

## **Inquiry into Remote Community Stores in ATSI communities**

### **Lockhart River Submission**

The following submission is being presented on behalf of members of the Lockhart River community in Cape York. Members of the Lockhart River Health Action Team (a local health advisory group) and Queensland Health Primary Health Centre staff were consulted for their opinions about the store. A random collection of store receipts were gathered and together with direct comments from community members, make up the content of this submission.

For the community members of Lockhart River that we spoke to, the major concerns in relation to the store were

1. High price of food (making healthy eating difficult)
2. Poor quality produce
3. Shelf prices missing or incorrect (making budgeting impossible)
4. Out of date items
5. Unclean environment
6. Lack of variety, especially of healthy food items
7. No healthy takeaway options and unhealthy options prominently displayed at front of shop
8. No specials

At the request of the community this submission has been compiled by Royal Flying Doctor Service employees, Wendy Graham, Dietitian and Amelia Hosking, Health Promotion Officer. The content of this submission and views expressed within are entirely that of community members of Lockhart River. The views expressed do not necessarily reflect the opinions of RFDS staff. A separate submission has been prepared and submitted by staff of the Royal Flying Doctor Service.

**RECEIVED**  
23 FEB 2009  
BY: ATSA

## Comments from Lockhart River Community Members

### Food supply

- “Not getting fresh vegetables”
- “Need to farm own vegetables”
- “Quantity of meat is no good, e.g. 2 pieces in one pack” - (not appropriate for large families)
- Lack of bulk items, e.g. no 20kg flour bags
- “variety big issue, same food all year round”
- “barge ok but when trucks stop run out of flour etc.” – (due to wet season)
- “some things haven’t been re-stocked for months”
- “food in the storeroom that doesn’t get brought out”
- “don’t bring in fresh bread anymore or if it does goes straight away”
- “things are defrosted and refrozen, e.g. vegetables are in lump or sticking together”
- “people could make own coconut milk not buy from can”

### Quality

- “Vegetables don’t last long”
- “Vegetables left on shelf when wrinkled and not thrown away”
- “People don’t look at used by dates and food is out of date”
- “bought mouldy bread”
- “cartons with cracked eggs left on shelf”
- “quality of meat no good”
- “milk all mixed up in terms of used by dates, putting fresh ones in front and leave old ones behind”
- “water on top of milk”
- “getting food that goes out of date within a couple of days close to their expiry date”
- “fruit sometimes rotten or bad quality, not fresh”
- “oranges are bad”
- “leave old unsold fruit on shelf and put new ones on top”
- “bread mouldy and smells”
- “cook up steak and no blood comes out, no taste, like cardboard”
- “things are defrosted and refrozen, e.g. vegetables are in lump or sticking together”
- “2 minute noodles all out of date, people getting sick”
- “flour bag has a hole in it and they stick it back together”
- “eggs out of date”
- “expired noodles, cottage cheese, sour cream, yoghurt”

### Cost

- “vegetables expensive therefore don’t buy much”
- “prices went up again last week”
- “every time there’s a break (holidays e.g. Christmas) prices go up”
- “price of meat has come down a little bit from last time but still expensive”
- “prices always going up”
- “fruit expensive”
- “can spend \$300 and doesn’t last one week, in Cairns will last a long time”
- “prices too dear to shop for whole family”

- "\$20 for a whole chicken"
- "\$88 for turkey at Christmas"
- "leg of ham ranged \$50-\$70 at Christmas"
- "hygiene products too expensive"
- Freight makes food too expensive

### **Competition**

- "should be specials on especially before expiry date"
- "never any specials"
- Too many barriers to ordering food from Cairns – no credit card, internet

### **Availability of healthy options**

- "no healthy quick meals"
- "sandwiches are really yucky, don't last long"
- "lots of pies and sausage rolls"
- "getting brown bread but not as much as used to"
- "lots of sweets at the store and on display"
- "want healthy choices to be available at the takeaway"
- lack of choice of convenience foods

### **Other issues**

- "Prices on shelves don't match food"
- "sometimes no prices on shelves"
- "outside the store is dirty, rubbish everywhere and inside as well"
- "don't see anyone cleaning"
- "don't have any cleaner to mop the floor"
- "no profit coming back into the community"

**Comparison of prices in Lockhart River Store and Cairns supermarkets**

<u>Item</u>	<u>Cairns \$</u>	<u>Lockhart River \$</u>
Tomatoes	\$2.45/kg	\$8.66/kg
Pasta shells (cheapest available)	59cents/500g	\$4.02/500g
Baked beans	69cents/400g	\$1.20/220g
Milk	\$1.19/1L	\$2.22/1L (UHT)
Weet Bix	\$2.00/750g	\$6.72/750g
Deodorant	\$2.89/50g	\$10.39/100g
Toilet paper	\$2.95/6pk	\$8.48/8pk (black & gold)
Potatoes	\$1.97/kg	\$5.68/kg
Bananas	\$1.99/kg	\$3.93/kg

"No healthy quick meals"

WELCOME TO  
Lockhart River  
Retail Store  
(07) 406607192

**Ready to eat**

ABN: 12484369365  
TAX INVOICE

\$

%1&J M/WAVE CHEESE BURGER 154GM	4.62
SUBTOTAL	4.62
TOTAL	\$4.62
ITEMS 1	
CASH	\$5.00
ROUNDING DOWN BENEFIT	\$0.02-
CHANGE	\$0.40
TRANSACTION INCLUDES GST:	\$0.42

% Indicates Taxable Supply

THANK YOU FOR VISITING  
15/01/09 15:34 41/0612  
CASHIER: 00103

WELCOME TO  
Lockhart River  
Retail Store  
(07) 406607192

**snack**

ABN: 12484369365  
TAX INVOICE

~~100% BAKED STACOLE SERVING ARTISAN 2.36~~

SUBTOTAL	3.36
TOTAL	\$3.36
ITEMS 1	
CASH	\$4.00
ROUNDING DOWN BENEFIT	\$0.01-
CHANGE	\$0.65
TRANSACTION INCLUDES GST:	\$0.31

% Indicates Taxable Supply

THANK YOU FOR VISITING  
15/01/09 15:15 41/0568  
CASHIER: 00103

WELCOME TO  
Lockhart River  
Retail Store  
(07) 406607192

**Ready to eat**

ABN: 12484369365  
TAX INVOICE

%COCA COLA 1.25L	4.30
%MRS MAC'S CHICK/VEG PIE 200GM	4.58
%MRS MACS STEAK KIDNEY	4.12
SUBTOTAL	13.00
TOTAL	\$13.00
ITEMS 3	
CASH	\$20.00
CHANGE	\$7.00
TRANSACTION INCLUDES GST:	\$1.18

% Indicates Taxable Supply

THANK YOU FOR VISITING  
15/01/09 15:07 41/0581  
CASHIER: 00103

WELCOME TO  
Lockhart River  
Retail Store  
(07) 406607192

**Snack**

ABN: 12484369365  
TAX INVOICE

~~100% BAKED STACOLE SERVING ARTISAN 2.36~~

SUBTOTAL	2.88
TOTAL	\$2.88
ITEMS 1	
CASH	\$50.00
ROUNDING UP	\$0.02
CHANGE	\$47.10
TRANSACTION INCLUDES GST:	\$0.26

% Indicates Taxable Supply

THANK YOU FOR VISITING  
15/01/09 14:36 41/0535  
CASHIER: 00103

# Hygiene & personal products expensive

WELCOME TO  
Lockhart River  
Retail Store  
(07) 406607192

ABN: 12484369305  
TAX INVOICE

RIB FILLET STEAK	17.12
RIB FILLET STEAK	15.37
FANTA ORANGE 375ML	2.50
TAPESELLO W/DISP 12MMX26M 148	2.80
LYNX DEOD COLOGN ACELRATE100GM	10.39
REEF S/TAN CNUT DARK 125ML	13.72
<b>SUBTOTAL</b>	<b>61.90</b>

DEPT OF COMMUNITIES  
RETAIL STORES QLD  
MERCH ID:311000054611100  
TERMINAL ID: 54611102  
CARD: 584004 203  
EXPIRY (MMYY): 0911  
DEBIT CARD  
SAVINGS ACCOUNT  
PURCHASE \$61.90

TOTAL AUD \$61.90

APPROVED 00

15/01/09 15:33 105685

**TOTAL \$61.90**  
ITEMS 6  
EFTPOS \$61.90  
CASH OUT \$0.00  
TRANSACTION INCLUDES GST: \$2.67  
% Indicates Taxable Supply

THANK YOU FOR VISITING  
15/01/09 15:03 41/0575  
CASHIER: 00103

Deodorant  
\$ 10.39

WELCOME TO  
Lockhart River  
Retail Store  
(07) 406607192

**VEG**  
ABN: 12484369305  
TAX INVOICE

SUIMIN BRAISED BEEF 70GM	2.46
KLIX TISSUE WHIT FLORAL COL170S	3.76
ONIONS BROWN PER KG	3.95
0.950kg @ \$4.16 /kg	
POTATOES BRUSHED PER KILO	4.19
1.355kg @ \$3.09 /kg	
KG/CIRC CORD RASPBERRY 750ML	4.62
ARN DELTA CREAM 250GM	4.37
SUIMIN BRAISED BEEF 70GM	2.46
<b>SUBTOTAL</b>	<b>25.81</b>
VICKS VAPORUB 50GM	12.06
<b>SUBTOTAL</b>	<b>37.87</b>
<b>TOTAL</b>	<b>\$37.87</b>
ITEMS 8	
CASH \$60.00	
ROUNDING DOWN BENEFIT \$0.02-	
<b>CHANGE \$12.15</b>	
TRANSACTION INCLUDES GST: \$2.26	
% Indicates Taxable Supply	

THANK YOU FOR VISITING  
15/01/09 14:00 41/0486  
CASHIER: 00103

Vicks Vaporub  
\$ 12.06

# Not one healthy item bought

WELCOME TO  
Lockhart River  
Retail Store  
(07) 406607192

ABN: 12484369365  
TAX INVOICE

\$

XCAD I/CRM VANILLA	2L	11.13
XDIET COKE	1.25L	4.30
XCOCA COLA ZERO	375ML	2.00
XDIET COKE	1.25L	4.30
XKIRKS CLUB LEMON	1.25L	3.38
XCOCA COLA ZERO	375ML	2.00
DF FULL CREAM MILK	3L	4.76
<b>SUBTOTAL</b>		<b>31.87</b>

DEPT OF COMMUNITIES  
RETAIL STORES QLD  
MERCH ID: 31100005461100  
TERMINAL ID: 54611102  
CARD: 516323 775  
EXPIRY (MMYY): 0611  
MASTERCARD  
SAVINGS ACCOUNT  
PURCHASE \$31.87

TOTAL AUD \$31.87

APPROVED 00

15/01/09 15:32 105684

**TOTAL \$31.87**  
ITEMS 7  
EFTPOS \$31.87  
**CASH OUT \$0.00**  
TRANSACTION INCLUDES GST: \$2.46  
% Indicates Taxable Supply

THANK YOU FOR VISITING  
15/01/09 15:01 41/0570  
CASHIER: 00103

**\$ 31.87**

WELCOME TO  
Lockhart River  
Retail Store  
(07) 406607192

ABN: 12484369365  
TAX INVOICE

ON

\$

XNES KIT KAT 4FNGR K SIZE	65GM	3.73
XCAD CHOC DAIRYMLK 2012	55GM	2.77
XBOUNTY BAR MILK	633 50GM	2.71
XNES KIT KAT 4FNGR K SIZE	65GM	3.73
XMRS MAC'S PIE TRADITIONAL		3.75
XMRS MAC'S PIE TRADITIONAL		3.75
XTWISTIES ZIG ZAG WK CHED	65GM	3.24
XCOCA COLA	1.25L	4.30
XTWISTIES CHICKEN	50GM	1.80
XDORITOS C/CHIP NACHOCHS	50GM	2.58
XCAIRNS POST		1.50
XN/VALLEY OR/PASSIO DRK	500ML	2.54

**SUBTOTAL 36.40**  
XCDR VEHB 52X700MB 41846 10PK 17.05  
XCD R MAGMEDIA SILO 52X 50PK 30.57  
VOID  
XCD R MAGMEDIA SILO 52X 50PK 30.57-

**SUBTOTAL 53.45**  
**TOTAL \$53.45**

ITEMS 13  
CASH \$100.00  
**CHANGE \$46.55**  
TRANSACTION INCLUDES GST: \$4.86  
% Indicates Taxable Supply

THANK YOU FOR VISITING  
15/01/09 14:49 41/0547  
CASHIER: 00103

**\$ 36.40**

**The store in Lockhart River has a significant influence on the health and wellbeing of the entire community. The high cost of food and groceries and the lack of specials are key issues for community members in regards to the store. Poor quality produce, missing or incorrect shelf prices and the stocking of expired items are also major concerns. In addition it is recognised that the lack of healthy takeaway options and limited variety of foods impact on people's ability to make healthy choices.**

**Community Members of Lockhart River**