

Inquiry into Elder Abuse in Queensland

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From: [REDACTED]
To: [Education, Arts and Communities Committee](#)
Subject: Elder Abuse
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Attachments: [image001.png](#)
[image002.png](#)

Please send your comments to:
**Education, Arts and Communities
Committee**
PARLIAMENT HOUSE QLD 4000

RE: Elder Abuse [REDACTED]

We are both on Aged and Disability Pensions – and receive the HCP Package – [REDACTED] – Level Three and [REDACTED] Level One. Over the last Year we have tried to get some assistance from an Aged Care Provider and we have been treated very badly and with some advice from ADA and Senior Legal Service – we were told that the way we have been treated is one of the worst cases of Elder Abuse. Not good for a Provider to treat Old People/Us in this way.

We are sorry we put this together very quickly – If we can explain anything further or tell you of some **more** Abuse please let us us.

Early last year they asked for some Help – In January last year we asked to have our Yard made Safe – Provider sent out a Contractor – We discussed with the Contractor what the Scope of the Work that was required – He advised that they could do the Work for about \$2800.00 – The Provider advised that the Work was Approved – after a couple of Months the Contractor came and did about \$500.00 work of the Work – then the Provider Paid the Contractor \$2880.00 – without our Approval – there us a process that Provider have to go to provide a Service – Work with the Client – get scope of work set out – get work done – get approval that the Work has been done and to their approval – then the Provider get approval to pay the costs – At NO Time did we have anything to do with the arranging – for the Work – No approval were given – we would never have approved \$500.00 then Pay \$2880.00. We have been subjected to attacks for amount One Year Now and it continues.

The length of time to drag this out and subject us to these Lies and False Statements – considering [REDACTED] Mental Health Issue s (PTSD – Acute Anxiety Panic) which resulted in [REDACTED] having a number of Breakdowns – We have not slept properly for about One Year – we have been Living Fear and very Distressed. All subject to the Elder Abuse.

Over the last year we had dealings with several People/Public Servants working in Aged Care who do not understand how to deal with Old People – do not understand the HCP Guidelines – and other Aged Care Policies. This caused a great deal more distress because the Provider refused to assist us – refused to meet with us – refused to explain anything to us but they did run us down – not very good for an Aged Care Provider.

When we signed up for the Packages, we were told very sternly that we were responsible for the Spending and we had to be responsible and professional – we have always followed that advice – we saw that we had not received Value for Money as set out in Health Department Policy – and we wanted to be responsible in the spending for this Service where we saw the Costs were excessive.

When we questioned this excessive Costs – our Provider immediately attacked us with disgraceful accusations – insinuations and more – the Bullying started and has not yet stopped - all Contrary to the Charter of Rights and other Aged Care Policies and procedures – Our Health has suffered over the last Year an is not good.

We had been having problems with a Provider for quite a while. On one occasion [REDACTED] had a Fall and was unconscious on the Floor – as a result of a Miscommunication the Provider cancelled his Person Care – then when we questioned this the Coordinator attacked [REDACTED] and started to Yell at him telling him that he was Wrong – this is a Provider who is supposed to support the Old Client – then a Manager rang and started to attack [REDACTED] again.

The Provider has dragged this out for a Year and they know that they are damaging our Health – what they are doing is Torture for someone with a Mental Illness and who is Old – We have had dealings with [REDACTED] – who all agree that the way we have been treated is very badly and is Elder Abuse – One comment was that this one of the worst cases of Elder Abuse they have seen with the refusals to meet with the client to resolve this matter knowing the damage they are doing to our Health – they don't care – they just want to cover up the excessive spending of our Package without checks and balances –

There is a lot more but because of our limited Computer Skills we want to advise you there is more and we will discuss them with someone from your Inquiry.

Now they are refusing to transfer the funds left in my Package to the new Provider – they have 70 days to do it – it is now well over 100 days – just more game playing – Torture – Elder Abuse by an Arrogant – Unprofessional; Dishonest Provider.

All of this is Classic Elder Abuse – Reason to justify their Excessive Spending of a Clients Package – what deal was done between the Provider and a Contractor is not known - but the Provider was Paid almost \$3000.00 to do some work and did not complete the agreed amount.

There have been several other instances where Management have been Rude Dishonest and Unprofessional but because we are very happy with the Carers that come here we tried to ignore the rudeness – so we could keep the good staff – but now it is impacting on our Medical Appointments we questioned the excessive spending and lost a Year of our Lives – we have been kicked to go away by a Provider who is supposed to support us.

Elder abuse can take various forms, including: **financial, physical, psychological, emotional and sexual abuse, or neglect.** No older person should be subjected to any form of abuse. In June 2017, the Australian Law Reform Commission published a report titled: Elder Abuse — A National Legal Response.

Thank you

[REDACTED]

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ELDER ABUSE

What are the forms of elder abuse?

There are different forms of elder abuse.

Financial abuse, can include:

Misuse of Spending of Package

Our Provider had wasted a large amount of our Package paying for Work – Payment - \$2800.00 – amount of Work done - \$500.00 – as a result of this excessive Spending we were unable to attend some very Important Medical Appointments.

Psychological abuse, can include:

embarrassing you - preventing you from making your own decisions - Neglect, can include: Some Services reduced and some did not turn up – preventing you from getting medical treatments and aid - Having to go without Medical Appointments.

They cut our Yard Maintenance – they refused to go near part of our Yard and sometime they did not turn up at all.

Physical abuse, can include: We tried to get our House and Yard Safe and Secure as per Guidelines – they reduced Services that left our Yard Dangerous

embarrassing you - preventing you from making your own decisions

Neglect, can include: Excessive spending has caused us unable to attend some very important Medical Appointments - preventing you from getting medical treatments and aid

Provider cut our Services –

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This one Email we received from the Provider when we asked for Help – when we said we could not understand – when we asked to meet with the Provider – All Refused. All contrary to the Charter of Rights and the Policies as to how Provider are to treat Clients.

This email from our Provider when we asked for some help – this caused [REDACTED] to have a Break down and caused a large amount of Pain and Distress.

[REDACTED]

[REDACTED]

[REDACTED]

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As you can see, we are very limited with our use of the Computer – if we have not completed this correctly – please tell us or if you have any further questions please let us know. Thank you