

**Supplementary
Submission
No 86a**

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

Name: Mr John Paul Carr

Date Received: 1 September 2010

Below is a copy of an email I sent to David Stern and Sean Lomas today, I am trying to recruit some help to put the submission together in a more coherent way. I only became aware of the enquiry last Thursday, 5 August, 2010, at about 11pm, hence my 'panic' and the rambling tone of the email, it was a post to a forum discussing The Enquiry, asking them for help.

Unfortunately I'm in a 'difficult' situation (physically) at the moment to help myself, I'm a quadriplegic and I'm stuck in bed for a couple more days. Read the email, it will explain more of what I thought to do.

I feel this is too important an opportunity to let go begging, I believe that the HomeCare Service of NSW is not to blame for the mess it is in, it is the way things have been run through DADHC.

As I mentioned in my original letter, there was blatant disregard of policy and guidelines, as required by The Disability Services Act etc, Corporate Records Management Policy and on ad nauseum.

I held a position in the NSW DOH Finance Division, as an Advance Accounts Officer, and my job was to oversee compliance with The Public Finance and Audit Act & Treasurers Directions in the disbursement of public funds, so was more than qualified to raise complaints in that regard, which I did, but was ignored by DADHC when I reported them.

I followed the advice of the ombudsmans office and 'exhausted all internal avenues of complaint', but the 'system' didn't work, it exists but it is ignored, and there is nothing you can do to help yourself if you are a consumer of the substandard services provided by DADHC. I even became aware that an 'arrangement' may exist between DADHC and the Office of The Ombudsman, on a small scale (?), where complaints phoned in by consumers were not handled using proper procedures, but phone calls were exchanged to resolve matters, therefore minimising the numbersof complaints recorded about DADHC. Specific consumers labeled as 'difficult complainants, who wont let go' and 'nuisance complainants with unreal expectations'.

My concerns range from a consumers perspective all the way to 'wasting public monies' and possibly corruption.

As for publishing names or making a confidential submission, I am more than willing to make my submission public, I will be providing letters and documents exchanged between myself and DADHC over an almost ten year period.

I must also point out that these incidents relate to a branch of HomeCare in the SW metropolitan area.

Thank You for your kind indulgence, please advise me as to how I should proceed, so that all of my concerns are heard.

Faithfully.

john paul carr