

Supplementary
Submission
No 111a

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

Name: Name suppressed
Date received: 29/09/2010

Partially Confidential

Dear Kate

I have edited this document, and hope it has less errors now. I was very tired and in a hurry to get it to you when I saw the address for the committee meeting.

I have added more stuff about what Centrelink has been doing to punish me for daring to argue with ON-Q HR. You can take all of that off if you like, since it was not presented to the committee and is outside of the area you are looking at.

However, I did add that and the Fair Work and Job Capacity Section as they are issues us little people have to deal with, and are relevant to the areas you are looking into.

As per our phone conversation, you have my permission to publish all or as much of it as you like. I would prefer to have my name kept out of it, at this stage. I understand you will also change the names of real people mentioned, without changing what they did to me.

However, if anyone really wants to talk about it all, I would be happy to come forward. If any charges are to be laid about the breaches of the law contained in the document, I would be happy for that to happen.

I have lodged a complaint to the ICAC. I sent my JCA and medical reports to ASORC, to have struck off their register. They have read it all and sent me the required forms. I also sent my JCA to the Physiotherapist who did the ROM test on me. She wrote back that she could understand my anger. I showed the JCA to my GP, he also was not happy to have been overruled. Today, I have also sent all of this to the Psychologist's Council to have deregistered.

Not everyone has nothing left to loose like I did, which gave me the strength to keep fighting them. I hope no one else has to go through this again.

Regards

Description of time on the On-Q Human Resources DEN program,

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 struggling 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 went back to looking 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 and asked who did it. I responded that it had been done by ON-Q HR. We worked on a new one, and I applied 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 might be all good. It costs \$80 when I am not covered by the CPMP. 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 at the time which was too much for my welfare income, so 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 if that was their only solution to my situation.

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.

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/Psychologist.

I talked to _____ 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 waste petrol money on attending interviews and began to request

phone interviews instead. I told [redacted] that I really needed a job, and asked if he was ever going to do anything to help me get one.

[redacted] bought a new employer on board, and he sent me for the interview, as a cleaner. We discussed salary, with [redacted] 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 could not tell [redacted] why I did not get it.

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 asked to attend a three day training course prior to starting work for that company.

I rang [redacted] 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.

During the three days of training, I began to suspect that the job would not work out. I rang [redacted] to speak to him about my concerns, on the day that I was supposed to start work for an evening shift. [redacted] urged me to do the shift, despite the fact the company had promised me that I would not have to work at night.

I had turned the job down at the interview when it was going to be night work, so they had promised me a day job, and then appeared to be renigging. Also the salary had dropped by \$150 per week, and we had been informed the salary was only offered so they could use an agency to find workers. They were planning to drop it after two weeks, and salary would be commission only from then.

After my conversation with [redacted], 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, [redacted] 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 urged me to go to work.

I told him that I had worked as a cleaner that day instead. He wanted to ring them up and introduce himself to them, he wanted to know how many hours I would be getting each week. This part of our association is covered in my letter of complaint about [redacted].

[redacted]. The other company went out of business, without paying the people who had

walked the streets promoting their product, and I was glad I had not followed advice.

On-Q HR put nothing in writing about my written complaint about merely waited a week for me to calm down, which was insulting in itself, and then rang and gently pleaded with me to stay on their program. When I would not, he stated that I would never have to work with again. I agreed on that basis.

I used to point out to On-Q HR jobs that I had seen listed on Seek. They never checked it. There were jobs available at the time, which were quite suitable for people with injuries like myself, but without support I could not get to interview.

I was put back with . Even though I had kept the cleaning job after filling in that day job, I attended interviews with Sally, 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 good secretarial backgrounds. This was the first secretarial job I had been interviewed for since trying to return to the workforce many years before.

I had been feeling my illness returning for a few weeks by this stage. I had covered it up, and managed it with my medication for the two and a half months I had been working. I was suddenly fired from the job, when the owners did the dirty on me, and I told them I didn't appreciate it.

In the lead up to the trial/interview, I advised that I was getting sick. He was confused, no one told him I even had an illness. He asked me what I 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/trial without difficulty and thought I did well.

The second one was an hour's drive away, and in school holidays so my daughter caused me to be late. That spoiled my chances, but I could not have coped with the travel anyway. Prior to the next one, I advised that I was now sick and in lots of pain. We went ahead, and when I attended the interview I was unable to turn my head and the pain was clearly showing on my face.

Unfortunately for On-Q, then 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 how sick I was on the day of the interview. She became intrusive, phoning and emailing when she could see I was at home and online. I refused to apply for a job she sent me. rang and threatened me that if I did not apply,

she would only send me for cleaning jobs after that. I laughed and told her what I thought of their service so far.

After that, she would no longer take 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 by [redacted] and On-Q, because I am employable when I am well. When sick, my movements are severely restricted, I experience chronic pain, fatigue and migraine headaches.

I later found out that the JCA lady wrote that I had not worked for the 6 months prior, and all my injuries were due to hanging out the washing.

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. I had been in pain for several weeks by this time.

It was with [redacted]. She seemed surprised that I was on her employable people's list. She informed me I was voluntary, but suggested I could attend counselling with [redacted], who is a trained 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 [redacted] had suggested that RSI might be my illness at that interview, but in that time of sickness and worry, I forgot. She advised me to apply for DSP, and said that she would try to get me into 'social housing'. She then handed me back to

I later found out that my request to the job capacity lady to release me from On-Q HR, so I could be on the books of a real employment agency with real jobs, had been granted. On-Q never told me I was free to leave them.

During a phone interview with [redacted] regarding my impending eviction, I brought up the social housing issue. [redacted] said it was a great idea and advised me to look into it. I responded that not only was I sick, a single parent, house-hunting, job hunting, had the real estate playing games with me, and I was preparing to take the Motel who fired me to court, on On-Q's advice, I really didn't have a lot of time to do that. I asked if he could do it for me.

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

[redacted] always seemed 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 my permission to call and check out my 'story' of pain. My Osteopath also emailed at one stage, and claimed it took him two weeks to find it in his email inbox.

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

, he exclaimed, "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 only buy a couple of days worth of food at a time, it works out to be more expensive, but easier to carry.

I researched community housing on the internet, downloaded application forms and went to lodge them at Department of Housing. I was told community housing was not taking applications. I rang community housing and they confirmed this. They were restructuring, and not taking applications for 2 months. Once the two months had passed, I downloaded the new forms, completed them and applied and was told that there was 600 families on that list, and they would only be able to help 30 of them. Help yourself, I was advised by Department of Housing.

When all of my efforts in this area were exhausted, I just had to sit back and go through the process of being evicted. The Real Estate Agent broke the law. The Tribunal did not want to hear from me or view my emails. The Real Estate Agent only showed his ones demanding rent payments, not his copy of mine refusing to pay until some structural damage had been addressed. Later, I had that same Tribunal writing to me advising me to have him charged with Fraud. I put in two complaints to Fair Trading, but he went out of business before they could finish investigating him.

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 into the last resort of a motel. Myself and son then got sick with the flue, and I was unable to do any packing for three days. The sherriff arrived in the morning two days later, and we were thrown out onto the street and all our possessions locked in the house, except some things we were allowed to quickly gather up to take with us.

On the day before eviction court, tried to make an appointment for me to come in two weeks later. I told him that I would have no time for that, as I would probably only be given two weeks to get out of the house. assured me I would get four. I asked for three, but was given two. Did have have any real idea of how much I had on my plate during that time? It seemed not.

When asked how I had gone in court, I replied that I lost because I was not properly prepared with applications, etc, since the literature says it will be informal. He stated that he hoped I had learnt my lesson and would be better prepared next time.

Somewhere in amongst all this, was when he took my completed DSP application off me. I did not try hard to retrieve it at first, as I suspected that I would need more doctors visits

and tests, which I simply did not have time for. However, he knew that I also planned to have my Osteopath complete a report as well, to counter-act my GP's non ability to diagnose me.

always told me not to worry about eviction, as once I was in temporary crisis accommodation, 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. I had tried my best to avoid that situation, and told it would not work for us as we had two pets.

I booked us into a pet friendly place, not knowing 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. They were sold and we never saw them again.

I rang and pleaded with her to get my DSP form off , so that I might lodge it and get some of the help that she promised came along with being on a DSP. I had asked on a few occasions, but never got the call to say that it was at reception waiting for me. never was able to do so either.

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 son's part time wage from McDonalds off him to get through. Even that was not enough, as his martial art fees were deducted fortnightly from his account. Twice I did not pay him back in time, and we incurred bank charges for putting the money in an hour after the payment was taken. Another time they denied it, and we had to pay cash to his trainer. My son felt ashamed.

rang to say he had finally found somewhere for me. He urged me to ring immediately. I did. It turned out to be a hostel for alcoholic older males, with mental problems. For the sum of just over \$200 a week, we could have a room, with a bedroom and ensuite. We would have to eat all meals in the soup kitchen downstairs. We were not to take food to our room. We were not allowed visitors. We had to be home by 9pm. Failure to comply would result in instant eviction. I chose to stay in the filthy motel, at least we were allowed visitors there.

Then '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 I could get it if I applied quickly. My medical certificate had run out the a few weeks prior. I was in a well stage, but I replied 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 to do that. I informed him that I would not do that to myself ever again, that it was 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 since Dept of Housing had been harassing me to get out of crisis care the whole time we were in it, 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 that suited me for now.

I took the job to help us, but once I was able to write on the application form for a rental property that I was employed, even though I didn't start work until a week and a half later, I was finally able to secure accommodation.

I also took the job because my pension was due to end about 6 weeks later. I was in the job for four weeks, before I had to phone in sick, after working too many shifts in a row. I have been in severe pain for the two and a half months following, and suspect I have done permanent damage this time. I haven't 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 able to move. This was witnessed by the receptionist. I was a bit better a few days later when I did attend the JCA interview.

When I had picked up the form, told me that was leaving On-Q, 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 she would fix it all.

rang me the next day and apologised over the whole DSP thing. I did not comment on him losing the part of the form. I told him I wasn't coming to On-Q again. He pleaded that he was finally ready help me get on DSP and to let him.

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 real estate dot com to look at. I was standing in my house, while he viewed it on the internet, asking me if it had a long steep 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,

. Three hours before it in fact, and he was on the phone telling me I would not get the disability pension.

He knew I had been trying to get something in writing from my Osteopath, so he beat me to it. He had extracted a written report from my Osteopath. He then lied about its contents to me, he had also refused to give me a copy. When I later asked for it to be admitted to my JCA, he told the assessor that I didn't want it admitted.

I attended the JCA, argued with her about phone call. She told me it didn't happen, that he could not know the result. She told me she did not know who he was. I later found out her company rents office space from On-Q, and her and her colleague are there working every Tuesday.

I failed the JCA and my DSP was turned down. (* See JCA Section)

The next day, no longer in receipt of any welfare payments whatsoever, as the day of the JCA had been my daughters 16th birthday, I received a text message from On-Q advising me that I had an appointment the following 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 at all, 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 seemed to know otherwise. 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 nor care at that stage. 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, when combined with everything else I had to do on a daily basis.

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.

A few days later I was still furious and I sent three nasty ugly emails. I sent two of them to some of his colleagues as well to belittle him, as I felt it unfair that he would soon have a lunch and send off in his honour, all his colleagues congratulating him on how good it was to work with him and what a great job he had done.

On-Q quickly applied to DEEWR to have me kicked off their program. I wrote a complaint to DEEWR about On-Q. DEEWR reprimanded me like I was a child and said On-Q HR had done

nothing wrong to me. DEEWR then demanded I sign up with another agency, and start looking for work.

, the of On-Q wrote to me informing me that their application to DEEWR had been approved, and that I was not only off their program, but I was never to contact them again, via person, phone or email. They had destroyed my life and this is their attitude, no apology, no offer to set things right, just 'get lost'.

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. asked me to hold the line and then transferred me to someone else. 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 going to sue On-Q's 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. She took out an AVO on me.

I had worked for two weeks at the start of the year, and not again until June. As soon as the ANZ bank saw a wage go into my account, they seized \$650 over the two weeks prior to my daughter's birthday. No only the whole of my last wage, but parts of my last two pension cheques. I had been trying to stash some money aside to pay for moving, my daughter's birthday present, and any gap inbetween payments, instead lost it all.

I was listed on ebay for failing to pay, when the bank had taken my money. I opened a new account and had to wait a week for a card before I could pay for the present. Just in the nic of time not to be banned from ebay. Her present arrived in the mail a week after her birthday though.

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 on me. Again, advice I should go cleaning, really paid off for me. The guitar I have owned for 18 years in still in the hock shop, and slipping further away from being able to be retrieved.

I rang On-Q's office to ask when they would have a copy of my file ready. They were all off work on a public holiday. I left a message that I would come by the next day to pick it up. When I approached the front door, I saw and heard quickly disappearing down the hallway with a client. Seemed like everyone was hiding. Finally comes out. I commented that I saw their . I gave him a letter of demand and left, requesting that they advise me when they would have my file ready. I was banned from the premises because of that incident. I would like to see what they told DEEWR happened.

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. They claimed I had been phoning in threats and abuse for two months solid, which was now escalating and I had emailed a threat that I was ready to come and attack them. My phone bill shows otherwise.

They claim they had to hire two security guards to stand inside the doors, which they now have to keep locked for fear of my attack. I rang a friend who also reluctantly attends interviews there, and she never saw the security guards, nor was the door locked. I drive past all the time, and also see no guards, but do recall their tiny reception area would not accommodate one guard to stand there, let alone two.

An officer of CRRS, assigned to investigate their treatment of me, joined with them to instead attack me, and supplied them with the wording of the fake email they have claimed I sent. I was angered by his suspicious and condescending attitude towards me, his defence of On-Q, and I refused to give him permission to act on my behalf. I instead sent him a sarcastic email after I suffered through another migraine.

On-Q and their solicitor listed the AVO hearing at a court house that is not even in the same town where we live and work. Instead they chose a town 30 minutes drive away, which doesn't have a civil court. I checked the court lists and found they could have had it a day earlier in our own area, in a civil court rather than a criminal one.

I decided it was just another of their games designed to scare me away from wanting to change my file, and from taking legal action against them. I wrote affidavits swearing that I could not attend due to my DSP denial appeal being held on that day. DEEWR had deliberately booked it in for the last day legally possible, once it had started to get to the front of the queue a couple of weeks earlier. That I wanted the hearing moved locally, as I was planning to vigorously defend their allegations. I also requested my legal right to 7 weeks adjournment for me to obtain legal representation.

On-Q HR tried to bluff me into signing an admission of guilt to have the charges dropped. I declined. They then advised me that they would give me 28 days to obtain legal advice, stated that they had advised the court the same, but then went to court and got their AVO awarded.

I am not allowed to approach the On-Q office in _____, nor am I able to approach the _____ who lives two hours drive away. I don't know what she looks like, she does not know what I look like. We have never met. I shouted at her briefly twice on the phone, she hung up within seconds of me starting. I have never threatened anyone at On-Q, except with legal. I also had seen her job advertised a month previously, I do not even know if she still works for On-Q. Once they were in trouble for having the hearing without me, the On-Q name was dropped from their action and only hers left on the complaint, left holding the bag.

On-Q HR argued all of the way up to the Prime Minister's Freedom of Information Office, to deny me access to view the file they kept on me. In the only part of the file I did manage to get, from Centrelink, a list of appointments, I discovered that _____ had for the three and a half months that he withheld my DSP application, logged false reports that I was attending face to face interviews once a fortnight with him. Now they won't let me see anything else and prove this whole spiteful attack, or what he has reported that we talked about in my absence.

Either , or all of them, are playing with the results of health assessments, to keep those they can make money off on their books and listed as employable, with no regard to the client's circumstances, health or otherwise. Or this was pure spite. I would like an explanation.

So the DES was well paid for managing my case. probably got a higher paying job. I am bankrupt, sicker, and soon to be homeless.

My phone call to say I would not attend interviews since I was no longer on welfare was recorded as, "client phoned to complain about her situation and states she is withdrawing from payments and therefore will not be attending interviews".

DEEWR

Once I had no payments, I asked Centrelink to pay my kids only, that I could take no more and was too stiffened up to work. They accused me of playing a game, and refused to grant them independant status. I refused to sign up for Newstart. They left us on an income of \$300-\$400 a fortnight for a while. I paid rent with bonuses and advances, then finally had to cave in. The moment I signed up, they started sending me letters to sign up with another employment service and start looking for a job.

In the lead up to moving into this new place, the tumor on my son's arm bone started to play up again, by growing into a hook shape, trapping his nerves, veins and tendons. He needs an operation. He had to quit his job, work and martial arts training. DEEWR is trying to cut off his benefits in retaliation of my complaints to the Ombudsman, with allegations that he is not declaring his income, when he is like me, to ill to go to work at all at the moment.

My Newstart Allowance was cut off the day after my first payment, and would have remained so had I not had to ring about another matter, and had it restored. My daughter's first Youth Allowance payment was cut off before she received it, again deliberately. We have been locked out of accessing our own files via telephone or internet, and yet whenever I raise my voice in the local Centrelink office now, they seem intent on banning me and cancelling my payments.

Everytime I ring to enquire about something, I am told that my file is being accessed by someone else, and that I will have to ring back. My file was actually locked on the day of the result of my DSP appeal, I had to ring twice to get it.

I had emailed my affidavits to On-Q solicitor's very early on Monday morning, stating why I would not be in court. That same afternoon, after office hours, the Review Officer who had been booked weeks before to review my appeal, rang me and wanted to do it all of a sudden. Previously she had refused to look at it one day earlier than its booked date. She rang me at 5.15 pm and we spoke until 5.45. She focussed all of her questions on my shoulders. I later saw that she again discounted all of the medical information to do with

my shoulder pain, and based her denial solely on the original evidence. I also noted she recorded the wrong date for our phone call. She states that she rang me the next day. I would assume she logged it within normal office hours.

They first banned my son from accessing his account online, because I tried to declare he was covered by a medical certificate, so that I would know if his payment was processed or not, as I would have gone to the office if it did not accept it. They have banned him from using the phone service, for reasons I cannot fathom.

He doesn't get the money. I do. I pay the rent and buy the groceries. It legally has to go into my account, and was first deducted from my payments before putting him on Youth Allowance. Why would I not try to keep it all running smoothly for him. He is a 16 year old child, faced with a system so mysteriously incompetent and dysfunctional, that even someone like myself has trouble coping with it.

Realising DEEWR employees were trying to set us up, I thought I better officially drop him out of TAFE since I had neglected to do that in all the dramas of late. I did so and rang to advise his Employment Agency of same. I had also tried to do so weeks before, before we had quit his job and dropped him out of things, but they dodged my call and did not return it. I did not understand why at the time.

I was told that my son now had a new case manager, and I was transferred to him. He told me that I was not allowed to speak for my son and that he should ring him back himself. I took the phone to my son's room and allowed him to meet his new case manager. The man demanded he come in that day. I refused to drive him there. He told him that he needed to grow up and look after himself instead of letting his mummy organise things for him. He backed off the next day when I rang to get his full name, enquire about the false allegations made that my son was working, and mentioned the ICAC. Seems we are getting our old case back again.

I argued with my son's employment agency that I did not want him in TAFE, I wanted him working. I pleaded with them not to enforce the study rule, as I was too sick to support my son and his social life, and needed him to gain full time employment and stand on his own financially. We kept looking for and applying for jobs, right up until his Youth Allowance was cut off for non-compliance. He managed to find part time work at McDonalds and he enrolled in TAFE. Seems to me that now we were being made out to be after the education entry payment, without intending to do the course. We also had told the employment service that my son's arm was playing up again, and might get in the way of any plans any of us made for him.

On-Q Human Resources, and other companies like them will be given \$1.6 billion in extra funding under this year's budget. Already the ads are up for JCA's and Disability Employment Consultants. Flexible hours, good pay, the ability to contract and work from home.

But what about us, the clients? I read on a forum that one DES spent some of its profits on a new 'training room'. Trouble is, the clients never saw it, it was always intended to be a recreation room for the staff. They also bought a nice big four wheel drive for their manager, as his other company car wasn't powerful enough to pull his boat. (That was posted by a woman who claimed she had worked at a DES. She applied for DSP and was turned down using similar tricks they used on me.)

The JCA for my last health assessment spent \$265 on a neck motion test on me. She assumed I would fail. She tried to trick me into going by promising that if I went and failed I would get the goodies. I failed. She threw the result away. That was \$20 less than a week of rent they could have paid for me instead.

I asked Housing for two weeks rent, once I was on Newstart benefits. They reminded me that I already had rent help this year and that I cannot have any more for 2 years. I knew that, I only tried it on because _____ assured me I could go back unlimited times. I can get new bond though each year, but I would have thought to sustain what I have just organised for myself would have been better. My request was declined. Instead of paying out another two weeks rent for me, they will now end up loosing the whole four weeks bond.

When we were approved for our rental, it was my turn to pay the motel bill for the next two days. That was \$180. I had to pay 1 week out of 6 for the bond costs, I understand that is generous and appreciate it. However, that was another \$285 out of my cheque. I had to pay \$55 to the storage facility as it was also due on pay day. I was paid \$550.00 that week and had to pay out \$520 to get out of the motel and into the new place.

My mother put \$200 in my bank to pay for a rental truck or ute, and we had to live off that money for the week instead. I took loads of boxes by car, two to three trips a day, to get as much done as I could to save paid truck time later. It took a week to get everything here. I worked part time during that week and the surrounding weeks. On-Q said there was a free truck for welfare people, but I never found one, after making several enquiries.

I was expected to take a form around with me when I inspected rental properties while in crisis accommodation, have real estate agents sign it to verify that I had attended the viewing, and take the list to show Housing each time I had to apply for approval for funding for more days in the motel. I refused to do this, it would have put agents off thinking I was being forced into applying for places.

I have been sick since loosing the job in July and it is now almost the end of September. Centrelink continue to play tricks with my DSP, stretching out the appeal as long as they can, making me travel for hours to the next one. Other breaches of laws occurred, but this epic is already long enough.

FAIR WORK AUSTRALIA

I was fired from the job I had at the beginning of this year _____ advised me that as from 1 January 2010 new Fair Work Laws would come into affect making it was illegal for

the employer to pay us like they had been. On-Q were aware we were not being paid for all of the hours of work we did, or our rate came down to about \$9 per hour. They did not advise us that the laws were changing, and that we could have demanded better conditions and be paid according to the award.

urged me to make a complaint against the Motel when they also failed to advise of the new laws and our new rights. I did. It was due to be heard in August. I would have received around \$1,200 this month. Once I had played up towards DEEWR I realised they might cancel it. It seems they have. Fair Work Australia have found that the motel acts according to both laws, Work Choices and Fair Work, without taking it to court.

Through both awards, I was paid about \$9 per hour, given no coffee or meal breaks (5 hours straight cleaning, you try it!), they deducted no tax, paid me no super, sick pay, holiday or termination pay. I was paid at under the award rate on weekdays, and much less than the award on weekends and public holidays. It took Fair Work 8 months to come to their finding.

The girls still working there have been forced to sign Work Choices type agreements, which deny them their rights. They have tried to ring Fair Work for help, and been told that since they have signed contracts, they are not eligible for help, because they are not employees. The Fair Work laws, which commenced at the beginning of this year state that they are not allowed to be hired as sham contractors, and must be hired as employees, with all associated rights, or the employer can be fined harshly. Fair Work has failed to help them with this decision, and the moteliers will be crueler to the girls knowing they got away with it in my case.

The week after being fired from that job, I found another cleaning job on Seek. I was still planning to attend the interviews was organising, but I desperately needed money coming in. They stated they would be paying legally. When I arrived for my first shift they said they had changed their minds and wanted to pay the same as the other motel I was already taking to Fair Work. I requested that they pay me legally, to avoid being fined. I was fired immediately.

For all the jobs I had lost and been injured in over the past three years, I have not had one cent of compensation, not one day of paid sick leave and no termination pay in lieu of notice. All I have done is ruin my health by forcing myself to go on to try to meet the high rent payments of today. The current economy or job market does not make things easier.

Many experienced and qualified single mothers are having to work in degrading jobs, if they want to keep a roof over their kids heads. If they are unable to find enough part time degrading jobs, they are being forced to give up their kids. This is shameful.

On-Q HR have shown that they deserve nothing from the new budget. Ask them how much their legal costs in relation to me have been. Ask them why they would put the pressure of an AVO on sick person they know is about to be evicted, and who's son needs an operation? Just to cover up for spiteful treatment of me, or is there more?

Funny thing is, left too long and my son's arm could sever the nerves, tendon or veins and he could go from being an otherwise healthy 17 year old to a permanently disabled person on a DSP, or dead. Both of which I am trying to avoid.

My daughter, at age 16, will now no longer have the full time supervision of the only parent she knows. She left home two weeks ago due to an outburst of my temper during the strain leading up to the AVO hearing and DSP appeal result. I will let her go, as she has to stay here for school, and I have to leave the city.

Everyone who goes through what I have, despite trying hard to solve their own problems, will be met with a wall of public servants, in nice new modern offices, telling them there is no money left, and to go blame the government.

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.

By the way, I have arthritic pain in my neck caused by the discs wearing out, this also causes migraines, RSI in both shoulders muscles, a torn tendon in right shoulder, right bicep deteriorating, same with one shoulder blade muscle, same with shoulder joint. Also, twisted pelvis, lower back and neck muscle strain, which then all combines during flare ups to chronic pain all over, chronic tiredness, mood swings, a limp, and restrictions of my neck and arm movements, etc, etc, etc.

Oh, that's right, the JCA assessors don't count the Osteopath's report that I obtained for me, or the Physio's report they paid for, so I don't have any proven muscle pain or seizures at all. All I have is a bit of pain in my neck and a few migraines. Both of which have been fully diagnosed, stabilized and treated. According to the JCA's that is. The Review Officer also seems to have lost the test result showing the tendon tear.

Thanks for your help, you sure do know how to get a DSP application passed! Thank you ON-Q Human Resources. While you have tried to gag me locally, I have broadcast all of these events to the world and Australia on an internet forum which you cannot sue.

I had a CT scan on my back yesterday. I can tell it's not healthy. Roll on the next appeal, I think I have all the proof I need finally. I had to yell at the GP to get him to finally order the test though, as I had also requested it of him weeks ago, but he is worried about spending too much money on tests. Shame a qualified Osteopath who is also a Psychosomatic counsellor's opinion doesn't count.

Took the CT scan film to my Osteopath today. He confirms Rheumatoid Arthritis. He apologised for not realising that I am in worse shape than even he imagined. Blood tests last week also confirm the Rheumatoid.

The Osteo is busily filling out a treating doctors report tonight. I will lodge it in two days time, once I round up the printed CT report from my GP. Think this might qualify me for

lifetime disability pension, not just the two year break I was desperately in need of, and only asking for.

Job Capacity Assessments

Lots of tricks are used in these to overrule GP's diagnosis. I understand that some people do try to fake it. I also understand that many conditions are hard to prove when they don't occur on the outside of one's body.

The three JCA's I had conducted on me by other companies seemed fair and impartial. I didn't have much riding on those though, they were just for a three month rest from working.

. Maybe it was because the stakes had been raised, since I was inching closer to being eligible for DSP. Maybe it was done as a favour to or On-Q. Maybe it was a business arrangement between the two companies.

The assessments from APM took on an implied tone of my character. My answers were changed from sounding helpful and intelligent, to stupid, lazy and not seriously pursuing diagnosis or treatment. They both told the same lie, that I had not worked for 6 months prior to the assessment. Both tried to blame my pain on household chores, instead of the jobs I had been working in just prior. The second one pretended that she would wait for new test results to come in, and then did not contact the GP who ordered them. She also ignored the Osteo's report and the Physio's official result, using only misleading comments from the Physiotherapist.

They shifted the focus away from the proven RSI and tendon tear pain in my shoulders, and dragged up old medical certificates which had listed depression and anxiety. They seem to have coded me as being mentally ill, and yet have listed me able to work three days a week.