

Submission  
No 3

**INQUIRY INTO SERVICES PROVIDED OR FUNDED BY  
THE DEPARTMENT OF AGEING, DISABILITY AND  
HOME CARE**

**Name:** Ms Beverley Gollan

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Copy transcribed from original handwritten submission by the Legislative Council Secretariat.

I am the 75 year old mother and sole carer, of a 47 year old disabled son with cerebral palsy and other disabilities, who I have cared for all his life and hope to do so as long as I am able.

I submit this letter to you to express my disappointment in the assistance and financial help given by the Department of Ageing, Disability and Home Care to me, my son and very many others in this position, all over the state of New South Wales.

I have been given great assistance by my local member, Clover Moore and her excellent staff, representing my problems and presenting them to the (then) Minister, in order to achieve what should be automatic services. There should be no need after being with the Department for very many years, for anyone to have to go to the Minister over such situations as:

1. Total negativity and lack of care and interest by staff in the Department;
2. Being 'foisted' off to private agencies who often refuse necessary assistance.
3. In the past being told our 'CASE CLOSED'. It will never be 'closed' whilst we are still alive – sadly.
4. Received no assistance regarding problems of agencies refusing funding
5. No assistance re requests for written guarantees of future group home care when carer becomes ill or dies.
6. Refused care of local respite centre as if had not been used for 12 months, due to my son having been attacked by another resident. My son refused, the attacker allowed to stay!

Eventually, through intervention of the Minister: written guarantees of group home care and permission to use respite. This should not happen, who makes up these rules? The Department exists to help people in our situation, not make life harder. I would suggest the whole system should be changed. A capable, informed and properly trained case manager should be assigned to every family – and a phone number given that is answered, no answering machines, no constant ringing around for help when managers sick or away – constantly.

I have much more to say on this matter for now, my thanks.

Yours faithfully,

Beverley Gollan