of Mr Fluffy owners. It was my childhood home over 50 years ago. I've witnessed my parents trial from start to still-not finished for more than 20 years. I find your whole 'Legacy' idea distasteful, ill-conceived and poorly executed. Sadly, that's the real Mr Fluffy 'Legacy'.

I have little confidence in the motive/s behind this consultation. It smells like the last two decades of inept government handling of this health issue. This 'Legacy' idea is a bow on a bin-fire just like every other attempt to quell Mr Fluffy criticism and looking good. It's like, 'you'll get a fair price'.

We know the history yet no-one is prepared to face it and investigate. For 50 years both federal and local governments and bureaucrats have known the dangers of asbestos yet allowed Mr Fluffy to be installed (despite warnings) in more than a thousand homes and allowed owners to renovate, sell and buy. Why did this happen? (yeah, I know, too hard).

And when a government did decide to do something it was draconian with no room for consultation or negotiation. Full-stop. The government was getting the homes and, more importantly, the land. Like it or not. The government outreach was the Mr Fluffy Community and Expert Reference Group (CERG), who seemed to toe the government line and looked only to mollify. And now CERG wants to know what the Mr Fluffy 'Legacy' should be? Really? Fluffies had to support themselves. Why did this happen? (yeah, I know, you tried).

Politicians, wannabe's and flunkies have made hay with Mr Fluffy at the expense of Canberra families and their homes. This entire disaster has given me a rare glimpse into the machinations of power and, I'm angry. I expected better from those that serve us. Sadly, those machinations extend far beyond Mr Fluffy. Also, your website is rubbish, the forums are clunky and navigation sux. Par for the course I'm afraid.

Sunlight is the best disinfectant (L. Brandeis). The only worthwhile Mr Fluffy Legacy is a fully transparent Board of Inquiry. Anything else is lip-service and self-congratulatory..

## Email 18

I attempted to fill out the questionnaire online, found it brought up too much distress so I find email easier.

The man made crisis of Mr Fluffy has been mentally, emotionally and financially distressing for many of the 4000+ occupants of the 1000+ affected homes.

There has been no incident in the history of the ACT, that has caused such distress, and in many cases severe hardship.

I ask for a BOI. Anything less is just in insult to affected homeowners.

I do not need some sort of shine or any other legacy project.

## Email 19

### Mr Fluffy Experiences

For those who were living in the houses at the time of notification the experience of being made aware of the house they were living in or owned contained a deadly substance they were either ignorant to or believed to have been successfully remedied, was all of a sudden a risk to their health (physical and mental), their accommodation, belongings, their financial position, their safety, relationships, stability, community, network, business (from home), pets, gardens and much more.

Each journey in this has been different with the expectation that the road is long into the future with the threat to health for self, family, friends, tradespeople, carers and people who may have only entered once (and may not even be aware of their exposure).

For me I have spent 5 years navigating the notification, information, decision-making, assessments, emotional impact, concern about living circumstances (with a child still at home), indecision, concerns, packing/ unpacking (3 times), financial impact and long-term effects. I decided to re-purchase my block three years after moving out with a view to try to recover some financial gain, building a home that would

sell well – finally moving in five years after the first notification regarding my house. Five years down the track it is the first time I have been able to draw breath enough to reflect, but realise others are still in their home negotiating the way forward through uncertain ‘potholes’ and ‘bridge out’ barriers. It is through this lens that I view exploring legacies as somewhat premature as the definition of a legacy is ‘something that happened in the past’. This is not yet in the past. It appears the decision to explore legacies at this point in time is driven by financial promise/ constraint. This too was the driver for the timeframes and decisions in the Mr Fluffy Scheme – with clear and documented decisions that whilst the decision to demolish was based on health concerns, the approach was a financial balance sheet for government. Given there is clear documented evidence that government were provided advice of major health concerns prior to approving the initial use of loose-filled asbestos for insulation by ‘Mr Fluffy’, it may well be questioned what the basis was for this decision – possibly simply financial!!

Having moved into the neighbourhood I lived in for nearly 20 years, with a level of understanding and support, I was shocked and distressed when some said ‘you put us to shame with a lovely new house’, ‘you were quite lucky really’, ‘what a great opportunity you were given’ – clearly there is a lack of understanding in the broader community, and a lack of sensitivity for some – this impact has challenged the one real positive I had.

#### Complexities of Financial Impact:

- Few felt they were given a fair price for their house – market value was decided by government with a significant fee charged to challenge
- Decreed amount was fixed in October 2014 but the process was slow with a significant delay to finalise sale, largely based on difficulty in obtaining alternative accommodation
- Loss of outlay on recent renovations/ improvements
- Purchasing in an overheated market due to huge number of unexpected (Mr Fluffy) buyers in the market resulting in purchase prices to move being artificially inflated. This had a flow-on effect to cost of rentals and for some, renting was a challenge due to income.
- For some, personal belongings – furniture, furnishings, clothes, toys – were contaminated and were required to be left, somethings could not be replaced.
- Cost to move into a purchased home – stamp duty was exempt if you purchased a smaller property but legal fees were still charged. Removalists costs, renovations in the new place to have a similar standard of living.
- Purchase of new furniture, personal items.
- Greater distances from schools, work, family, friends adding travel costs and time – reducing contact/ connection
- Payments for psychological counselling for self and family members
- There were some positive experiences:
- Some were ready or had been considering a move and the opportunity to be given a guaranteed amount without having to pay commissions was a bonus
- Helping people make choices they had been delaying – such as downsizing or going to a retirement/ nursing home – no requirement to ‘get the house ready for sale’ or ‘inconvenience in having it on the market’ – no requirement to obtain a building report or obtain certificates, approvals or plans.
- I spoke with someone within the Scheme who identified they had a positive experience in that they were considering moving, got a price they were comfortable with – particularly that they didn’t have to pay commission – and then found a property that suited them well. However, they had never shared their story with anyone as they felt a high level of guilt that they felt positively – this took away the excitement of moving to a preferred place and continues to remain a level of difficulty such that they don’t generally identify as a Mr Fluffy owner.
- It is interesting that even those with positives through this process have a level of negative impact to deal with – plus a continued health threat.

#### Health Impact:

- Understanding that having lived in a Mr Fluffy house there remains a much higher risk of contracting mesothelioma than for the average person, and that the length of time is likely to increase the risk
- That people who have lived in these houses are dying from this

- That there are people who have entered these houses without any knowledge that they could or have contracted a disease laying latent – it is impossible to identify all the people who may have been exposed. And that there is a quandary for residents in how to notify everyone and whether they have an obligation to do so.... Ethically, morally..... for one's own conscience.
- Having the Damocles Sword hanging over your head is challenging, but to see it hanging over your children's heads is devastating
- Overwhelmed, distressed, angry, disempowered, confused, exhausted – leading to impact on: energy; trust; decision-making; emotion; motivation

Personal/ Community Impact:

- People became disconnected from their community, friends and neighbours
- A disruption of years.
- Children had to change schools – lost/ reduced access to friends/ family
- Uncertainty of timeframe for house to be demolished and land to be on the market (4 years between sale and purchase for me) – limited ability to make firm decisions to move forward – at best there was the continuous question of 'what if'.
- Communities living in streets with the houses derelict (3/10 gone in my street), then demolished – described as being quite eerie, loss of families, houses and gardens, trucks, tradies, noise and mess (with demolition and re-build).
- Impact on remaining house prices – seen to be now a loss
- House sale to government is not reflected in house history such as on Allhomes (to protect privacy?), impacting on statistics for individual houses and also suburbs

## Email 20

- Many home owners were only paid a little more for their block than the valuation for rating purposes
- The buy back asking price for each block was generally more than the price the Government paid for the block.
- This meant it was impossible for many people to buy back and rebuild, i.e. for most to rebuild would have required taking out a loan for the extra cost of the block plus the cost of building a new house, or increasing their existing mortgage in order to rebuild (something like at least \$500,00 for the most ordinary house plus the extra cost of the land)
- This was prohibitive for anyone on a moderate income and impossible for older home owners
- Even for those on a reasonably good income, or two incomes, it meant extending their existing mortgage – or taking out a new loan – increasing their financial strain for many years to come
- For many without the capacity to take out a new loan or extending an existing one, it meant moving to something of less quality or somewhere in a less desirable position than their existing house.
- These points are not simply ones of financial loss or strain or status, but a reduced quality of life through no fault of the home owner and possible contributing factors to long term physical and mental health issues.

## Email 21

### Acknowledging Mr Fluffy

- Mr F is a significant part of Canberra's history, both social and of successive governments' failure to 'do or not do all those things that former home owners identified at the drop in sessions'. A grant to create thorough and well researched documentation of every aspect of Mr F in Canberra from start to finish, including the facility to add to it so as to include what happens beyond 2020, would pretty much capture all of the identified legacies of Mr F.
- A grant to research what has been learned about what factors enabled or delayed, prevented people from 'moving on', to inform better, more targeted support for people affected by similar disasters in the future. (CERG is particularly interested in this aspect).
- Keys returned to owners of demolished homes if they want them, provided the keys can be identified.
- A metal plaque incorporated into the paving of either Garema Place or City Walk to state the basic facts, dates, 'milestones'/ events of Mr F.
- A community garden featuring plants from owners' former gardens or similar, sounds good too, and could be a practical way of helping people to move on.
- [REDACTED] view that those who have died from or are affected by asbestos related disease could perhaps be acknowledged via a carefully worded plaque on an already existing seat in a central area, eg the CBD, or the community garden should it happen.
- Other walkers felt peoples' stories are important, and certainly want something done with the keys.

Whatever form of acknowledgement is recommended, should be practical, tangible and easily accessed.

## Email 22

### What is the Mr Fluffy legacy ?

[REDACTED]

The simple fact is, that this whole debacle has been appallingly handled since 1968. Both sides of Government, (ACT and Federal) were complicit in burying the facts presented to them and therefore they knowingly placed thousands of people's lives at risk. This equates to gross negligence, there is no other term that can be used. Where was the duty of care? How can Governments simply ignore the facts presented to them? Why are they not held to account?

Whilst successive governments have tried to sweep the Mr Fluffy situation under the carpet, the fact that the ACT Govt at least did something to rectify the mess is, I believe, positive. However... The manner that the scheme was implemented, the attitude of the senior bureaucrats and successive Chief Ministers has, in my opinion, led to more mental and physical health issues, and to the destruction of families and communities.

The maligning, the finger pointing, the bullying, the harassing, the lack of care, the lack of compassion, the patronising attitudes and the arrogance of these people has been beyond belief. I feel that I have been vilified, insulted and made to feel like an inferior citizen.

The simple facts are:

- I purchased a house from that the Government knew was unfit for "purpose", ie that of a safe residential home
- I was bullied into signing a contract which forced me to waive my rights – I signed under duress, which I wanted noted on the contract and was advised that if I wrote anything on the contract it would make the contract null and void. How can a government threaten it's citizens in that manner? I thought we lived in a democracy.

- I have been misled and intimidated – not so subtle threads by Chief Ministers of compulsory acquisition were terrifying to someone who was at the end of their working life, with a husband who had lost his small home based business, with a mother in full time aged care. However I wasn't about to be intimidated. I did feel threatened and I "jumped ship early" and sold to the Government as I didn't believe I could afford to buy my block back and rebuild a house. At my stage of life how was I going to fund a half a million dollar mortgage? Did I have all the facts about the scheme and what changes would be made? - no! did I sign because I was frightened? - yes.
- I have been discriminated against – I was not able to be recompensed for my stamp duty on the new property in NSW [REDACTED], nor was I able to claim back the stamp duty I paid on a house that I purchased in 2002 that was not fit for "purpose" (ie safe residential living). The Government knew that was the case when I purchased the home (the Government's knowledge of the "unfit for purpose" claim is documented in CSIRO documents).
- My husband's losses were ignored – small home based businesses were not given any assistance or support – none. He lost his home and his business. He was left with nothing.

Questions must be asked as to why this happened and how. The Chief Minister has publicly stated that there will be no inquiry – why? Does the Government not want to learn from mistakes? Surely the lessons learnt could be used for future chemical or building issues, such as the failure of concrete building in Sydney. What exactly does the Government not want made public?

The fact that the Government has shown absolutely no compassion or care for health, is telling. Why didn't the Govt offer health screening and monitoring? It's standard practice in asbestos related situations. Several people have died as a direct result of exposure to Mr Fluffy. Why is the Government not wanting to provide, on a voluntary basis, ongoing health screening?

Why has mental health care been given a token "tick and flick"? Yes, there was some support offered – by an EAP, one visit and then 5 phone calls. Any further treatment has to be funded privately. I did take up the offer of this support. Whilst the young counsellor was capable, they weren't able to assist me with any form of recovery – telling me to try to relax when I can't sleep, isn't providing me with support or guidance in managing my concerns.

I would love to know how many of the uncaring senior bureaucrats and politicians have been in the situation of being terrified to leave their homes to do routine chores, such as grocery shopping, because their partner is in such a dark place that you have concerns that they will be still alive when you get home? Or what about when you come home to find their car unexpectedly missing, and they aren't answering their phone? How did they feel in those situations? I'd love to know because that's what happened to me on multiple occasions – due to the stress the trauma and the despair caused through Mr Fluffy. Why isn't health care funded? The Government couldn't force us to waive our rights to legal action if we do suffer from asbestosis because its enshrined in legislation. However they are determined to not provide support or assistance.

The Government has made the Mr Fluffy community scapegoats, they have actively used media to denigrate us, they brand us as ungrateful whingers who should thank the government for "supporting them". Why wasn't community support enlisted like with the bushfire. Let's do some comparisons.

	2003 Bushfire	Mr Fluffy
Homes destroyed	491	1028 +
Insurance claimable	YES	NO
Govt organised Community Support	YES	NO
Govt Organised Business Support	YES	NO
Govt Financial Support	YES	YES
Public Inquiry	YES	NO
Deaths	4	6++++++
Potential undiagnosed health issues	0	Thousands

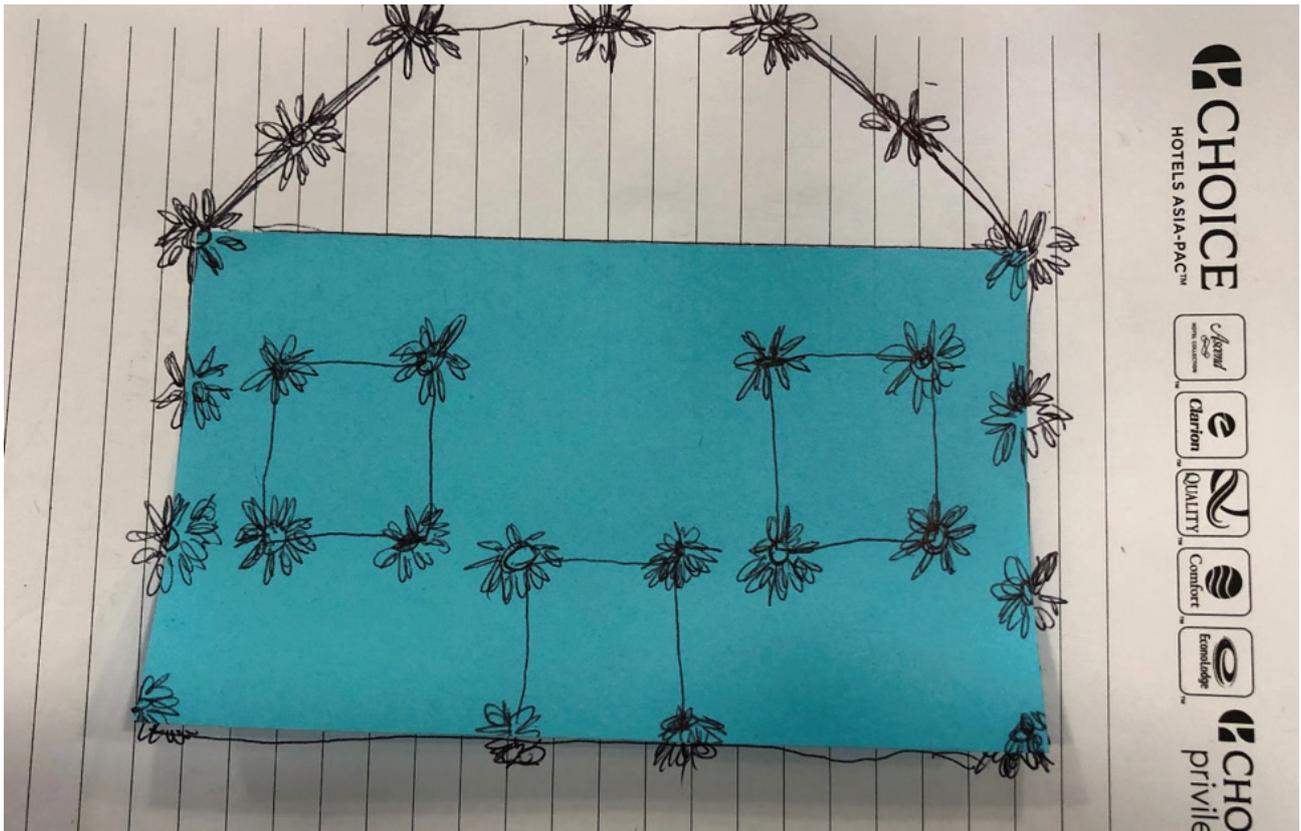
The only “legacies” left by the Mr Fluffy tragedy are:

- bungling arse overing ineptitude across numerous administrations
- Shattered families people
- Illness
- Death

### Home

Both before and after Mr Fluffy , ‘home’ meant and still means to me, family, security, warmth, welcome, sharing and mine.

### Drawing submitted at drop in session



Question	Response	Source
<b>Understanding the meaning of 'home'</b>		
<b>What three words best describe what 'home' represents for you?</b>	Comfort. Security. Control.	Online questionnaire
	This is patronising	Online questionnaire
	Family relaxation freedom	Online questionnaire
	safety. comfort. repository	Online questionnaire
	A place where I felt safe and where I lived for a long time; a place where I spent years of blood, sweat and tears to renovate, wanting to eventually present a loved home to new owners, with pride; a place where I raised my children and, after they moved out, they came regularly to visit 'home'. THIS HAS ALL BEEN DESTROYED DUE TO THE ACTIONS OF THE ACT GOVERNMENT AND ASBESTOS TASKFORCE.	Online questionnaire
	Love, family, warmth	Online questionnaire
	Security safety love	Online questionnaire
	security. shelter, sanctuary	Online questionnaire
	Security, Safety, Solace	Online questionnaire
	Comfort. Family. Safe	Online questionnaire
	My world	Online questionnaire
	Irrelevant to situation – how arty of you to turn this fiasco into a word and feelings thing, I am not impressed.	Online questionnaire
	Sense of place	Online questionnaire
	Memories, life, future	Online questionnaire
	Safe, Mine, Peace	Online questionnaire
	My sanctuary, safe heaven	Online questionnaire
	life love family	Online questionnaire
	Family, Friends, love	Online questionnaire
	Security love happiness	Online questionnaire
	A safe place	Online questionnaire
	Safety, comfort, family	Online questionnaire
	Sense of place	Online questionnaire
	absolute governmental destruction	Online questionnaire
	Memories security privacy	Online questionnaire
	family, security, safety	Online questionnaire
	Security, safety, belonging	Online questionnaire
	family security relaxation	Online questionnaire
	Family, security, comfort.	Online questionnaire
	Comfort, security, familiarity	Online questionnaire
	warmth, safety, comfortable	Online questionnaire
safety family friends	Online questionnaire	
safety, security [including financial security], sanctuary [refuge from the world]	Online questionnaire	
Family; lives; security	Online forum	
Safety, love, happiness	Online forum	

Question	Response	Source
<b>What meaning do you associate with the concept of 'home'?</b>	A place that is a refuge from the outside world. A place of comfort and relaxation. A place to welcome family and friends.	Online questionnaire
	The normal one	Online questionnaire
	Same as most people, not just where you live but where you want to be	Online questionnaire
	A place where I belong and feel myself and comfortable	Online questionnaire
	Belonging	Online questionnaire
	Security and contentment. I paid off my Fluffy home and, after many years of hardship, I was so happy to say that the one thing that no-one could take away from me is my home. THE ACT GOVERNMENT AND ASBESTOS TASKFORCE TOOK THIS AWAY FROM ME AT THE WORST POSSIBLE TIME.	Online questionnaire
	Family	Online questionnaire
	Our special place where we belong	Online questionnaire
	stable foundation	Online questionnaire
	I no longer have a home. The ACT Government and asbestos took it from me.	Online questionnaire
	Not sure what you mean with this question	Online questionnaire
	Security	Online questionnaire
	What has this got to do with anything.	Online questionnaire
	Safe place, where you belong, filled with memories	Online questionnaire
	Family, security, safety, comfort, stability.	Online questionnaire
	Where I can be safe, comfortable with family and friends. My sanctuary and my personality.	Online questionnaire
	Refuge	Online questionnaire
	Family	Online questionnaire
	As above	Online questionnaire
	Home is my sanctuary, my place of love, friendship, children growing up, safe haven.	Online questionnaire
	A place where you live and with the people you love the most. The things in the home are all meaningful because of the association.	Online questionnaire
	Love, family, comfort, safety, happiness	Online questionnaire
	Safety and security. Happy memories, milestones and joy.	Online questionnaire
	Place, connection and belonging	Online questionnaire
	What does it matter? you have all but destroyed those ideals. Thanks a lot.	Online questionnaire
	Place to be safe and comfortable	Online questionnaire
	home as a concept is a physical place, people and a sense of belonging, grounding.	Online questionnaire
It's somewhere I can stop. It represents security and belonging, including to a neighbourhood and community. It's somewhere to stay and put down roots (literally, I like to have a garden which is a long-term commitment to a place because it changes constantly and takes time to grow). It's also a place to nest, make comfortable, change and improve, and make memories with children and pets and friends and neighbours.	Online questionnaire	
A stable place amidst a rapidly changing world	Online questionnaire	
A place to house memories and personal possessions, enjoy recreational pursuits and hobbies and entertain family and friends.	Online questionnaire	

Question	Response	Source
	A sense of welcome and belonging	Online questionnaire
	The place you are always welcome, where you can escape the outside world, where you can feel comfortable.	Online questionnaire
	Really?	Online questionnaire
	Somewhere where you can be yourself, that you are comfortable, where you can have familiar things and do hobbies. A place to sleep soundly, rejuvenate and strengthen family bonds.	Online questionnaire
	MEANING OF HOME	Online forum
	<p>I'm coming down today, or tomorrow. It's not certain when, but it's certain. I have stood here for close on half a century. Then I was surrounded by a rough patch of ground. I watched my owners sow grass seed around me and re-sow it as it was washed out by storms. I have watched sticks grow into beautiful shade trees where birds sought food and shelter. Children were born and grew around me. They were nourished by the fruit and vegetables that grew in the garden. Shelter was built for ducks and dogs and aviary birds and chooks and even gold fish found a home. An outdoor room was added and friends and neighbours laughed and told stories there. I saw tears when loved pets died and I saw grief and great despair when one of the children died. And then came the joy of grandchildren. There was a family here who experienced the ups and downs of life.</p> <p>But early on a substance was put into my roof space to make me cooler in the summer and warmer in the winter. My owners were not told of its dangers. Then they were unaware of its sinister side. I heard that one has since died from its effects. And now I have to come down. I wonder if any of them will be here to watch or will it be too painful? You see I am more than bricks and mortar, I am home, I am heart and soul.</p>	
<b>Have your views about the meaning of 'home' changed since being affected by Mr Fluffy loose fill asbestos?</b>	Yes and no. My answers to Q1 and Q2 are the same, but the sense of security and control has been eroded. I feel that at any time the government can step in and take it away.	Online questionnaire
	Of course, I found my so called home could be responsible for the deaths of my children, family, friends and tradespeople	Online questionnaire
	They have been destroyed, our home became a place of danger but also somewhere we had to leave absent of free will	Online questionnaire
	No	Online questionnaire
	No	Online questionnaire
	YES. Home is now just 'a place' where I live - a place to which I moved in a hurry because my real home was being taken away from me and I was told it was dangerous to stay; a smaller house on land that is half the size of my former block, because that's all I could afford; house and land that is worth exactly the same amount as the ACT government requested from me to just buy my former land back; a place I had to go quickly in order to retain what was left of my sanity. 'Home' is now not Canberra - I now hate Canberra but have no choice but to stay for the sake of my disabled son. THE ACT GOVERNMENT AND ASBESTOS TASKFORCE'S ACTIONS LEFT ME DAMAGED AND ON THE EDGE OF SURVIVAL. Can you imagine being in your home, looking at the items around you and the memories, not knowing if you will have to leave immediately following the asbestos testing? Those weeks had me contemplating suicide. Those weeks were when my son was in the mental health unit due to psychosis (unrelated to Fluffy) and the social worker rang, worried about me as Fluffy members had been admitted. People committed suicide and the ACT GOVERNMENT AND ACT ASBESTOS TASKFORCE IS RESPONSIBLE.	Online questionnaire

Question	Response	Source
	A home is where the people you care about live. A house is just bricks & mortar. You can take your heart with you to a new home. You can't take an inanimate object with you.	Online questionnaire
	Yes, no longer in our dream home we are in the home we could get at the time.	Online questionnaire
	Somewhat	Online questionnaire
	Yes!!!	Online questionnaire
	No	Online questionnaire
	No	Online questionnaire
	What irrelevant rubbish.	Online questionnaire
	Yes, it's no longer forever or permanent	Online questionnaire
	Slightly, I feel like home can be taken away from you by government with no empathy or understanding of your life or personal situation. It feels that today you have your home and tomorrow you forced to move.	Online questionnaire
	No	Online questionnaire
	Yes.	Online questionnaire
	No. I just don't have one any more	Online questionnaire
	The memory of the excitement we had when we purchased our first family home was replaced by anger, fear and sadness.	Online questionnaire
	Yes	Online questionnaire
	No	Online questionnaire
	Are you joking?! If I kicked you in your private parts would your views of me change? If I (and I wouldn't) harmed your child, an investment for life, and then gave you 20 cents for the privilege and as a bonus LIED directly to your face about it, HOW WOULD YOU FEEL?!	Online questionnaire
	Yes	Online questionnaire
	No.	Online questionnaire
	No, not at all, but I changed significantly by the experience.	Online questionnaire
	Mainly that home is much more than bricks and mortar.	Online questionnaire
	Yes! Everything feels very temporary and nothing feels safe. Everything exists by virtue of the Government's whim.	Online questionnaire
	No	Online questionnaire
	No	Online questionnaire
	The process destroyed our home and we moved to a house.	Online questionnaire
	No	Online questionnaire
	Yes, it also means that government theft can happen to the most happily certain of lives.	Online forum
<b>What is a legacy?</b>		
<b>What does the word 'legacy' mean to you?</b>	Something that is ongoing. Preferably something that brings a benefit to a person or group of people.	Online questionnaire
	The same as to most people	Online questionnaire
	I still find this patronising, but a lasting memory	Online questionnaire
	Remembering and acknowledging the past	Online questionnaire

Question	Response	Source
	remembrance and passing the baton	Online questionnaire
	It means the life Mr Fluffy victims are now living due to the ACT government and Asbestos Taskforce's actions - PTSD and seeing the disgraceful build by new owners on my former block is the legacy.	Online questionnaire
	Ensuring that poor decisions that affect people's health are not made again.	Online questionnaire
	What is remembered	Online questionnaire
	Legacy means something that is left over after an event. Some legacies are good some not so good.	Online questionnaire
	Looking back, although my husband insists we must not do so. He thinks we must look forward and grizzles when I want to remember all that we have lost!	Online questionnaire
	Something of goodwill you leave behind after dying	Online questionnaire
	Something to be proud off	Online questionnaire
	Not necessary,twaddle	Online questionnaire
	What we leave behind	Online questionnaire
	History, memories, lessons learnt	Online questionnaire
	An ongoing feeling and place. Something to look up to.	Online questionnaire
	Inheritance	Online questionnaire
	Something that can be handed down to my family...sadly this cannot be now, as it has been stolen from us.	
	Our new home does not have all the atmosphere and feeling of family get together s as yet, hopefully one day soon, it will. This is not without trying so hard to bring all of that back, just knowing that things will never be the same. As the decision to leave our home was not up to us but up to someone else who had no empathy.	Online questionnaire
	Something left for others	Online questionnaire
	It just reminds me of the anger and sadness.	Online questionnaire
	A mark we make on others, society and the broader community.	Online questionnaire
	Something given us who are here in the present, from our past	Online questionnaire
	Absolutely F all... WE DEMAND THE PROMISED BoI	Online questionnaire
	Benefit for the next generation	Online questionnaire
	something that remind those of what occurred and the impact that it had on individuals, families and communities	Online questionnaire
	To me, it means how an event or experience is remembered or judged, or the values it represents. It's a modern eye on a story from the past that aims to give the story meaning. Most commonly, I think of Legacy as referring to war, when you can't change what happened so you need to try to find something positive to take forward.	Online questionnaire
	What is left behind especially after a person/s die.	Online questionnaire
	Justice, recompense and remembrance.	Online questionnaire
	Something to remember an event or a person by - though it can have negative as well as positive connotations	Online questionnaire
	Actions or decisions from the past that can affect or lead the future.	Online questionnaire
	Oh come on !	Online questionnaire
	It means both positive and negative things, mostly negative such as the physical and emotional scars from war. Any positive legacy outcomes comes from suffering. It is a heavy word.	Online questionnaire

Question	Response	Source
	Legacy - a good or bad "something" which is unexpectedly bequeathed to a person or community.	Online forum
	Legacy to me means - a lasting and positive presence - usually in the form of 'something' that is beneficial to the community or to specific groups. A legacy could be an ongoing grant for research, scholarships, health funding.  it does not need to be an art work or a physical object.	Online forum
<b>What do you believe should be the purpose of the Mr Fluffy Legacy Project?</b>	The project should examine once and for all why the Federal Government allowed a known carcinogen to be used in family homes, and why the ACT Government then proceeded to make the victims of this neglect responsible for it.	Online questionnaire
	I don't think there is a purpose. It seems to me to be an attempt at whitewash. No statue or key montage will make it better	Online questionnaire
	There is no single purpose. Too many people were hurt. Some probably have died and more will. They all have different needs and desires.	
	I took a new born baby home to a house under renovation. We had no idea. We had three other children living there. The tradespeople had no idea. The government did, and that's not acceptable	Online questionnaire
	Acknowledge the pain and suffering caused by the asbestos	Online questionnaire
	No idea - should there even be one? For me, a rather commonplace industrial mistake has been dealt with satisfactorily and we should all move on. Creating a 'Project' risks enshrining hysteria.	Online questionnaire
	To bring about a board of inquiry into the actions of the federal and ACT governments that led to over 1,000 families being displaced and the ongoing mental challenges they face; a board of inquiry into the disgraceful way Fluffy families were treated - unfair policies geared towards making families sell rather than retain their blocks in order to rebuild; having to sign away our homes under duress, with no idea about the consequences of not signing.	Online questionnaire
	Lesson learned. That it should never happen again.	Online questionnaire
	Recognition of the effect this had on the families affected	Online questionnaire
	The purpose should be to acknowledge and recognise the true history of asbestos insulation that was put into over 1,000 homes in the late 60s and 70s. It should also recognise not only the upheaval that was caused to so many people but the personal trauma and loss. The legacy should include recognition of the number of people who have died who lived in these homes and the numbers expected to die into the future. The ANU Health Study Report into the health risks of loose-fill asbestos insulation on people who lived in these homes should be part of the legacy and should be continued for years to come.	Online questionnaire
	I don't know this is the first I have heard of it. All the communications go to him, as he was the homeowner on the title. I lived there for nearly 20 years too, but I get ignored.	Online questionnaire
	To bring some recognition and peace to those who have been affected	Online questionnaire
	To ensure others don't suffer similar pain & heartache	Online questionnaire
	Nothing leave us alone and stop making us relive your insensitive ness and lack of consultation. 1000 odd individual conversations did not happen. ABSOLUTELY NO MEMORIALS OR STATUES OR ART INSTALLATIONS. UGG	Online questionnaire
	To avoid it happening again	Online questionnaire

Question	Response	Source
	Sick government grab on land. It may sound snide but I am happy that developer who bought our block could not sell new monstrosities he was building.	Online questionnaire
	That a board or inquiry be held so that this never happens again. So people are heard and the truth comes out about how badly we were treated.	Online questionnaire
	Calling for a board of inquiry.	Online questionnaire
	It is a farce - it should not proceed. All it will be is a monument to the threats, lies and corruption of the ACT gov. and its evil Taskforce	Online questionnaire
	To show those who have not had to deal with this how we as a large group felt and are still feeling. For those who have not been through it to hopefully get a better understanding of how we have all felt.	Online questionnaire
	The project should help heal those who suffered from Mr Fluffy, and to help them remediate some of their losses	Online questionnaire
	How can we celebrate the legacy of fluffy when so many homeowners are still grieving and dealing with anger. The ACT Government is still refusing to give us our Board of Inquiry into the saga. How can we have closure when we don't have any answers?	Online questionnaire
	An inquiry into the blatant disregard for our rights, safety and financial future. The greed and unfairness of this must be independently investigated.	Online questionnaire
	To truthfully acknowledge the impact this saga had on our community	Online questionnaire
	the promised Bol	Online questionnaire
	To learn lessons from how the problem originated and was resolved	Online questionnaire
	To tell the story of how poor policy, short-cutting and saving money on an initial cleanup in the 80's allowed thousands more to be exposed to a deadly product. These people (we) all live with the fear of the silent killer coming to get us.	Online questionnaire
	I don't know. I'm still so very angry about how we were treated. I feel as though we're being asked to try to create something to "celebrate" when what happened to us has never been properly dealt with. What's to celebrate!!?? There's already a huge monument to what happened to me: it's an enormous, black, two storey architectural masterpiece, sitting where my little weatherboard cottage used to be. The vast majority of us have similar "monuments" and other people living where our homes used to be. It's galling!	Online questionnaire
	To allow people to celebrate the good times and not dwell negatively on the past.	Online questionnaire
	Holding the Federal and Territory Government's to account for this absolute disaster and mismanagement.	Online questionnaire
	To keep what happened in the whole community's consciousness - so that hopefully any future such events are better handled	Online questionnaire
	To monitor and advise on related issues.	Online questionnaire
	To either get a board of inquiry so something like this never happens again or give this money for this project to Fluffy victims who were not fairly compensated.	Online questionnaire
	To show how the mismanagement of government regulation failed the people of Canberra and the impact it has had.	Online questionnaire
	We're living the legacy. No-one can support us better than our fellow Fluffy family members and no better healing can take place than a BOI.	Online forum

Question	Response	Source
	<p>This Legacy Project's purpose ( which I suspect is a government bum-covering exercise) should first and foremost be demanding a completely open, no holds barred, Board of Inquiry to forensically examine both ACT and federal governments' involvement in allowing this wickedness to occur over the past 50 years. It should be setting up open-ended mental and physical support for all people who need this kind of assistance. It should be looking to compensate all Mr Fluffy homeowners for their financial losses and most partiucarly compensating those who lost their home-based businesses. It should NOT be contemplating such things as house keys being sealed behind perspex.</p>	Online forum
<p><b>What would you consider to be important for others to know about the 50-year history of Mr Fluffy in Canberra?</b></p>	<p>That for those 50 years thousands of people were recklessly and needlessly exposed to a known carcinogen and that these people still don't know if their lives are going to be cut short by it. Also that many of these same people also have suffered significant financial losses because of the contamination of their homes.</p>	Online questionnaire
	<p>The lies and cover ups. I've seen the evidence of reports on houses not fully cleaned even in the midst of the program, and of the deliberate watering down of the warnings because of fears of impacts on property values. And I worked there when I heard; to my horror, that officials knew you could never get rid of it and it was still in wall cavities and beneath floors. That was two years before they announced the program. In my view, that's criminal negligence. I'm not interested in your art works.</p>	Online questionnaire
	<p>They need to understand about greed and political inertia. I have seen the evidence of the deliberate refusal to acknowledge the early warnings, of the disregard of recommendations to reclean homes in the midst of the program, of the disregard of evidence of the lingering fibres, of the disregard of evidence of the lack of effectiveness of warnings, of the watering down of warnings due to concern of property values. I worked there when I heard, to my horror, that officials knew the fibres where in wall cavities and under floors. This last bit was some two years before the program. That's what I want people to know and remember</p>	Online questionnaire
	<p>The impact it had on families</p>	Online questionnaire
	<p>That it happened and was dealt with. That said, it has been a reminder that decisions which seemed perfectly reasonable at one point in time can have unforeseen consequences down the track.</p>	Online questionnaire
	<p>THAT IT WAS BECAUSE OF THE ACTIONS AND INACTIONS OF THE ACT GOVERNMENT THAT OVER A THOUSAND FAMILIES WERE DISPLACED AND DISADVANTAGED, AND THAT WE WERE NOT COMPENSATED! If I hear one more person say to me, 'Oh, but you were compensated, weren't you?' I may not be able to control my reaction. Recognition that contents of our homes were taken by contractors and sold interstate, without penalty and, most likely, including a cover-up by government officials as there was a 'nothing to see here' approach, just as there has been with other issues we have raised. That our chief minister, Andrew Barr, NEVER met with Fluffy victims as he considered them 'the noisy minority' and not worth his time.</p>	Online questionnaire

Question	Response	Source
	A rogue salesman was allowed, by the Federal Department of the Interior, to pump loose fill asbestos into the roofs of houses, claiming it was rock wool & had CSIRO approval. When you're young and pressed for money the cheapest option is always a good one. That is why we had 'rock wool' pumped into the roof of our house. There was no 'Google' to easily check on these things. We trusted that if it wasn't safe the Federal Government wouldn't have allowed the stuff to be sold. We lived in that house for 18 years with the stuff floating around in the house & even after the stuff was removed, it turned out the house was still not safe. We sold our house in 1992 after the asbestos had been removed. It was demolished a couple of years ago. A new house has been built with a young family living there. I have no idea what happened to the owner who had the house bought by the government. We live with the legacy of bringing up 2 children in a house that was unsafe to live in. No memorial or commemoration should be made for this saga. We live it everyday. Don't need any reminders, thanks.	Online questionnaire
	That homeowners weren't compensated and the government allowed this go happen, the homes should have been demolished the first time, not cleaned and allowed to be sold and resold	Online questionnaire
	To know the truth about the saga. 1. warning against allowing the installation of the insulation in the first place was ignored. 2. the problems with the first clean up. 3. explanation of the one solution fits all approach to knocking down all the homes. 4. that most of those affected are not whingers but have legitimate grievances. 5. that despite the upheaval in their lives many people have continued to get on with life but for some understandably it has been more difficult. 6. for some the continued concern about contracting an asbestos related disease hangs over them 7. That governments will be willing to learn from this disaster.	Online questionnaire
	The surge that is asbestos and the heartbreak it brought to many!	Online questionnaire
	The enirmous impact it has had in the community	Online questionnaire
	Who is responsible, identify historical mistake & how to prevent it from happening again. = BOI	Online questionnaire
	Federal government not protecting its citizens.	Online questionnaire
	That the government knew about it but didn't act and families suffered as a consequence.	Online questionnaire
	Inappropriate management of situation.	Online questionnaire
	That is was NOT the homeowners fault! That every government from 1968 allowed this to happen and covered it up and perpetuated the disaster. That this current government treated the homeowners with disrespect and bullied and scared them into selling. That we all lost huge amounts of money. That we have NO trust for government now.	Online questionnaire
	Due to the failure of the ACT government to act, more than 1,000 family homes destroyed, more than 3,000 people misplaced and people died.	Online questionnaire
	The corruption, lies, and theft by the ACT gov. and its Taskforce.	Online questionnaire
	That even though the Government at the time knew about the Mr Fluffy saga and asbestos, they still allowed him to bring the "stuff" in through the back door, so to speak, and allowed the harmful product to be put into homes without any warning.	Online questionnaire

Question	Response	Source
	That despite what a lot of people think, most of the people who lost in the Mr Fluffy debacle were not given pots of money from the government, but lost both financially and possession-wise. Also that the government knew about Mr Fluffy in the 1960s and sat on its hands, and in the 1980s the ACT government did some kind of 'remediation' - but they knew it would not solve the problem. and the houses were sold on, and given permits to renovate etc, all the while knowing that the material was in the homes and could possibly affect the owners and their families and associates	Online questionnaire
	That this could have easily been prevented if ACT and Federal Governments had listened to warnings. Many people's lives were knowingly put at risk. It's criminal. Then ACT Government devised a buyback program that left many people financially and emotionally worse off. The scars will live on for a long time.	Online questionnaire
	The people who fought for and achieved an outcome for owners, and the stress experienced by owners and others because of A) health concerns, and B) believing (for a period of time until an outcome was ratified) that their home was possibly worthless	Online questionnaire
	The governments failures and the unacceptable manner in which the recent ACT Gvt actions (or more accurately described as blatant omissions), have endangered lives in the most grossly negligent manner. Also, the persecution of those that have raised legitimate safety issues. you should be ashamed and I am beyond disgusted.	Online questionnaire
	Regulation may be a pain but it is necessary for community well-being	Online questionnaire
	That whilst dealing with the problem is great, the way this was handled was an appalling piece of policy and failed implementation across 50 years. There will be questions that will never be answered unless some sort of inquire is held - BOI?	Online questionnaire
	How we were treated. And I mean how we were REALLY treated. I think it's really important that people really know what caused the problem, who caused the problem, and how brutal it was for people who were affected. The amount of personal responsibility that I took for what happened was ENORMOUS, yet aside from extremely terrible timing it had absolutely nothing to do with me (we moved from interstate to our very much loved house about 6 months before the first article appeared in the paper). I want the people who were ACTUALLY responsible to be held accountable.	Online questionnaire
	That it is important to regulate the building industry to ensure that people's health and safety is not put at risk.	Online questionnaire
	DON'T TRUST ANY AUSTRALIAN GOVERNMENT!!!!	Online questionnaire
	That this was something that adversely affected a great number of people - home owners, wider family members, friends, tradesmen, etc - and that the affects are long term and won't go away for a very long time, possibly even for several generations.	Online questionnaire
	What happened and why, and help future generations avoid the same situations.	Online questionnaire
	The government didn't act for the people it is supposed to look after and profited from the suffering of others.	Online questionnaire

Question	Response	Source
	<p>The Commonwealth was negligent in allowing the insulation to be installed, and then walked away from the problem when they had a moral obligation to do more. Loose-fill asbestos was rarely used elsewhere.</p> <p>How little exposure is needed to cause disease, so even limited exposure is relevant.</p> <p>People who have had exposure have the threat of mesothelioma hanging over their heads essentially until they get it or die of other causes. There is no test.</p> <p>The history of lobbying the government to take action, including the campaign in the 1980s, plus the government's response/ removal programs.</p>	Online questionnaire
	<p>What is important for others to know is that governments and bureaucracy cannot be trusted to act responsibly when faced with advice, and irrefutable evidence, that a dangerous and deadly health threat is being introduced into a community.</p>	Online forum

### What sorts of legacies could be included?

<b>Which of the Mr Fluffy legacies would you like to see acknowledged?</b>	A Board of Inquiry and financial restitution.	Online questionnaire
	Free on-going health checks for all former residents and tradespeople like those provided to the former residents of Wittenoom.	
	See above. Maybe a legacy of people accepting responsibility.	Online questionnaire
	See above. Acknowledgment of negligence on the part of Commonwealth and ACT Governments and appropriate action.	Online questionnaire
	Research in to treatment of asbestosis	Online questionnaire
	Nothing that costs the ratepayers of Canberra any significant amount.	Online questionnaire
	We already have a book on Mr Fluffy homes and stories. I reflect in my heart - where on god's earth would I go to reflect better on what happened to me and my home? A scholarship or research project is of no interest to me. An art piece? Seriously? Nothing could reflect what I and others have gone through. A community event - yes, a board of inquiry so that witnesses can come forward and actually have a say and be heard, be recorded for history, and have the underhanded and unfair policies exposed for what they are: a way to force the majority of victims to part with their homes and land without recourse.	Online questionnaire
	That a more rigorous certification process should be in place for all building materials. The Federal department was advised to not allow Mr Fluffy to install the insulation. The ACT Government were advised by CSIRO when the proposed removal of the asbestos was suggested, that the only way to rid the homes of asbestos was to demolish the homes. The ACT government ignored that advice and 20 years later were faced with the forced purchase & demolition by the ACT government. It could have all been done 20 years earlier.	Online questionnaire
	A Board of Inquiry	Online questionnaire
The loss of life		
That lessons have been learned		
Perhaps an opportunity for people to display objects, paintings, writings etc of how they were affected in a one off exhibition.		

Question	Response	Source
	A collection of stories	Online questionnaire
	Lessons for the future and do something!	
	A place of reflection	
	Im really not sure...	Online questionnaire
	Lessons for the future	Online questionnaire
	Nil. Board of Inquiry needed.	Online questionnaire
	Collection of stories, acknowledge the loss of home, community and that home owners weren't compensated.	Online questionnaire
	Land grab, potential health issues, cause of distress.	Online questionnaire
	I NEED a board of inquiry!	Online questionnaire
	The ACT government calls for the Board of Inquiries.	Online questionnaire
	Lessons for the future. Due to the failure of the ACT government to act, more than 1,000 family homes destroyed, more than 3,000 people misplaced and people died.	Online questionnaire
	None whatsoever, this idiotic and sycophantic nonsense should not proceed!	Online questionnaire
	A BOI for one. But doubt that this will get anywhere. Governments should listen to what they are being told in respect to peoples lives, homes, feelings. Don't change their minds on what they have said will happen...ie. we were told that they would buy our homes, knock them down, and repair our land and we could rebuild on it. Change of minds by Government when they realized where all the large blocks of land were.	Online questionnaire
	Give back to those affected and clear the urban myths about how well the Fluffy victims were treated	Online questionnaire
	I would like to see the Barr Government acknowledge our suffering. We should receive an apology and there should be a Board of Inquiry.	Online questionnaire
	An exhibition that explains the life of the saga and the diverse views and experiences of the community in relation to it	Online questionnaire
	HOW ABOUT THE PROMSISED BoI??!! Not rocket science.	Online questionnaire
	An investigative history project with a publication at ths end	Online questionnaire
	Stories in narrative and pictorial support form.	Online questionnaire

Question	Response	Source
	<p>I think that to properly acknowledge what happened and help people to heal, a number of approaches are needed. We need a Board of Inquiry. Giving the story a chance to speak for itself will help.</p> <p>The fact that the government has consistently refused to do this speaks volumes to me. We should never have had to fight for this. I would literally NEVER go to a monument or place of reflection, and I don't think they should put money into something like that, when they could have made people's lives a bit easier at the time. For the government to suggest that they can create some pond or monument somewhere, and that will make up for all our houses really upsets me. However, something that wasn't for me, but for the politicians -- a reminder that they would see every day would work better for me. A message from us to them that what happened really affected us, and it never needed to happen that way. We already have a number of collections of stories, including one that was tabled at Parliament House, but the Legislative Assembly has never acknowledged our stories. I know members of the fluffy community have expressed their concern over their keys being used. They want their keys back(!) and they should be able to have them if they want them. I know that Kim Grant has also been suggested and that would be OK with me. But I don't need it to be public in some park.</p>	Online questionnaire
	survival	Online questionnaire
	<p>A Board of Inquiry into, among other things:</p> <p>1/ the ACT Government's (mis)management of Fluffy properties and communication since self Government AND since the late 1980's early 1990's cleanup,</p> <p>2/ the ACT Government's management of Fluffy properties and communication during and as a result of the 2003 bushfires,</p> <p>3/ the ACT Government's management of communication and legislative changes in the mid 2000's relating to Fluffy properties</p> <p>4/ the ACT Government's management of Fluffy properties and communication over the last five or so years (eg, since the 'Downer' house)</p>	Online questionnaire
	Above all, the lessons for the future - learned and implemented. I felt (still feel) coerced and powerless. I wouldn't like to see that happen to anyone else in the future.	Online questionnaire
	Research projects, advice to others, collection of stories especially about how it affected people. My main concern is that the 1990s removal was half arsed and not done properly, the lesson has to be that a government can not do half a job!!! should have been done properly the first time.	Online questionnaire
	Board of Inquiry	Online questionnaire
	Continuing health impact, social impact on individuals and families	Online questionnaire
	What makes you think we Fluffies need a legacy? We already have it: our stolen homes dumped into landfill; many thousands of dollars out of pocket; plans for our later years destroyed; home based businesses destroyed; grief a constant background ready to surface at any moment when a trigger of some kind brings it to the fore; the between sleeping and waking brief moment when our mind thinks we're waking in our old familiar surroundings; having to build a new life in another place where loved ones aren't a part of new reality. I could go on – but until someone has experienced what we have they will NEVER understand.	Online forum

Question	Response	Source
	<p>The legacy is in our bodies - unknown, hidden, and secret – to be unearthed by time, genetics and random chance.</p> <p>The legacy is in our minds, an endless circle of worry beads clicking.</p> <p>The legacy is in our hearts, grieving for home, safety, trust, and loved ones.</p>	Online forum
	<p>I have lived in Canberra since 1992 when I started high school. I grew up in a Mr Fluffy house, and I was here for the bushfires in 2003. Rightly or wrongly, I can't help to compare these two events. Yes, both are very different. But both are similar too. Each caused loss and trauma. The big difference when I compare the two events, however, is that the bushfires seemed to bring the community closer together. We rallied against a common enemy. The Mr Fluffy saga did not bring the community closer together. Opinion is deeply divided. Some people have told me Mr Fluffy owners shouldn't have been helped (e.g. buyer beware). Other people have told me the Govt didn't go far enough to help owners. Some people have told me there should be no legacy program (e.g. why is this issue more deserving than others?). And others have told me it is a necessary and meaningful initiative. Therefore, I think the most truthful legacy for this saga is 'division and controversy' and 'loss and trauma' (because at least people may agree on those things).</p>	Online forum

Question	Response	Source
	<p>For me there are, at the moment no positive legacies .</p> <p>A current 'legacy' is of the ineptitude of successive governments (of both political persuasions) who blatantly ignored advice first given to them in July 1968.</p> <p>A legacy is the deaths from mesothelioma due to this ineptitude.</p> <p>A legacy is the families whose lives have been damaged forever - because of the financial an emotional losses and the simple fact that they won't know for up to 50 years if one of their loved ones has contracted mesothelioma.</p> <p>A legacy is the family units which have broken down due to the stresses of the Mr Fluffy debacle.</p> <p>A legacy is the destruction of numerous small home businesses who received NOTHING by way of support from the Governemnt. Not even a cent to help them move .</p> <p>A legacy is the destruction of communities, which can never ever be rebuilt as they were.</p> <p>A legacy is the complete dislocation of people who had to move away from Canberra .</p> <p>A legacy is the mental health issues which received a contemptuous amount of support . Lives will be lost - you only need to sit in a room with affected people to hear how often the suicide word is used.</p> <p>A legacy is the nightmares of the children who miss their old homes and their neighbourhood friends</p> <p>A legacy is not being able to drive down the street where you lived because of the hurt and the heartache.</p> <p>A legacy is the lack of community support shown to Mr Fluffy affected families - because the Government wanted us to be made the scape goats - 'we won't let Mr Fluffy people profit from this ' [REDACTED] (ACT Government spokesperson)</p> <p>A legacy is the heartache, the loneliness, the brave face, the never ending feeling of being a whinged - except when you are with Mr Fluffy affected colleagues .</p> <p>A legacy is the memory, that won't go away, of an elderly lady, tears in her eyes, saying that she was frightened of the government.</p>	Online forum
<b>Describe how you think the legacies could be expressed. What features should be included?</b>	<p>See above.</p> <p>Serious financial penalties and jail time.</p> <p>Jail time and massive fine</p> <p>Not sure</p> <p>see above.</p> <p>Through a board of inquiry and witness statements.</p> <p>No legacies apart from stricter certification processes.</p>	<p>Online questionnaire</p>

Question	Response	Source
	Continuation of the ANU Health Study relating to the asbestos insulation and asbestos diseases especially mesothelioma	Online questionnaire
	Some form of publication on the history of the asbestos insulation in Canberra homes including the warning to government against the use of such insulation and how it was decided to knock down all the homes.	
	Perhaps an opportunity for people to display objects, paintings, writings etc of how they were affected in a one off exhibition.	
	A collection of stories	Online questionnaire
	A place of reflection	
	Governments do something! To spare others similar suffering	
	Something that is inclusive	Online questionnaire
	BOI, followed by legislation to protect homeowners from having to pay for government negligence. An apology to fluffy home owner & acknowledge of Thier pain & suffering.	Online questionnaire
	Nil	Online questionnaire
	Respect for those who went through this through no fault of their own.	Online questionnaire
	BOI	Online questionnaire
	I NEED a board of inquiry!	Online questionnaire
	The ACT government calls for the Board of Inquiries for a matter of urgency.	Online questionnaire
	A board of inquiry.	Online questionnaire
	You would "moderate" out anything I could say!	Online questionnaire
	I dont know	Online questionnaire
	Something physical is too horrible a reminder. Acknowledgement would be nice, that we all suffered and were let down by successive governments who failed us	Online questionnaire
	Board of Inquiry. An apology from Government.	Online questionnaire
	A chronological history of the saga shown in photographs, descriptions, etc, of the events, milestones, outcomes, and of course, the diverse and divided perspectives and attitudes to it	Online questionnaire
	Through action... i.e: a BoI	Online questionnaire
	Government failings and lack of accountability	Online questionnaire
	Quotes from those affected about the impacts, not just physical and monetary, but the emotional side. I've yet to hear the words trauma or PTSD, but I believe all victims have faced these to varying degrees, some very badly.	Online questionnaire
	I don't know... but it needs to reflect us and our stories. I don't know how you do that... the stories are all so different.	Online questionnaire
	A small permanent display in the Canberra museum.	Online questionnaire
	A Board of Inquiry!	Online questionnaire
	At an institutional level, new policies, procedures and processes developed and implemented.	Online questionnaire
	As long as people ae treated with respect and we don't fall into the trap of being too touchy feely and waste time and resources on silly projects etc etc etc	Online questionnaire
	Give the money to fairly compensate victims. We don't need a monument remind us of our pain.	Online questionnaire

Question	Response	Source
	further health studies every 5 or 10 years. collection of people's stories for archives. Future exhibition at Canberra museum and gallery. Memorial garden to represent the gardens and lifestyles lost	Online questionnaire
	I would like to see legacies that were tangible . We need to learn from this and we can't lesrn if the questions aren't asked . I want a Board of Inquiry to look at how this happened, why was advice ignored ? What should have been done and how can we guarantee that we don't ever repeat the mistakes and that a leading edge report on how information concerning potentially lethal substances should be handled . I want ongoing (for life) Governmevt funded health screening and care , including mental health, for those people who want to be included. I think scholarships for health related studies are a positive legacy I don't want a statue or a pike of stones . I want support for the affected families	Online forum
<b>The ACT Government has collected the keys from over 1,000 homes affected by Mr Fluffy. Some people have indicated that the keys should be incorporated into the Mr Fluffy Legacy Project. Tell us how you think the keys could be used.</b>	Not relevant. The houses they fitted have been taken and destroyed. The keys belong to the government. They bought them from us cheaply and with force. They can go in the bin, along with our homes.	Online questionnaire
	Inserted somewhere	Online questionnaire
	Some kind of art installation	Online questionnaire
	No doubt some artist could knock up a bit of a collage which could be incorporated into a basic stone memorial somewhere - if that's what people want.	Online questionnaire
	Not printable.	Online questionnaire
	I think they should be buried along with the asbestos. I don't think legacies of these type help anyone. After all, in the scheme of things, it's just bricks and mortar. Health & family are far more important.	Online questionnaire
	Give them back, the ACT government stole my home and made it impossible to buy the land back and rebuild,	Online questionnaire
	A permanent display of the keys in some form could be a pertinent way of a reminder of this significant history of the ACT. A designer may need to be engaged to do this well.	Online questionnaire
	I can see the merit of a sculpture incorporating house keys at the place of reflection, but also in the square in front of the ACT Assembly building to remind legislators on a daily basis of the consequences of their decisions. Real people lives and futures are destroyed by their decisions. Decisions have consequences!	Online questionnaire
	Engage a local artist (maybe one who has been directly affected) to sculpt something with them	Online questionnaire
	Absolutely not, it feels like the polpot skulls of the people that they killed on display.	
	It may be amusing to you but not to us.	Online questionnaire
	I want my keys back, an artwork using them is in utter bad taste. Our home was taken from us, the keys belong to us.	Online questionnaire

Question	Response	Source
	No, this concept makes me feel sick. It was my home and government profiteered from this. I don't want my key to be used.	Online questionnaire
	They should be given back to the homeowners along with a massive public apology and some sort of real and tangible compensation.	Online questionnaire
	Hang them all in the ACT assembly to remain the government of the Mr Fluffy Legacy.	Online questionnaire
	Hanging on the wall inside the ACT assembly to remain the ACT government, politicians and others to know about the 50-year history of Mr Fluffy in Canberra.	Online questionnaire
	Give them back, I don't want anything of mine with those crooks.	Online questionnaire
	NO. We would like our keys back so we can do with them as we wish. This was our home not the Governments.	Online questionnaire
	Melt them down and bury them. they were our keys	Online questionnaire
	Part of an exhibition but not as the singular focus	Online questionnaire
	Stick your damn keys. They're yours now. Congratulations, you have earned them. Maybe make them into another trophy for [REDACTED].	Online questionnaire
	Dont know but I have kept keys to my demolished home to remind me of what was lost.	Online questionnaire
	melted down into a statue?	Online questionnaire
	I think I've already covered this. Give them back to the people who want them. (I already have my keys because I thought I'd be able to re-build and I kept my old doors.)	Online questionnaire
	As part of the museum display	Online questionnaire
	Any artwork is only a token of the grief and trauma experienced by those affected. The only real Legacy would be a full and uncorruptable investigation into how this debacle came about and was subsequently managed.	Online questionnaire
	I don't think this is a good idea. I'd personally find it a very sad thing. It might suit some people but I wouldn't like such a visible reminder of the loss of my home. Handing in my keys was one of the hardest things I had to do. It was so final.	Online questionnaire
	Give them to apprentice welders to make into a sculpture and sit it in a park somewhere	Online questionnaire
	Throw them in the bin. We don't need a constant reminder that our government screwed us over. Want an example ? The Government took the average from two valuations when buying our properties, when offering them back they took the highest of two valuations.	Online questionnaire
	keys in path or wall at a memorial garden	Online questionnaire
	Personally, I want my keys back. Don't you dare use them in any sort of legacy project. You've taken enough. The little I can have back I want back.	Online forum
	Personsally I would like the keys to be set in a pathway or wall outside the Legislative Assembly Members Entrance, as a reminder to current and future politicians ect it what happens when you ignore advice	Online forum

#### About you

<b>How have you been affected by Mr Fluffy loose fill asbestos?</b>	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire

Question	Response	Source
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos; I have friends and/or family members that were directly affected by Mr Fluffy	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos; I have friends and/or family members that were directly affected by Mr Fluffy	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
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	I lived in a home containing Mr Fluffy loose fill asbestos; I have friends and/or family members that were directly affected by Mr Fluffy	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos; I have friends and/or family members that were directly affected by Mr Fluffy	Online questionnaire
	Figure it out geniuses. You know who I am and you most certainly know where to find me.	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a street or neighbourhood containing Mr Fluffy properties, however my home was not affected; I have friends and/or family members that were directly affected by Mr Fluffy; We have lost personal Fluffy affected property and contents and other reasons that are too private even for this forum.	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos; I have friends and/or family members that were directly affected by Mr Fluffy	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos; I have friends and/or family members that were directly affected by Mr Fluffy	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire
	I lived in a home containing Mr Fluffy loose fill asbestos	Online questionnaire

Question	Response	Source
	I lived in a home containing Mr Fluffy loose fill asbestos; I have friends and/or family members that were directly affected by Mr Fluffy	Online questionnaire
<b>What three words best describe the affect Mr Fluffy loose fill asbestos has had on you?</b>	Psychological. Financial. Physical.	Online questionnaire
	Devastating	Online questionnaire
	Devastating	Online questionnaire
	Stress, financial loss, health concerns	Online questionnaire
	Just the one word: inconvenience	Online questionnaire
	HEARTBREAKING, SOUL-DESTROYING, UNFORGIVABLE.	Online questionnaire
	Health, health, health	Online questionnaire
	Loss of home, place in the community, my children's history of growing up since birth	Online questionnaire
	It can't be described in 3 words what losing a partner of 50 years to mesothelioma is like.	Online questionnaire
	Devastating * 3	Online questionnaire
	Fear. Uncertainty. Disappointment	Online questionnaire
	Anger, disappointment & displacement.	Online questionnaire
	Angry	Online questionnaire
	Loss of our much loved place in this world, loss of community connections, fear for our children's health. Three words? Are you kidding.	Online questionnaire
	Disgusting, robbed and bullied	Online questionnaire
	Devastated, angry, angry!	Online questionnaire
	Re-occurring nightmares.	Online questionnaire
	nightmares	Online questionnaire
	anger anger anger	Online questionnaire
	Anger, worry, tears	Online questionnaire
	trauma grief loss	Online questionnaire
	Pain, anger, sadness.	Online questionnaire
	Time, energy, and effort	Online questionnaire
	Don't live here	Online questionnaire
	Anxiety, Depression, Anger	Online questionnaire
	stress, guilt, dismay	Online questionnaire
	Profound, enduring, trauma	Online questionnaire
worry; decision; renewal	Online questionnaire	
Anxiety, depression, mistrust.	Online questionnaire	
Loss, sadness, dislocation	Online questionnaire	
Anger, irritation, worry	Online questionnaire	
Financially devastating	Online questionnaire	
stress, fear, dislocation	Online questionnaire	

Question	Response	Source
<b>Would you like to share anything more about your experience or how you may have been affected?</b>	I still don't think the wider Canberra community realises just how poorly the victims of this were treated. Most people think we were paid a fortune for our houses. They don't know that we were underpaid, were given a pittance to help with relocation costs, our insurance didn't cover anything, and there has been almost no acknowledgement of the latent health issues.	Online questionnaire
	The fact that the ACT government even changed the rules around subdividing our blocks shows just how little they thought of us, and how much about getting the biggest financial return possible.	
	Katy Gallagher appeared to put no effort into making the Federal Government responsible for their neglect. In my opinion she was so desperate to get into the Senate she didn't want to rock any boats, and so sold out the ACT community.	
	No	Online questionnaire
	My husband died last year. There is a chance the asbestos contributed to his cancer, although he also smoked. Certainly the Mr Fluffy thing messed with his head and ruined his last two years on this earth	Online questionnaire
	No	Online questionnaire
	Nothing more to say really.	Online questionnaire
	YES. AT A BOARD OF INQUIRY.	Online questionnaire
	My husband has asbestos in his pleura. My 2 were born & lived in a Fluffy house. I washed loose fill asbestos from my husband's clothes after he had been in the roof. The asbestos would float through the vents in the bathroom & laundry. I would wash it down the sink. We had no idea how dangerous that stuff was. Poor governance on behalf of the Fed Govt who had control over Canberra when Mr Fluffy was let loose on all those houses. I want no physical memorials to this time at all.	Online questionnaire
	This feels like a token exercise	Online questionnaire
	My family and I not only lived in the home for 43 years but we were responsible for having the asbestos insulation installed, not knowing of its dangers at the time. It is hard to watch what you have built up over years knocked down probably in less than a day. It is like having your history obliterated. It saddens me to know that my daughter cannot return to the hospital where she was born because it was demolished, she cannot return to the primary school she attended because it has been knocked down, she cannot return to the high school she attended because it has been knocked down and now she cannot return to the home she was brought up in because it has been demolished. Recently I returned to the town in which I grew up. Not only could I go to the school I attended but I could also go to the school my mother attended - still operating as a school - and I could go to the home in which I grew up - still standing having been built in the early 1900s. It was a very therapeutic and healing visit - not something my daughter will experience in her latter years. Do we, here in the ACT, knock over buildings too readily?	Online questionnaire
	No, completing the questionnaire was hard enough!	Online questionnaire
	Thanks for giving me an opportunity to say something. I've had few opportunities as my husband kept me from most of the information from the Taskforce.	
No	Online questionnaire	
My family have a life sentence hanging over them of possible suffering and death. Gee thank you, not.	Online questionnaire	

Question	Response	Source
	<p>Every one expects us to be grateful and go away. Our lives were turned upside down.</p> <p>We had a life, we had a home, we had a place to call our own.</p> <p>Within these walls our memories were made</p> <p>Having our children and bringing them home</p> <p>Watching them grow and play in the yard</p> <p>Long summer days and cold winter nights</p> <p>We lived our lives with one constant in sight</p> <p>We had a life</p> <p>We had a home</p> <p>This was the place we called our own.</p>	Online questionnaire
	<p>We moved day after I can horn from hospital with my first born. We have a mortgage that now 200k more then before.</p>	Online questionnaire
	<p>This never should have happened! Only with a board of Inquiry will homeowners be heard and begin to heal. The general public have no idea of how badly we were treated and ripped off. The ACT government are liars, greedy nasty people. Someone needs to take responsibility and say they are sorry and recognize the injustice that was forced on us.</p>	Online questionnaire
	<p>Lies from government, bully to sell our home, fears for my family safety, reoccurring nightmare, stress, depress...</p>	Online questionnaire
	<p>Fears, health issues, bully to sell our home, loss of hope and dream, lies from the ACT government, pressure from banks, financial losses, stress, depression, suicidal, nightmares, death.</p>	Online questionnaire
	<p>We were never consulted. We were repeatedly lied to, threatened, and treated like criminals. Our homes, land and suburbs were stolen from us. The project was unscientific, corrupt, badly administered, and inflexible. The only thing we need is a BOI so that victims can at last have their say. Forget your stupid project and concentrate on a quest for justice.</p>	Online questionnaire
	<p>This whole debacle has cost us a large amount of money, just at a time when we were thinking about retiring and enjoying our home, garden, memories of family get togethers, buried pets, improvements, moving away from all that we knew was our future. A change in everything we knew but had no say in it.</p>	Online questionnaire
	<p>Mr Fluffy is something I will never get over, even if I seem to be going on and living life. I lost my home, my neighbourhood, a lot of money. And the awful awful experience of having to tell your children to register on the asbestos exposure register is not something any parent should have to go through, let alone for grandchildren, family and friends. We had to buy where we could, but it is not in an area of our choosing. Being retired, we have lost a major portion of our major asset, and we have no compensation for that. We lost a lot of possessions as our garages were affected also. Our original staff member at the taskforce was less than helpful in some ways - I well remember her shrieking out across a hall our names, to her colleague, and saying we were moving to the best part of Canberra. We felt we had lived in what was for us the best part of Canberra. The guilt, anger and grief will stay with me forever and nobody helped us from the taskforce. Things like CERG might be fine - but I've never had anyone actually contact us and ask how we are doing etc. So what is CERG for? I still don't know</p>	Online questionnaire

Question	Response	Source
	<p>We received our buyback 20 months after our valuation date and because the ACT property market boomed in that time, the payout was far less than the current value of the house. This meant we were unable to repurchase in the same area and had to purchase another house further away from our workplaces and the children's school. We had to buy a second car. My husband and I now spend an extra 45 minutes a day each on our commute. This has very negatively impacted on our daily lives. It will take us some time for our finances to get back on track. I'm so angry at the ACT Government. The Government has never apologized for ignoring the warnings and putting our lives at risk. I want a Board of Inquiry so I can get closure and start to heal.</p>	Online questionnaire
	<p>I think you are more than cognizant of my views based from my experience.</p>	Online questionnaire
	<p>No</p>	Online questionnaire
	<p>While the house and "home" impact have been high - the guilt of having exposed my young children to this deadly substance whilst renovating - and that through my actions their life may be cut short, at any time, is something that haunts me. Nothing that has been done by the TF has been able to assist this, it is a burden I will carry for the rest of my life.</p>	Online questionnaire
	<p>I can't express how their behaviour towards us has affected me. For me personally, the trauma, the ongoing disruption, the constant changes to the rules that were always to the government's advantage, and eventual dislocation were made worse by the financial impact. I fought for years to have some of my special circumstances recognised, and if there were some financial compensation that would still make a huge difference to me. I know that everyone's circumstances were different and some people owned their homes and were ready to downsize so it wasn't a terrible financial situation for them, but I feel that I did well to keep a roof over the heads of my young family. I don't feel settled where we are and we are financially worse off, so even now some sort of financial acknowledgement would really help me. The adversarial approach to dealing with us and our individual situations, while painting a public picture of "compassion" made things much more difficult. I am profoundly angry about it. I have a new house. I've been here three years. I still don't feel settled. I'm trying to make the most of it, but how I feel about what happened is still very close to the surface. I think my previous answers probably give you a sense of how I feel. I've made some very good friends who understand, but I think the way the situation was handled was often brutal and heartless. They dragged out situations and said no when they could have said yes. The situation has affected how I engage with normal things. I report grass that needs to be mowed and vandalism for removal. I report street lights that don't work, and when my bin needs a new wheel or lid or anything at all. But I do this because I'm angry. We really wanted to rebuild but the constant changes eventually made it impossible for us to return to our land. I realised that there was nothing good to be gained by persevering which was a pretty sad reflection on how we were treated. In the end, it was about survival.</p>	Online questionnaire
	<p>I am happily living in a house in Jervis Bay that I have owned for 13 years. I decided not to build or buy in Canberra and now rent a unit there. I mainly miss my Lyons garden and the birds that visited it. I am sad to see so many Mr Fluffy houses being replaced with more concrete and less trees.</p>	Online questionnaire
	<p>No.</p>	Online questionnaire

Question	Response	Source
	<p>The whole process made me feel invisible I feel that no account was taken of the huge adverse affect having my house demolished and having to move had on my mental and physical wellbeing; that as an older person who had lived in my house for just on 50 years, this was extremely distressing. The fact that I could not afford to buy back my land and rebuild has left me feeling permanently bereft. There's not a day goes by when I don't feel the loss.</p>	Online questionnaire
	<p>I remain angry about the half arsed removal scheme in the 1990s, I fail to see how they could have done such a bad job of it, did no one point out that the loose fill would be in the walls and would need removal???? or was it that the accountants were in charge and took the cheap option!!!! My family home that I mostly grew up in and returned to and lived in for many years was taken away, I regret that but have no strong feelings about its loss, but I do not think I will ever stop being angry about the stupidity of the whole debacle of how Asbestos could be allowed to continue to be used as insulation after it was deemed too dangerous, and then the incompetent removal scheme in the 90s, followed up by the heavy handed scheme to compulsory acquire the houses in the twenty teens. I feel that many older residents were not show anywhere near enough sympathy or compassion in the early stages, and it was only after numerous public meeting did it become clear this was an issue.</p>	Online questionnaire
	<p>The Government refused to table our petition from change.org saying it didn't meet the rules.</p>	Online questionnaire
	<p>and – Board Of Inquiry to investigate:–</p>	
	<p>Government failure to act on this threat and its recent handling by the current Government and ACT Government has lead to over 4000 residents being displaced from their homes and ongoing financial difficulties to the tune of hundreds of thousands of dollars per family.</p>	
	<p>This man made disaster could have been averted, our search of the National Archives shows failings by numerous Governments and we feel the questions below and many more must be answered:</p>	
	<ul style="list-style-type: none"> <li>• Why did the John Gorton Government not shut down 'Mr Fluffy' in 1968 when the then Department of Health recommended that his operation was a public health risk and the health risks of asbestos was known by Government since at least 1965?</li> <li>• Why did the Malcolm Fraser Government not shut down 'Mr Fluffy' when public reaction forced him to rename his product in 1974 from 'AsbestosFluff'</li> <li>• to 'Mineral Wool' and then market it as CSIRO approved?</li> <li>• Why did the Federal Government wait four years to respond to a request by the Australian Building Construction Employees and Builders Labourers Federation after they claimed the Federal Government to be 'negligent to allow amosite to be pumped into Canberra houses' (CT 2 Sep 1983)?</li> <li>• What advice was provided to Government by the ACT Asbestos Advisory Committee in relation to LFA since domestic buildings were included in its terms of reference in 1986?</li> <li>• Why did the Bob Hawke Government not ensure LFA was completely removed from domestic buildings when he was advised by medical and occupation experts that: this public health asbestos problem was 'far greater than any documented elsewhere in the world'; lives would be lost; and sealing was only a short term solution?</li> </ul>	

- Why did the Bob Hawke Government not implement in 1988 the recommendations posed by the 1988 action group for public awareness and education (including tradesman and residents) and for medical research and monitoring? Why did the Bob Hawke Government not ensure appropriate funding to completely remove LFA, even if it meant demolition as recommended by the action group in 1988?
- Why did the Bob Hawke Government not take particular care for young children when he was advised that 'children are at particular risk because of the susceptibility of developing lung tissue to damage' from LFA?
- Why did the Bob Hawke and subsequent governments allow the NSW Government to be complacent when he forwarded the cabinet reviewed data to them in 1988?
- removed showed signs of residual LFA?
- Why did the Federal and ACT Governments dupe Canberra residents and tradesman with the safety implied by the Certificate of Completion for the removal of LFA, when clearly, the expert advice to Cabinet in 1988 advised this product was dust-like and moved via air currents entering cupboards, wardrobes, ducted heating/cooling systems, living spaces and subfloors; and an asbestos branch survey in 1989 found 26 houses out of 30 with LFA
- Is \$32m in interest savings a 'fair' Federal response to a catastrophic public health issue across at least two states based on the responses to the above?
- Why did the ACT Government not take particular care to ensure extensions/renovations were not undertaken when these activities were made illegal in 1988 for LFA houses and were advised the risk of removal was high?
- Why did the ACT Government not take particular care to new 'Mr Fluffy'
- purchasers when it was advised as early as the 1988 Cabinet meetings that Canberra houses turned around 50% over five years?
- Why were LFA house certificates of removal in 2004 significantly more restrictive than the early 1990s certificates required on Contracts of Sale from 2004?
- Why did the ACT Government not fully implement the 2005 Asbestos Taskforce Report recommendations and did it adequately address the known LFA risk?
- Did the ACT Asbestos Management Review – 2010 recommendations adequately address the known LFA risk?
- Why did the ACT Government still maintain in 2011 that 'some residual asbestos fibres may exist' when clearly current and long term expert advice and removals from Canberra houses by their licensed asbestos removers since 2000 proved otherwise and these houses were air monitored by ACT Protective Health Service after removal?
- Is the LFA public health risk adequately managed in Government and public buildings?

## Forum Posts

### Forum 1

'Home' is far more than physical shelter. Home is closely linked with our identity, feelings of security and sense of belonging.

- What three words best describe what 'home' represents for you?
- What meaning do you associate with the concept of 'home'?
- Have your views about the meaning of 'home' changed since being affected by Mr Fluffy loose fill asbestos?

#### **Post 1**

I'm coming down today, or tomorrow. It's not certain when, but it's certain. I have stood here for close on half a century. Then I was surrounded by a rough patch of ground. I watched my owners sow grass seed around me and re-sow it as it was washed out by storms. I have watched sticks grow into beautiful shade trees where birds sought food and shelter. Children were born and grew around me. They were nourished by the fruit and vegetables that grew in the garden. Shelter was built for ducks and dogs and aviary birds and chooks and even gold fish found a home. An outdoor room was added and friends and neighbours laughed and told stories there. I saw tears when loved pets died and I saw grief and great despair when one of the children died. And then came the joy of grandchildren. There was a family here who experienced the ups and downs of life.

But early on a substance was put into my roof space to make me cooler in the summer and warmer in the winter. My owners were not told of its dangers. Then they were unaware of its sinister side. I heard that one has since died from its effects. And now I have to come down. I wonder if any of them will be here to watch or will it be too painful? You see I am more than bricks and mortar, I am home, I am heart and soul.

#### **Post 2**

Family; lives; security

'Home' is not a 'house' If you don't understand that now, you never will.

Yes, it also means that government theft can happen to the most happily certain of lives.

#### **Post 3**

Safety, love, happiness

## Forum 2

This project is an opportunity to acknowledge people's experiences in an enduring and tangible way, and that Mr Fluffy is part of Canberra's history.

- What does the word 'legacy' mean to you?
- What do you believe should be the purpose of the Mr Fluffy Legacy Project?
- What would you consider to be important for others to know about the 50-year history of Mr Fluffy in Canberra?

### Post 1

'Legacy' is about life and living. It's about learning from the past, living in the present, and building for the future'.

### Post 2

Legacy – a good or bad 'something' which is unexpectedly bequeathed to a person or community.

This Legacy Project's purpose ( which I suspect is a government bum-covering exercise) should first and foremost be demanding a completely open, no holds barred, Board of Inquiry to forensically examine both ACT and federal governments' involvement in allowing this wickedness to occur over the past 50 years. It should be setting up open-ended mental and physical support for all people who need this kind of assistance. It should be looking to compensate all Mr Fluffy homeowners for their financial losses and most particularly compensating those who lost their home-based businesses. It should NOT be contemplating such things as house keys being sealed behind perspex.

What is important for others to know is that governments and bureaucracy cannot be trusted to act responsibly when faced with advice, and irrefutable evidence, that a dangerous and deadly health threat is being introduced into a community.

### Post 3

Legacy to me means – a lasting and positive presence – usually in the form of 'something' that is beneficial to the community or to specific groups. A legacy could be an ongoing grant for research, scholarships, health funding.

it does not need to be an art work or a physical object.

### Post 4

We're living the legacy. No-one can support us better than our fellow Fluffy family members and no better healing can take place than a BOI.

## Forum 3

The legacies of Mr Fluffy are diverse and far reaching and have affected people's lives in many ways. Acknowledgement of these legacies can take various forms, such as a collection of stories, a place of reflection, lessons for the future, a scholarship or research project, advice to others, a community art piece, or perhaps a community event.

- Which of the My Fluffy legacies would you like to see acknowledged?
- Tell us how you think the legacies could be expressed. What features should be included?
- The ACT Government has collected the keys from over 1,000 homes affected by Mr Fluffy. Some people have indicated that the keys should be incorporated into the Mr Fluffy Legacy Project – tell us how you think the keys could be used.

### Post 1

I have lived in Canberra since 1992 when I started high school. I grew up in a Mr Fluffy house, and I was here for the bushfires in 2003. Rightly or wrongly, I can't help to compare these two events. Yes, both are very different. But both are similar too. Each caused loss and trauma. The big difference when I compare the two events, however, is that the bushfires seemed to bring the community closer together. We rallied against a common enemy. The Mr Fluffy saga did not bring the community closer together. Opinion is deeply divided. Some people have told me Mr Fluffy owners shouldn't have been helped (e.g. buyer beware). Other people have told me the Govt didn't go far enough to help owners. Some people have told me there should be no legacy program (e.g. why is this issue more deserving than others?). And others have told me it is a necessary and meaningful initiative. Therefore, I think the most truthful legacy for this saga is 'division and controversy' and 'loss and trauma' (because at least people may agree on those things).

### Post 2

Death, nightmares, suicidal, financial losses, destruction of communities are the legacy...

### Post 3

Personally, I want my keys back. Don't you dare use them in any sort of legacy project. You've taken enough. The little I can have back I want back.

### Post 4

What makes you think we Fluffies need a legacy? We already have it: our stolen homes dumped into landfill; many thousands of dollars out of pocket; plans for our later years destroyed; home based businesses destroyed; grief a constant background ready to surface at any moment when a trigger of some kind brings it to the fore; the between sleeping and waking brief moment when our mind thinks we're waking in our old familiar surroundings; having to build a new life in another place where loved ones aren't a part of new reality. I could go on - but until someone has experienced what we have they will NEVER understand.

### Post 5

The legacy is in our bodies - unknown, hidden, and secret – to be unearthed by time, genetics and random chance.

The legacy is in our minds, an endless circle of worry beads clicking.

The legacy is in our hearts, grieving for home, safety, trust, and loved ones.

## Post 6

I would like to see legacies that were tangible .

We need to learn from this and we can't learn if the questions aren't asked .

I want a Board of Inquiry to look at how this happened, why was advice ignored ? What should have been done and how can we guarantee that we don't ever repeat the mistakes and that a leading edge report on how information concerning potentially lethal substances should be handled .

I want ongoing (for life) Government funded health screening and care , including mental health, for those people who want to be included.

I think scholarships for health related studies are a positive legacy

I don't want a statue or a pile of stones. I want support for the affected families

Personally I would like the keys to be set in a pathway or wall outside the Legislative Assembly Members Entrance, as a reminder to current and future politicians etc it what happens when you ignore advice

## Post 7

For me there are, at the moment no positive legacies .

A current 'legacy' is of the ineptitude of successive governments (of both political persuasions) who blatantly ignored advice first given to them in July 1968.

A legacy is the deaths from mesothelioma due to this ineptitude.

A legacy is the families whose lives have been damaged forever – because of the financial an emotional losses and the simple fact that they won't know for up to 50 years if one of their loved ones has contracted mesothelioma.

A legacy is the family units which have broken down due to the stresses of the Mr Fluffy debacle.

A legacy is the destruction of numerous small home businesses who received NOTHING by way of support from the Government. Not even a cent to help them move .

A legacy is the destruction of communities, which can never ever be rebuilt as they were.

A legacy is the complete dislocation of people who had to move away from Canberra .

A legacy is the mental health issues which received a contemptuous amount of support . Lives will be lost ≈ you only need to sit in a room with affected people to hear how often the suicide word is used.

A legacy is the nightmares of the children who miss their old homes and their neighbourhood friends

A legacy is not being able to drive down the street where you lived because of the hurt and the heartache.

A legacy is the lack of community support shown to Mr Fluffy affected families – because the Government wanted us to be made the scape goats – 'we won't let Mr Fluffy people profit from this ' [REDACTED] (ACT Government Spokesperson)

A legacy is the heartache, the loneliness, the brave face, the never ending feeling of being a whinged – except when you are with Mr Fluffy affected colleagues .

A legacy is the memory, that won't go away, of an elderly lady, tears in her eyes, saying that she was frightened of the government.

## Submissions received during exhibition of the Draft Mr Fluffy Legacy Project Discussion Paper

### Emails

#### Email 1

I am really disturbed that my old block in Cook is still vacant. I feel so sorry for my old neighbours who have go live there. I can only hope that we will see building progress really soon. I can't even call in to see them because of the eyesore they are left with. I am happy in my new home in Holt. Thank you

#### Email 2

Because of the site design, I had difficulty finding it, as the information says it's in 'documents' but it's actually under "discussion paper". I tried logging in and couldn't – the site said my email had not been validated! No idea what that means as I've logged in before.

I'll have to have a think about feedback. The whole saga of Mr Fluffy is just awful. So many people damaged and one wonders how the people in apartment blocks like Opal and Mascot will fare also. If you are robbed/deprived of your home, it's devastating.

#### Email 3

My wife and I have recently separated and have both been tested for lung disease. The distress of the whole process has impacted on us enormously as individuals. This is a silent issue and I was wondering how to air it. I get very upset by the whole process so I don't volunteer to be on any working group but worry others have significantly been effected as well.

#### Email 4

I am writing in to tell you of the absolutely devastating experience my family had to endure due to the Mr Fluffy house demolitions. The house that was knocked down in [REDACTED] was our family home for over 40 years. It was the house that my mother loved and also died in. My father, brother and myself were just starting to make progress our grief and we were then dealt with this blow. We now no longer have our mother or the house that we grew up in with all the memories that we made from it. It was our one place that we could still feel her and be connected to her, a place we could take our children to remember her and feel comforted. To say that we were completely shattered when we had to knock it down is an understatement. My father use to live just around the corner from me and has now had to move to another suburb as the price to buy back the house was completely ridiculous. He was pushed out due to this situation.

If the government was so concerned with health and safety why was the prices so high? Why should we have to buy our own house back? Our house had already been cleared with a certificate from the government in the past as we had to move out when they put the bubbles over the house to suck it all out. There was no regard for anything but money making in this whole process and I for one am completely disgusted by their money hungry ways. We could at least have had a chance to have the land and rebuild on it to keep some of our memories alive. To ask us to buy our own home, now dirt for such a inflated price is just incredibly insulting.

We will never get over or move on from this experience. We can never get back the memories that were stolen from us. The block is now subdivided and two houses will now reside there. How can this be fair? How can these people sleep at night knowing all the pain and grief they have caused? All the grief and loss that we suffered through the loss of our mother all came flooding back due to all of this. I would like to know if any of these people who made these decisions actually had family affected. How would they feel if it was their family home that had so many memories was just taken away.

It is one thing to choose to leave a family home, but to watch it being knocked down is gut wrenching and an experience I will never get over, never.

## Email 5

I've found loose fill asbestos in my roof. Should I be concerned?

(Note: This enquiry was immediately referred to the Asbestos Response Taskforce for action)

## Email 6

We lived at [REDACTED] from 1975 until 2015. Our house was insulated in 1975 by Dirk Jansen with amosite asbestos which was 'removed' in 1991. The removal and its aftermath was a truly ghastly experience – unnecessarily so – that lasted for a full year before we finally broke free and completed repairs to our house at our own expense.

In 2014 we were forced to become Fluffy Refugees and we moved in 2015 to our present apartment in Wright. Bearing heavy mental scars from 1991 we dreaded what was looming in 2014, but we were treated well this time and are very happy with the outcome.

Thanks once again! Our awful experience in 1991 was due to the appalling, callous and even cruel mismanagement by ACT government employees who behaved quite dreadfully. Sadly, many others of Dirk Jansen's victims suffered experiences very similar to ours.

Suffering and desperate, we felt the need to maintain a formal record. We kept a comprehensive file (with all supporting documents). Even today it hurts to look at this file because of the painful memories it revives.

Nearly 30 years later, we have no need to keep this file and we seek to pass it on to the right place. We believe the right place is with you where it can be held in your records and made forever available to anyone doing future research into the sorry Mr Fluffy saga, unique in Australian history. Our file (in a ring binder) is a veritable treasure trove of information. Meticulously kept, it is full of supporting documents (eg official correspondence) as well as first hand reports. This file is of course acutely embarrassing to the ACT Government (especially the ACT Public Service), however that was the Government of 30 years ago and those efforts have since been overtaken by the decency, compassion and efficiency of 2014 and later, for which we remain most grateful.

We invite you to contact us so that we may hand this comprehensive file into your care.

## Email 7

We were the owners of a Mr Fluffy house which was bought back by the Government in early 2015. We were not involved in your earlier consultation process but are appreciative of the opportunity that has been given to comment on the draft discussion paper and the proposed recommendations.

By way of background, we bought our house in 1989 and lived there for over 25 years. At the time of purchase, we were aware that it was one of the houses that had been identified as having asbestos insulation in the roof cavity but had no appreciation of the particularly deadly nature of the type of asbestos involved. We accepted the assurances that were given by the Government at the time that the removal program that was then in train would make the house completely safe.

We accepted in good faith the certificate issued by the Government after the removal and had no reason to think there was any cause for concern. We relied on the assurances that we had been given when, in 2006-2007, we undertook a major renovation and extension of the house, with the intention of living there for the rest of our lives. Development plans were submitted to and approved by the relevant government authorities without any comment or suggestion that the redevelopment was inappropriate and no issues were raised during the subsequent certification processes.

We have read the Discussion Paper and commend the work you have undertaken. We are particularly supportive of the recommendations that you have made in relation to Learning Lessons, Tracking Health Impacts and Supporting Families.

Our view is that there are three priorities. First, it is particularly important to document and reflect on the lessons that can be learned. As your paper points out, these lessons need to be shared widely to inform future governments and community programs and policies. We need to ensure that past mistakes are not repeated. We strongly agree that there should be a Board of Inquiry covering the actions of both the Commonwealth and ACT governments, and we consider that it is essential that it include the nature of the advice available to government regarding the insulation material and later in relation to the effectiveness of the proposed removal program and the governments' responses to that advice.

We note from the paper that many, if not almost all, of those who provided input during your consultations were strongly in favour of establishing a Board of Inquiry and some were able from examination of relevant documents in the National Archives to point to particular aspects of advice and expertise that it appears were ignored, suppressed or not adequately taken into account both by the Commonwealth and ACT governments of the day. (See in particular pp 68-69 of the Appendix to the Discussion Paper). It would appear that there is much for a Board of Inquiry to explore.

The issues that have been raised remain highly relevant at a time when there is growing public concern relating to building failures generally and the failure of governments to ensure that building regulations are fit for purpose and properly implemented. The current focus has been on large apartment complexes – mainly because of dramatic failures and the size of the investment involved - but safety concerns about building products, building processes and the adequacy of certification practices are equally as important and relevant for houses and the people who live in them.

The community needs to know where and when there have been failures, to what extent they are likely to reoccur and what action needs to be taken to prevent them. Sadly, it would seem that governments will only act to ensure that safety requirements are met once the issues are highlighted and fairly and squarely in the public domain. We also see value in your complementary recommendation that an accurately researched and publicly available history and chronology of Mr Fluffy events starting from the 1960s be prepared.

A second priority is, as you point out, the tracking of health impacts. We agree that it is vital that the ANU Health Study be continued and possibly expanded. And we also strongly agree with the third priority that there should be ongoing and properly tailored support for people suffering health issues as a result of their Mr Fluffy experiences.

We do not have strong views about your other recommendations but acknowledge that they reflect and are intended to respond to concerns raised by others in the Reference Group's consultations.

It is not clear from your paper the extent to which there has been an evaluation of the Response Taskforce's effectiveness in dealing with the remediation program or whether one is proposed. We would suggest that there are also important lessons to be learned in this area and ones that are broadly relevant to government as a whole. We cannot recall any attempt to get feedback from Mr Fluffy owners about their interactions with the Taskforce.

Perhaps it is worth flagging that our own experience was largely negative. We found it difficult to get accurate information on the program and procedural details, with Taskforce members apparently simply unable to provide factual details in response to questions and on several occasions not getting back to us with the requested information, even when they had promised to do so. In the end, we found it all too hard and had to ask our solicitor to handle all the interactions with the Taskforce regarding our property. This should not have been necessary. While we understand that the ACT Government was dealing with an unprecedented situation and some allowances have to be made, our view is that the Taskforce should have been able to do a good deal better in terms of team coordination, liaising with owners, and ensuring that staff were adequately trained for the job and kept well briefed.

More fundamentally, we were absolutely staggered to find some years later the photograph of our former block at [REDACTED], Griffith on the front page of the Canberra Times with the news that remnants of asbestos had been found on the block, after its "remediation", by the new owners and their builder. This incident was absolutely inexcusable and suggests inadequate contractual arrangements and very poor supervision by government authorities. The rationale for the whole demolition program was supposed to be that it was the only way of ensuring complete removal of the asbestos and the possible threat to future generations. Yet the Government failed to ensure that asbestos was removed; moreover, the cost of proper remediation was passed on, as we understand it, to the buyers of the property. A complete scandal.

## Online Submissions

### Submission 1

As a former Fluffy owner who was very satisfied with the actions of the ACT government, I would comment that I suspect those who provided input to this review were not representative of the whole - it was unduly reflective of those who felt aggrieved.

I do not think that having an inquiry would serve any purpose except to drag out the experience even more, and waste ratepayers money. I do not think there will be 'lessons learned' partly because it is only in hindsight that the real level of risk is apparent. In the current environment it is cladding, but I am sure there are other materials that will be deemed 'bad' in the future being used in houses today.

It also needs to be recognised that the legal situation has changed significantly since the Mr Fluffy era, so in future homeowners may have legal recourse that we didn't - although current issues with building quality suggest that even so that may have limited capacity to cover costs. Overall, I would prefer the government focus on fixing the current issues with building regulation, than dwell on what happened (or didn't happen) 30-40 years ago. I would however support a project that documented the chronology, as a historical record of what happened.

I think a small memorial garden would be appropriate, to remember the lost houses and also those who have died as a result of exposure to loose fill asbestos. The option of Fluffy owners donating plants is a good one.

Thank you for the opportunity to provide feedback. Please fix your form so I do not have to submit my comments in two formats (my uploaded file is the same text, but I had to upload something).

### Submission 2

When I first received information about the "Legacy Project", I felt that it was in some ways a celebratory term and there was nothing positive of the effects on myself, husband and family. How could I join in a celebration? But was mistaken. Having read the draft discussion paper I wish I had contributed earlier. So many of the submissions echoed our feelings and experiences. Our personal situation has meant 'moving on' has been well nigh impossible. This has been compounded to an extent by regular updates in the media.

We are in limbo now, the last period of our lives. For various reasons we are still in our Mr. Fluffy house. That is not entirely by my choice. Younger and fitter than maybe we could have found alternative accommodation earlier.

Options to stay in our current location are few and, for us, the support of family, friends and neighbours is vital and would be lost if we move away. Financially and emotionally the "buy-back" scheme feels like a punishment or blackmail. We are just a nuisance.

Factors contributing to our feelings of devastation:

- It is hard not to feel the mental health supports offered were token. "Problems" passed on. As a family helped by the bushfire supports of 2003, why were we not offered such specific designated help? The trauma has been greater for us than that event.
- Comment early on that "no one should gain by the buy-back scheme". Such irony. It has cost us hundreds of thousands. We are in our seventies.
- Apparent lack of current Chief Minister vocalising support and understanding of Mr. Fluffy victims. Focus has been on the costs to the ACT and this emphasis has alienated those not affected from victims. Should we be ashamed that we were contributing to the financial burden on the whole community?
- In practical terms not being able to buy back our land.
- The support workers tried their best but they could do little faced by an intransigent senior bureaucracy. I think they were ignored when they raised the issues they saw at the coal face.
- Why meekly accept the Federal government's 'loan' and their not acknowledging their responsibility? This was a joint Federal / ACT government problem.
- Investigate the haste and mishandling of the buy-back scheme, the attitudes of the bureaucracy (no flexibility and apparent little understanding of varying situations).

- Feelings of loss of trust in the process of government. Expert advice ignored, "duty of care" not followed, scapegoats found. And the legacy of a deadly disease hangs over ourselves, our family and the many thousands of Canberra people.
- At this stage we need/want more practical help. Practical help to find somewhere to live, to clear our possessions, to survive. Sympathy is appreciated but is equivalent to 'thoughts and prayers'. Well meant but empty words.

NB

I was very pleased with Sue Packer's draft summary. Indeed I felt touched and validated for the first time.

I endorse it totally

THANK YOU

### Submission 3

Comments only as I am beyond uploading a document: I was very impressed with the draft Discussion paper, and although slightly ashamed about the inclusion of my incomprehensible "email █" I was pleased that all contributions seemed to be largely unedited/ unredacted. I was surprised that a 74 page Discussion Paper could be produced for the Mr Fluffy Legacy Project without making any mention of the role of Mr Dirk Jansen and Co. and their associates, who are ultimately responsible for this debacle. That said, as a man of faith in advancing years it is only a matter of time before I will be able to meet those b\_st\_rds on the other side when I can express my feelings directly. Good Luck with the Project, and may G\_d be with you always.

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