

Submission
No 62

INQUIRY INTO INQUIRY INTO ELDER ABUSE IN NEW SOUTH WALES

Name: Name suppressed
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Partially Confidential

Mother, in her home Queensland, then my home NSW from .2008. In Qld Blue nurse to Mum's home advised guardian/carer son "needs ambulance in pain" ignored so advised GP who visited Mum found "no problem" advised me, got ambulance take Mum after 10 days, to hospital found hip broken needed replacement. Son didn't want to incur expense of ambulance yet Qld add a fee to rates (?) so Ambulance is free! GP called me, - no apology "will advise authorities you best care for Mum" She didn't. Mum not returned home Qld Adult Guardian Tribunal Order yet I offered my care. Apparent Public Trustee & Adult Guardian want control when parents only wanted Pub Trust help me as co-executor as I was in Sydney their estate in Qld. Mum put in Nursing Home their choice of Doctor mistreated Mum. Local Police chief not allowing me to file a complaint even when police investigated Mum's injury when she escaped from supposedly dementia secure facility & found it to be true which angered the chief & owner/manager of facility (ex-fraud squad I was told). Doc insisted Mum could not be taken for outings with me as she had to remain in bed bec of a broken pelvis. I was able to get an x-ray & doc to prove she did not have a broken pelvis didn't need wheelchair & a mini-mental test found to be capacitated. Reported to AMA found N-Home Doc had error of judgement but I had to prove intent (?). Later he restricted her for the same "con". I called Adult Guardian. She checked his treatment found I told the truth. " take your Mum care for her in your home". Q.e.d? Not! Pub Trust/orAG staff want control. "NRMA care flight \$10K

Can't afford it" yet should know stretcher not needed/or obey AG. Advised of Wingaway, (a Godsend) told Pub Trust "*only* \$4K" P.Trust sullenly agreed. Wingaway nurse "why need stretcher she can sit up, walk, use WC, lucid". "She doesn't need it could fly QANTAS but for Gov department: desperate to get her to my home no choice" Gov department elder abuse not recognised: no money to fight Gov. In Sydney nothing in place to help transfer to NSW; alone CCTV helped. Tribunal found Qld AG to be the most obstructionist Gov dept, panel ever dealt with, ordered they had no jurisdiction while Mum lived in NSW – I became Person Responsible & with DVA gold card & eventual honourable Service Provider got decent care so Mum died in my arms at home as we wanted. No thanks to broken Government system interference in private lives, causing ill health to clients/carers, incurring added costs. E.g. Service Provider system chose for me with their case manager to put in place service as they deemed fit at time they chose who conned me into buying bulk incontinence aids which later DVA found "were walking out the door unused" and when a person didn't do their work said "It's your word against theirs" meaning I had no other way to prove it. Often paid for no service! So I propose the only way is to have CCTV that's recorded to be deleted if not needed or used to show Police etc. It is used in some Nursing Homes & Overseas I believe. Why not in our homes? What proof nurse etc even visits if carer not present? Heard many accounts of such "cons". E.g. male sent to change Mum shakingly patted Mum's pad not removed it. Cried. Asked Provider who replied "You show him what to do" (You'll charge me for that?) "Yes what can you do about it?" (many other instances same taunt).

NB: reported this to DVA who found male was not at all trained AIN possibly illegally working or living in Australia: if something like this happened again they'd take the service provider off their books. Result was another Provider. A Provider appears to have been paid an account twice another increased cost. Failed to help me & unknown how to sort it out without lawyers. Unsatisfactory.

WHAT OF THOSE CARERS & CLIENTS WHO DO NOT HAVE DVA TO ENSURE SERVICE PAID FOR IS ACTUALLY GIVEN TO CLIENT? Abuse. THEY'D GO THROUGH ALL AVAILABLE SERVICE PROVIDERS - IT'S TOO EASY FOR WORKER TO SHIRK THEIR WORK, TOO EASY FOR PROVIDER TO TAUNT, RIP OFF CLIENT. GOV SYTSEM FAILS OH&S.

NOW GOVERNMENT MAY SEE HOW ANGRY WE ARE AS MORE SUCH PROVIDERS GIVE PROPER SERVICE SUCH AS www.bettercaring.com.au

Further elder abuse of my mother's rights continues, even after her death. (Local) government interference in private lives/deaths is the control of cemeteries. We have paid all fees to inter my Mother's ashes yet we cannot do so as the Councillors involved will not give me their ruling concerning the colour granite plaque, I can use, according to what they call their "plan of management".

Mother died .2009. Councillors are supposed to respond MP Noteley-Smith advised me instead of ignoring duty passing it to an advisor who did not answer that point. The colour proposed (flecked black or dark grey) complies with their "POM". Council obstructed our use of the graves with misinformation for decades of fighting. Prior Mayor etc supported me; current mayor & cemetery manager used local paper to proclaim their abhorrence of colour black/grey for a cemetery so forbid it yet insist we use lead (dark grey) for inscriptions on **marble** (not the agreed granite). Not in POM to **only** use marble & **dangerous lead**; not meant to be decided by their own abhorrence or political factions, but by compliance with their rules (POM). Abuse of their position against elders' legitimate choices for their graves is what is abhorrent. I will die without right to my grave; council will sell 4 graves at big profit as wanted.

. My husband & I are caring for father in his own home since discharged himself (.2015) from a nursing home his former appointed guardians/EPOAs put him in (without his consent) having used their parents' money to hire a psychologist to try to prove they were both incapacitated and therefore needed to be in a nursing home. They planned to sell their parents' home to cover costs. Their parents lawyer was instructed to keep safe their estate until declared incapacitated by their own GP who in fact gave a certificate of 's capacity. Their own lawyer did not supply with his documents when asked so could safeguard his property against the threat of the sale of it by the EPOA. That lawyer would not test nor accept his capacity but chose to wait for a tribunal to rule on that. So got a lawyer who tested found him capacitated to revoke his appointed EPOAs/EGuardians thus avoiding homelessness. 3 Hearings at NCAT resulted in 's appointment of myself and my husband as new EPOAs/AGs being recognised. it is accepted has dementia was left in the n.home until we got one closer to 's home so he visits most days. At first both were in a private hospital as she lost sight of an eye in an accident at her home, & as a companion. The hospital & EGs acting as "enduring" before was incapacitated forbade him to leave the hospital even to visit his home with us to inspect modifications for their return to their home. An abuse of their right to intimidate him. Social Worker misinformed us saying the Office of the Adult Guardian had ordered it. We found later that was untrue. An agreement with all present at the hospital was for both to return home with Transition Care Package (co-ordinator) and both of us as live-in carers. Misinformation by social worker and a former guardian about who cancelled that package was given to NCAT.

We pressed for the truth and got from the CEO of the private hospital the statement that the social worker cancelled it but only followed the directions of the guardians. Not entirely true. This must be sorted as it is a major reason why both [redacted] and [redacted] were not permitted to return to their home because it could well have been worked out that they could have had all the care needed in their home. Dementia does not preclude a person living in their own home. My Mother was deemed to have dementia & true or not she did need the help to live at home provided. It is huge denial of the right for the care package to have been cancelled without it being tried at least. It is elder abuse surely! If it is still possible to re-apply for that care package, because it should not have been cancelled, then it could mean [redacted] can live out her final time in her home, if the appropriate care is provided. We manage to care for both [redacted] and [redacted] with the help of the local care provider supplying meals on wheels to [redacted]'s home, and transport for [redacted] to visit [redacted], and to take part in social interaction arranged, as he wants to join in with others at times, and to/from respite. We may need more help but for now we manage to do everything else.

As this is a “work in progress” with [redacted] and [redacted] there is much more that could be added but this is probably enough at this time. I trust it helps. We need your help. Thanks for the opportunity to contribute.