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Thank you for your email. I am very sorry to hear of your situation and appreciate you bringing this to my attention.

Given the serious nature of the aged care facilities actions I would encourage you to make an official complaint through the [Aged Care Quality and Safety Commission](#) via 1800 951 822, [Audit.Feedback@agedcarequality.gov.au](mailto:Audit.Feedback@agedcarequality.gov.au) or online [here](#).

The role of the Aged Care Quality and Safety Commission (Commission) is to protect and enhance the safety, health, well-being and quality of life of people receiving aged care. The Commission is the national end-to-end regulator of aged care services, and the primary point of contact for consumers and providers in relation to quality and safety.

Please be assured that I will also reiterate your concerns to my colleagues while Parliament sits next week.

Kind regards,

Bert van Manen

**Federal Member for Forde | Chief Government Whip**

**Liberal National Party | Beenleigh, QLD**

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Sent: 8 June 2021 16:14

To: van Manen, Bert (MP)

Subject: Website Contact form submission from bertvanmanen.com.au

Hi Bert,

I am writing to you to pass on serious concerns regarding the poor state of management and lack of staffing / care at Jeta Gardens Aged care facility at Bethania.

I am aware of all these issues due to close contact with staff onsite who wish to stay anonymous due to possible repercussions from management.

The public in general expected these issues to improve after the enquiry into aged care but at Jeta Gardens things have gone down further.

The facility / business was sold out to new owners maybe over 12 months ago and all that is visible to staff is cost cutting with the new management and lack of knowledge in running the facility.

All the old management team have were moved on and the new management have back filled these positions with existing care staff who have no experience in these rolls.

Every day there are many staff shortages with cares running around trying there hardest to care for the residents with sometimes slips and falls happening due to lack of staff, also the non reporting of these type of issues.

In regard to the Covid19 vaccination the management have not communicated any information at all to care staff, some of these staff have gone out and arranged themselves recently due to seeing information in the media.

Some of these residents and there families are paying very high fees to be in this facility and maybe not fully aware of whats going on, there are staff that are so stressed out with worry and hard work they need time off and are considering leaving this type off work role due to the problems.

I have strong concerns for the staff and residents and believe there should be somebody looking into this, if not Government then media or opposition . Nothing has improved, care has gone backwards.

Regards