

Submission  
No 111

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

**Name:** Name suppressed  
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Partially Confidential

## Description of time on the On-Q Human Resources DEN program, South Tweed Office

It was my own decision to enlist with a Disability Job Network because I had been told they have a variety of non-physical jobs on their books. I was hoping to get out of having to work as a cleaner, when it appeared to be compromising my health. Also, because once I become sick and lost a job, I was struggle to pay my rent. I was in need of a role which did not make me ill, as I needed not only long-term employment but full time employment as my sole parent pension was due to expire in 12 months time.

At my first appointment, I met consultant . He spent 20 minutes looking for his 'special' pen. He spent 10 minutes trying to get his computer to allow him into their software. We moved to a meeting room to use another computer. Again he could not get into the system. We returned to his desk and he then went back to looking again for his pen.

He advised he was On-Q's expert resume writer, and to email mine to him to be reworked. At the next interview, we worked on my resume. Afterwards, I discarded what he had made, since it was not as well written as my own.

One appointment with was spent merely going through their new records of me making sure everything was signed and correct. He explained that they were about to be audited. Everyone in the office was busy that day.

is a nice man. He did not help me in any way find work, but kept up my spirits by telling me that I was a nice person while he talked of his past jobs and anecdotes of his life experiences. Just as I was beginning to wonder why I had signed up for their program, I was informed that he was ill and I had to see another officer.

My next consultant, , was also very nice. She looked at the resume had devised for me and declared that it was useless and out of touch. I responded that it had been done by ON-Q HR. We worked on a new one, and I did apply for many jobs using it, but I still never got to interview stage.

I told her that I felt two thirds of the way to being healthy. That I had just had five treatments with an Osteopath for the cost of \$20 each under the chronic pain management program. I said I needed just a few more and could have been all good. It would have been \$80 each without the cover. I took them all in a row, because my back had gone out at work, and I had lost the job. I wanted to get better and back to work, as I had rented the only house I could just prior, which was too much for my welfare income, and I could not afford to not be working. I was unemployed for 6 months afterwards.

suggested I beg my Osteopath for a free treatment or two so I could get back to work. When I declined, she offered to ask him for me. I again declined. I begin to think of them as fools and useless if that is there only solution to my situation.

Then I had an episode of illness. could not longer be my employment consultant, as I was now unemployable, and I was moved to , the specialist consultant.

For the first few months Qn-Q HR kept sending mail to my previous address, and trying to phone me on my previous phone number. I corrected this a number of times, but it was months before they got it right.

I talked to him about the issues I am facing, having been without work for so long. I informed him that I was putting about \$200 a week on credit cards to live. I came out of my period of illhealth and was ready to work. wanted to keep counselling me. Finally, I started to refuse to come down there, requesting phone interviews. I told that I really needed a job, and was he ever going to do anything.

bought a new employer on board, and he sent me for the interview. We discussed salary, with the manager offering me an undisclosed some of well over \$20 per hour cash in hand. I declined due to having to declare my income to centrelink each fortnight. I informed him that I had an ABN number, and could bill him as a contractor if he preferred. I was not offered the job. I did not tell why I did not get the job.

Facing eviction and my credit cards almost full, I finally got an interview for one of the many jobs I had applied for via Seek. I attended it and was then approached to attend a three day training course prior to starting work for that company.

I rang on the Monday morning of that week, I was supposed to have an interview with him. He did not have time to speak to me but said he did need to talk to me would phone me back. Knowing how lax he is at returning phone calls I pointed out that it would have to be that same day or the next, because I would be on the training course for the three days following. He finally rang me during the morning session of my first day of training. He then rang me again during the afternoon session of training. I suggested he ring me at home since he seemed determined to speak to me that day. He laughed and declined, in a way that made me think he thought I was trying to flirt with him. I found that insulting at the time.

During the three days of training, I begin to suspect that this job will not work out. I ended up speaking to on the day that I was supposed to start work for an evening shift. I told him of my misgivings about the job. urged me to go to the job.

After our conversation, I saw the last job I had to leave re-advertised. I rang them and at first they told me the job was filled. An hour later they rang me back and asked me to help them out the next day by doing a shift for them, which I did.

When I got home from doing that shift, rang to advise me that he had spoken to another job consultant about the job I was wary of. He assured me that it sounded all above board and viable. He again advised me to work for them.

I told him that I had instead worked as a cleaner that day. He immediately wanted to ring them up and introduce himself to them. This part of our association is covered in my letter of complaint about . The other company went out of business, without paying the people who had walked the streets promoting their product, so I was glad I had not followed advice.

Since I was now employable, I was put back with . Even though I had a job, I attended interviews, when I was not too tired from working, because I was still in the market for a job other than cleaning.

One day, another consultant saw me sitting with , looking and feeling healthy and good. offered me a job in a factory. I laughed and said I am a secretary. You are employable, he stated, I am going to find you a job.

Within a week or so, had lined up a work trial for myself and some other 'cleaners' with secretarial backgrounds. This was the first secretarial job I had been interviewed for since trying to return to the workforce many years before.

In the lead up to the trial/interview I advised that I was getting sick again. He was confused and asked me what that meant. I replied that in a few weeks time I would be unable to move my neck or arms and would be in a great deal of pain. I got through the first interview without difficulty.

had also organised two more interviews for me, in secretarial roles. One was an hour's drive away, and in school holidays so my daughter caused me to be late. It spoiled my chances, but since the place was 1 hour drive away, it didn't matter. There. Prior to the next one, I advised again that I was now sick and in lots of pain. We went ahead anyway, and when I attended the interview I was unable to turn my head and the pain was showing on my face.

Unfortunately for On-Q, then he resigned from there.

Since we were on a roll, jumped on board and started emailing me job suggestions. I was surprised since she had seen me on the day of the last interview and the pain I was in. She became intrusive. I refused to apply for a job she sent me. threatened me that if I did not apply, she would only send me for cleaning jobs after that. I got up her.

After that, she would not longer answer my phone calls and refused to deal with me for a period. I obtained a medical certificate to state I was too sick to work, which generated a job capacity assessment. I later found out it's results were quite probably rigged and On-Q, because I am employable when well. When sick, my movements are severely restricted, I experience chronic pain, fatigue and migraine headaches.

I didn't have to go to interviews, due to the certificate but attended one, in severe pain as I thought it was the results of the last job capacity assessment I had had, which I had also been in severe pain for two weeks prior.

It was with . She seemed surprised that I was on her employable people's list. She again informed me I was voluntary. She suggested I could attend voluntary counselling with the Psychologist, if I wanted help. I agreed, stated I held no grudge, and hoped he didn't either. I was so wrong.

Just recently I remembered that had suggested that RSI might be my illness at that interview, but in that time of sickness and worry, I forgot. She finally advised me to apply for DSP, and said that she would try to get me into a 'social housing' situation.

She then handed me back to

During a phone interview one day with regarding my impending eviction, I brought up the social housing issue. advised me to look into it. I responded that not only was I sick, a single parent, house-hunting and preparing to take the Motel who fired me to court, on On-Q's advice, leaving me little time to do that. I asked if he could do that for me.

During his enquiries on my behalf, he was told that there was no accommodation available, but that I fitted the criteria to be eligible for one. He was given the phone number of the North Coast Community Housing and advised that my only hope was of trying to convince him to put me near the top of the list. When I later checked with months later, he was still waiting for the North Coast Community Housing to return his phone call.

always seems to be waiting for people to return his call. He is the one who is rarely in his office, so he should make more effort. Maybe people do return his calls a few times, and when they get no result, finally give up and wait for him to contact them again. This was the case with my Osteopath and why it took over three months for them to connect, after handing his card and giving him permission to call him and check out my 'story' of pain.

Once I ran into when I was coming out of the supermarket and he was going into the bottle shop. He saw me carrying two green bags of groceries, one each hand. " , he

exclaimed, and carrying groceries with sore shoulders!". Does he assume fairies have carried the groceries to my car for the past two years. It is why I also only buy a couple of days worth of food at at time these days.

I researched community housing on the internet, downloaded application forms and took them to lodge at Department of Housing. I was told community housing is not taking applications, they were throwing them all in the bin. I rang community housing and asked if this was the case. They confirmed the first statement and explained why. They were restructuring, and not taking applications for 2 months. Once the two months had passed, I applied and was told by Department of Housing that there is 600 on that list, and they would only be able to help 30 of them, and so help yourself.

When all of my efforts in this area were exhausted, I just had to sit back and go through the process of being evicted. I didn't move out, as we had nowhere to go. Finally I realised I had no time left in the house and started to get organised to move out. Myself and my son then got sick with the flue, and I was unable to do any packing for three days. The sherriff arrived two days later, and we were thrown out onto the street and all my possessions locked in the house.

When asked how I had gone in eviction court, I replied that I lost because I was not properly prepared with applications, etc, since I thought it was informal. He stated that he hoped I had learnt my lesson to be better prepared next time.

During the time between eviction court and the day I had to vacate the house, I tried to make an appointment for me to come in for a chat. I told him that I would have no time for that, as having to pack up everything within the granted 2 week time period, while also trying to look and apply for a property to move straight into, left me no time for chats. Does he have any idea of how much I had on my plate during that time?

Somewhere in amongst all this, was when he took my completed DSP application off me. I did not try hard to retrieve it during this period, as I suspected that I would need more doctors visits and tests, which I simply did not have time for.

always told me not to worry about the eviction, as once I was in temporary crisis accommodation, ie, a motel for a month, then I would receive all sorts of help. I received none. I signed up for help at every place I could find, I attended appointments and completed their forms, only to be told there was no funds to help anyone.

Our money was not lasting as we had no cooking facilities. At first I had booked us into a pet friendly place, while the managers wife was away. When she came back, she kicked us out for the sole reason that we were paid for by Department of Housing, therefore scum. We had to give our pets to the friends of the pound. We never got them back.

We moved to a filthy motel. One of the only few that accept the welfare people. I had to scrub it with bleach, and still caught an infection. We had no cooking facilities, and since we had to pay almost \$200 a week for two nights there, and live on takeaway food, our money would run out long before pay day. I had to take my sons part time wage from McDonalds off him to get through. Even that was enough, as his wage paid his marital art fees fortnightly as well.

Finally, does me the favour of ringing me first about a cleaning job he claimed had just come into the office. He promised that he would not tell anyone else about it, so that I could get it if I applied quickly. I replied to him that I have the right to live without having to cause myself extra pain. That the pain is bearable when not working as a cleaner, but becomes unbearable once I have done that. I informed him that I would not do that to myself ever again, that it is my human right to not have to.

However, the same afternoon I saw a sign for a cleaner at a nearby motel. Realising I was not going to get any help from any other source, and Dept of housing harassing me to get out of crisis care while offering no help or sympathy, I went to the appropriate motel and applied. I was told I would not get many shifts as I would be number 4 out of 4 cleaners, and would only get the scraps. I said this suited me.

I took the job to help us with moving costs. I had been advised by a real estate that my application for a property was about to be put to the owner. I also took the job because my pension was due to end about 8 weeks later. I was in the job for for weeks, before I had to phone in sick, after working too many shifts in a row. I have been in severe pain for two months following, and suspect I have done permanent damage. I havent even explored that yet, I was still trying to prove I was sick enough for DSP in the first place, and had been since April when I set out to apply. I should not have been forced to work.

Once I was fired, I demanded my DSP form back from On-Q. I had to re-complete the part of the form that had not returned to me (lost – all my private and personal details). Once I lodged it, Centrelink tried to make a job capacity assessment quickly for me, as I was running out of time with my SPP. They messed up the interview booking, and I went to On-Q HR on the appointed day at the appointed time. Another consultant was sent out to inform me that there had been a mix up. was probably there, hiding. I was in so much pain that day and hardly unable to move. This was also witnessed by the receptionist.

When I had picked up the form, told me that was leaving, and I would not have to deal with him ever again. She promised to help me, and urged me to go and lodge the form. I was doubtful about letting On-Q do anything for me, but she promised to fix it all.

rang me and aplogised over the whole DSP application thing. I did not comment on him loosing the part of the form. I told him I wasn't coming to On-Q again. He pleaded that he was finally ready to do his job properly and help me get on DSP. He then asked me how much I got my new rental property for, and which suburb it was in. He quickly called it up on the net to look at. I was standing in my house, while he viewed it on the internet, and asked if it had a long driveway. It felt creepy. I still didn't realise he was working to destroy me.

It was three days later, that , who had not laid eyes on me for months, gleefully rang me to tell me that he was in possession of a document which would destroy my claim for DSP. This was the day of my job capacity assessment, held at On-Q HR, South Tweed. He had extracted a written report from my Osteopath. He lied about its contents to me, he refused to give me a copy. When I asked for it to be admitted to my JCA he told the assessor that I didn't want it admitted.

I failed the JCA and my DSP was turned down.

The next day, no longer in receipt of any welfare payments whatsoever as the day before had been y daughters 16<sup>th</sup> birthday, I received a text message from On-Q advising me that they had made an appointment for me for the next day. I rang their office and left a message with the receptionist, , that I would not be attending. She asked for a reason, and I stated "since I am no longer in receipt of any welfare benefits, I will not be attending any more interviews with , or anyone else there".

About an hour later, rang me to ask how the Job Capacity Assessment went. I told him it went fine. He was confused. He asked me if I was going to sign up for unemployment benefits. I replied that I was not. He asked how I was going to survive without money. I told him that I did not know or care. That I would ask Centrelink to pay only my children, so that I would be free of the legal requirements to work, and free of filling in forms and attending interviews because it was driving me to physical and nervous breakdown.

He said, ok, I wish you luck with that. I said, same to you , with your new job in Sydney, goodbye. was smiling and laughing during that phone call, you could hear it in his voice that he was enjoying himself.

He rang again and stated, that everytime one of my children works, centrelink will take away money from them. I replied that I know that, that Centrelink already does that. I told him that I hated his guts and that he should just f\*\*\*\* off and leave me alone.

On-Q applied to DEEWR to have me kicked off their program. I wrote a complaint to DEEWR about On-Q.

from On-Q wrote to me informing me that they had applied to DEEWR to be advise me that it was granted to them, and that I was never to contact them again, in writing or by way of email. They had destroyed my life and this is their attitude, no apology, no offer to set things right.

I rang their office and asked what I had to do to get a copy of my file. I was told to put it in writing. I said that I would, then said that she would transfer me to . I had no idea who this lady was. I told her that I was requesting my file, and would do so in writing. I then shouted at her that I was then going to sue them because I had received no money at all from the cleaning job I had just done, because the ANZ bank had taken it all off me.

As soon as the ANZ bank saw a wage go into my account, they seized \$650 on the week before my daughter's birthday. Not only part of my wage, I only worked 6 weeks part time this year, but parts of my last two pension cheques. A few end of year bonuses kept us alive for the next two weeks. I put in a complaint to the Banking Ombudsman. I hope DEEWR don't have the power to cancel that one on me.

When I would not back down, and kept requesting my file, they applied for a Apprehended Violence Order against myself, using untrue statements and allegations in the application for it.

An officer of CRRS, assigned to investigate their treatment of me, joined with them to instead attacked me, and supplied them with the wording of the fake email they have claimed I sent and which entitles them to seek the AVO.

They listed the court hearing at a court house that is not even in the town I live in, but in a town 30 minutes drive away. I have applied to have it adjourned to be moved here. I have been granted 28 days to get a lawyer.

Argued all of the way up to the Prime Ministers Freedom of Information Office, to deny me access to view the files they kept on me. I discovered that has for the three and a half months that he withheld my DSP application, he was logging false reports that I was attending face to face interviews once a fortnight. Now they won't let me see anything else and prove the spiteful attack, and their corrupt association of renting office space to a JCA company, and playing with the results of health assessments, to keep those they can make money off working, and those they can't off the books to make room for more.

So they DSP was well paid for managing my case, I am bankrupt, sick, homeless. They will be given \$1.6 million or billion was it, to assist this industry. Already the ads are up for JCA's and Disability Employment Consultants. But what about us.

The JCA for my last health assessment spent \$265 on a neck motion test on me. She assumed I would fail. She promised if I went and failed I would get the goodies. I passed. She threw the result away. That was \$20 less than a week of rent for me.

Footnote:

I then was fired from the job I had at the beginning of this year.                      advised me that as from the beginning of this year, it was illegal for the employer to pay us like they had been any longer. We were now protected under new laws, and should have been informed, either by On-Q HR or the employer. Neither did so.

He urged me to take a case against them. I did. It was due to be heard in August. Once I had played up towards DEEWR I realised they might cancel it. It seems they have. They have found the Work Choices covered period to be legal, and that I was overpaid for the 2 weeks covered by the new Fair Work laws. Meaning, it is legal to pay me \$9 per hour, give me no break, take no tax, pay me no super, sick pay, holiday or termination pay. It took 8 months to work that out, and yet if it has been allowed to play out and not been corrupted, I would be receiving around \$1,200 right now and could have paid my rent arrears.

I was sweating the decision of the DSP to clear those arrears up also, and to meet future rent payments. Instead, three months after all of the above, I am on newstart and will receive notice of eviction this week.

Many experienced and qualified single mothers are having to work in degrading jobs, if they want to keep a roof over their kids heads, or having to give up their kids.

It is shame, shame, shameful. On On-Q HR have shown that they deserve nothing. Ask them how much their legal costs in relation to me have been. As them why they would put the pressure of an AVO on me when I am being evicted and my son needs a mere \$3,000 for an operation, or be unable to work for 2 years while on the waiting list. Funny think is, left too long and my son's arm could have the nerve, tendon or veins severed and go from being an otherwise healthy 17 year old to a permanently disabled person.

My daughter, at age 16, will now no longer have the full time supervision of her only parent.

And everyone who goes through what I have to try to solve their problems, will be met with a wall of public servants, in nice new modern offices, telling us there is no money left.

I hope you can change some of these issues. Thanks for reading. All of the above, unbelievable as it is, is completely true and unexaggerated.