

██████████ and ██████████ sold their house in ██████████ and bought a dwelling in Earle Haven, Nerang, to peacefully enjoy their life together as they grew old. In time, they sold the self-contained villa and moved into a unit with a shared dining room. As ██████████ dementia grew worse, he was placed into Hibiscus House in ██████████. Suffering deafness, and in time, an amputated leg, ██████████ often was disorientated and confused when staff were grabbing him to shower or move him. Twice, he was the subject of abuse by staff who struck him. One of the incidences saw a staff member physically abuse and threaten to break his arm. We were notified of the incidents and reported it to Nerang police station who did not see the incident as worth following up as the staff member in question had been asked to leave the employment. Hibiscus House often seemed understaffed and family arrived on a few occasions to see ██████████ laying in his own faeces. Family had to find a staff member to see to him.

██████████ passed away in ██████████, and soon after, ██████████ moved to Orchid House. It is the practice of Earle Haven that units are sold back for the same purchase price, less the price of renovations. There is a window of 6-12 months for the unit to be sold. It took the maximum time during which ██████████ had to pay 'rent' on the unit until it sold. She was charged for a renovation yet when she moved in, the unit had not previously been renovated.

During ██████████ time at Orchid House, Earle Haven was placed under sanctions and Help Street was appointed to manage the facility. ██████████ told us that she frequently received unsuitable food (she suffers from diverticulitis and stomach complaints) and her medicines were delivered at irregular times which affected her health and sleep routine. Her ensuite bathroom had constant leaking taps and ██████████ often hurt her wrists trying to turn the taps off. These problems, along with the mould affected silicone and the swollen moisture affected particleboard in the bathroom, were reported to management by ██████████ and family members. Nothing was done.

On Thursday 11<sup>th</sup> July we received a phone call at 6.00 pm from a very distressed ██████████ in which she described a state of panic in the Earle Haven facility and a concern that people were being put out on the street. This was the first we heard of the closure. At the time, we were on the Sunshine Coast and we felt quite helpless. Another family member on the Gold Coast arrived in the evening when she was contacted by ██████████. The daughter describes how she tried to get information unsuccessfully from the staff as to what was going on. A sense of panic was everywhere. ██████████ was sitting there shaking not understanding what was going to happen. An ambulance officer told the daughter that he had first arrived at Earle Haven at 12:00pm! How was it that no family members were contacted by someone official, at the time, to explain the situation. Family first became aware of the situation by the news on the television or through friends who had seen it on the news!

Close to midnight, ██████████ phoned us to tell us that she had just been moved to ██████████. She was very distressed emotionally and remained so for weeks after. She was in tears as she was in a room with three other patients and shared bathroom facilities. She occasionally has bowel prolapse and is embarrassed by this.

The next day, July 12<sup>th</sup>, when a relative took ██████████ to the bank to close the direct debit which Help Street had over the account, she was shocked to see that the direct debit which wasn't due until the 20<sup>th</sup> of the month, had already been taken out on the evening of the 11<sup>th</sup> July, even as she was being removed. We contacted the local state member for Nerang and the state health minister. Both of these offices eventually got back to us to hear our concerns.

The money has since been refunded to [REDACTED] accounts, although an automatic bill was still sent out expecting payment as soon as possible!

Although the staff at the [REDACTED] Nursing Home where [REDACTED] was taken to were wonderful and supportive, she continued to feel displaced and anxious due to the suddenness of the incident and ensuing uncertainty combined with the fact that all her personal belongings incl. clothes, hobby pastimes, and tv had to remain at Earle Haven. We, the family, tried to encourage her but with limited information and many questions, and with utter disbelief at the whole situation, we were not able to comfort very much. Due to the stress, [REDACTED] began vomiting and suffered from heartburn and nausea whilst at her new temporary dwelling [REDACTED]

Some of the staff at Earle Haven have been wonderful, popping in to see [REDACTED] or giving her a call. This was appreciated by [REDACTED] and her family. Management, i.e. Mr Miller, has not been in touch.

A couple of years ago, [REDACTED] had a bowel resection. Most recently, in [REDACTED] new retirement village accommodation, staff have been unaware (likely due to the handover and lack of information provided by Earle Haven on her specific medical problems) of the validity of certain laxative supplements [REDACTED] was requesting that help when her body is not responding to normal laxative supplements. [REDACTED] has not yet had time to establish a relationship with staff whereby they are aware that she is lucid enough to know her body and certain requirements when things aren't going well. Essentially, the slow response in this situation, resulted in [REDACTED] needing to be hospitalised this week. Aside from that, [REDACTED] has been made to feel most welcome, is in a clean unit, and is very happy in her new retirement home.