

Submission
No 89

INQUIRY INTO INQUIRY INTO ELDER ABUSE IN NEW SOUTH WALES

Name: Name suppressed

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Partially Confidential

I have worked in an Aged Care Facility where some of the residents are forced to receive care by some staff members and when the Management is informed about it, they just blame the complainer of incompetency and throw the complaint form to the rubbish bin. The Management manipulate the information to make the complainer feel bad, so the Management do not have to deal with the issue and be able to keep the abuser which is a spy working for the management.

It should be in place a complaint book with numbered pages and 2 carbon copy pages so the management keep one, the complainer keep another and the accreditation have another.

The Old Saying is applied in a big number of aged care facilities (Is not what you know, but is who you know which keep you working there).

In some places the manager runs the place like Hitler and has other workers doing the dirty work like the SS or Gestapo.