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Frances & Leo Kelly

27th November, 2006.

Committee Secretary,
House of Representatives Legal and Constitutional Affairs Committee,
P.O. Box, 6021,
CANBERRA A.C.T. 2600.

Submission No. 31
Date Received

Dear Committee Secretary,

We would like to register with you regarding your "Inquiry into Older People and The Law" in the area of Fraud and Financial abuse.

Our submission relates to the failure of Retirement Village to provide services that it advertised. Enclosed are copies of advertisements from our local papers which we followed up with the C.E.O. at Retirement Village, I have highlighted the points that attracted us here 5 years ago.

The "24-hour nursing assistance from the caring professional staff at" was particularly important to us when selecting as a Retirement Village. The security of that this service would provide was very reassuring to myself and my husband who is 81 and has prolonged heart problems and was told by his Cardiologist that he is at risk. However from the day that we moved into our unit at five years ago this advertised service has not been provided.

When ACCC become involved they told my husband we would be better off with the new contract offered, however it was full of loopholes so much so that none of the residents took it up. There have been many other let downs which we are happy discuss with you.

We feel no one has been looking after our interests, so much so that a Writ and Statement of Claim has been served on on our behalf.

As for the "peace of mind", we have been married 50 years, raised 6 children and have had more stress over the last 4 years 10 months (due to) than we have had here than any other time in our life.

We believe that our submission is particularly relevant to the inquiry and we would appreciate the opportunity to communicate further details with you.

Regards

Frances Kelly

Leo Kelly