

8th March 2009

National Senate inquiry

This inquiry into the outcome and result of the National Senate inquiry very much needs to be addressed with the persons who are actually seeking assistance from the providers who are receiving funding at our expense with no recognition by Governments across Australia by way of a National Apology nor much in the way of services certainly without prejudices experienced or continuation for best outcome in any way.

I have sought on occasion to through each medium available with limited outcome. I have sent emails of communications with each service though I have none for Micha Projects/ Esther for some time since I realized to much was at stake for my common sense, dignity and so on.

The member for this Alliance representative in Queensland refuses to respond at all, though this is the outcome for any calls through the now Lotus Place. What was this venture for I am to wonder as funding has been made available to them for such simple things as responding to calls either by way of message on answer machine which is the usual? If by some small chance a person answers the phone a message may get to the desired person of contact or not but not without excessive attitude and dramas, questioning and usually rudeness experienced.

As with the first Inquiry for the Senate fewer will attend as this is put about to us by Han/Karyn Walsh.

This is a bullying tactic I believe as no other service uses such a manner with their clients/customers.

This has been the situation as my emails sent to Alliance should prove as submission has been sent time ago.

Forde Foundation has been hijacked by someone called Mr. Sullivan who states any assistance was and **is a hand-out** openly and any assistance before this current period that was forthcoming was and is made an extremely tedious drama and no continuum for such things as education. Again as per mail sent to Alliance Group over the last couple of years. So this is not news at all and well known.

As far as I know nothing has come of the services funded by Alliance at all. Unless one has to as is the usual with Micha/Esther a special friend of the ones running this service.

Needless to say we are certainly Forgotten Australians particularly when experiencing and of funded services. Many people may well have not taken such services to task but have left without the assistance they were seeking. If by some chance one does get some kind of service it is the situation one must remain in victim mode or disqualify any personal self-esteem and dignity and to deal with the attitude of staff including the department who also fund these services.

Again email were sent to Robyn Eltherington and apparently sent to the Funding Unit who chose not to bother to respond at all to my complaints.

If one decides in the hope with another area who is funded by Alliance such as Clan they will experience similar and you get to pay to be a paid up member otherwise you are dealt with very rudely and without being a paid up member your needs do not apply at all. As I was once a member I was wondering just what they actually do apart from getting a newsletter this was the only difference to being no member at all.

Surely it is about time. Well over due for clarity of assistance for the funding shelled out in Corporate Welfare or do we have to wonder again if this is the same old seen by most of the time so far from these service providers. This is a disservice to all of us.

The younger people may again reap the support we are sorely lacking, please before many more pass out of life can you see the way clear to address this inadequacy.

Many have not been able to get files about their family and much of FOI conveniently take out important information applying to them or themselves.. I can't even know where I lived.

Education may no longer be of use to some including myself but for those that want to and need to this is a viable exercise that is needed to be secured of their choice without dramas or limited to the system that abused them without being

constantly in a limbo as to assistance. Otherwise we are wasting our time and effort and with added stress.

Health is an area that is not really addressed at all. Personally I have physical health issues that will not be attended by allopathic means both skeletal and muscular and inflammatory as well as illnesses that are directly related to abuses as a child or outcome of these abuses suffered and many more not addressed for lack of money.

I have still outstanding investigations into the abuses experienced at the hand of hospital care given for heart attack which you have now, only an outline as much has also been for me to follow up either by email or many phone calls over the period of the time and is still under investigation by outsourced to 2 Corporations. I have not been contacted however I am assured I will be at an unknown, unspecified time again.

As to the other Communications both with ARC, Robyn Eltherington, Funding Unit, Fair Trades Commission, Ombudsman's Office, DG of the department, Minister and now Complaints. Much time will be wasted over the conclusions with out much in the way of answers or anything else as I have concluded over the time I have also communicated these to this office staff as each progressive area.

This has taken place while the Redress Scheme address by myself was in progress with my work to research and submit on my own and without support, office staff etcetera. Even ink for print, postage as well as phone calls unattended

by many contacted most all of the time. Any contact with Redress was always met with added stresses including untenable dramas so much so myself and others had to refrain from speaking to them and except that if they or persons acting on their behalf did not do their job or bother to meet appointment time and dates for weeks at a time with no outcome to set another again for many weeks. When extensions to closing dates were not followed up with the persons they refused to accommodate until close date had passed and therefore not applicable at all. There would be many that would not have felt conclusion was accomplished at all. As some have said to me they couldn't even get certain statements made clear but only all wrong and would be seen they lied or been untruthful at best for their redress statements. They often were under extreme and undue stresses but this didn't make any difference to the call centre staff. I myself was handed to 3 different people and in the end put the phone down because I could deal no longer and informed them of such. I got several follow up calls asking about the same with no answers and again but they seemed to want to go over the same ground. I had to complain and 'demand' the cease these now extremely abusive calls. This was so destructive and abusive I can not begin to say. Someone decided to change my submission taking what they believed to be 'necessary' I had to request a letter from my Solicitor to them send it as close was the very day. I am still waiting for the request of the parts they chose not to leave in, they trashed my archive storage box, returned after several calls in the end had to demand it returned though it was destroyed. I thought and said I should have sent instead in a dirty apple box since it was treated with that much contempt in the first place.

I had in fact sent my file with comments to the DG some several years ago. Now it appears it is not able to be found therefore the onerous material which was large even then just disappeared, Really I wondered! Robyn Eltherington only had the cover letter to which she asked why I wanted an appointment with the DG as was too busy to accommodate and Esther was doing so I should contact them on with this as they were doing this. This what I wondered still. If the department had this mail why then I still wonder would they have this one page only. I believed she Ms Eltherington had the entire mail so neither of us could understand until I requested a copy of this mail time later which was sent. Interesting again that they had the first page and not the rest though isn't it?.

This is not my husband's responsibility at all though he has paid for this over 30 years. As with much of the education courses I have taken until my health became so that I found it was not possible to continue with added stresses on my health.

To date the Alliance booklet has not been used as any strategy, policy or plan for implementation within the health industry, hospital, or doctors surgeries, community places though they call themselves Communities nor with the Forde Books to libraries or education department or schools. Certainly this is not a consideration at all in these areas. The Community centres or even the departments that may encounter our needs, illnesses or business.

So it is hardly likely that there is much outcome at all to reconcile our needs in 'AGED Care Facilities' either as these

are but orphanages for the aged who for the most can not even manage smaller issues such as does Mr or Mrs . eat chicken or not, tea with milk or sugar or more recently they were medicated on Epileptic medication when not Epileptic and never had been.

As with my submission to you regarding my hospital abuses that I had (pd) drunk, on drugs and have suffered hypertension for years when I never have as my medical file with more than one doctor can prove. But the hospital will not favour this at all I am sure of this either now or in the future health needs. Pity some who have no family at all. As even my daughter was visiting when I was given a blood thinner for pre angio gramme within an hour or 2 when fortunately I noted doctor stated only twice a day. As it was I had to be taken off them as I kept having bloody noses each time I was vertical and the like I had never had in my life before. If my blood pressure was up some indeed the actual cause was in fact from serious abuses and over days at the hands of staff, never mind their attitude. One of which was that one nurse thought I was crazy? How can this be it is year 2007 not the dark ages and bigoted education, work places are suppose to be Ethical in delivery for standards as well as informative. Not so here in my experience. I have never had such ruthless treatments metred out as medical care if I got any at all never mind food which was only after asking and this sandwiches for several meals over days.. And this from the top HEART specialty hospital in Queensland. There mental health is abysmal as a mental health doctor informed me I had to get over it in 2000. It being abuses I spoke of in clinic appointments for a short period of time. Clearly I did not go to another with this

person if this is what they were. Unfortunately I had a lot of serious weeping to go through so my processing was not available to me both with my health issues and the Forde Inquiry which I knew little about at the time. Clearly unbeknown at all to professional persons in 1999 and 2000. Little has changed at all in this Hospital in Either mental health nor in Physical health/ Allopathic medicine?

Certainly the Mental Health areas of health both physical and emotional or mental continue to use their special brand of disempowerment. My course of experiences for a heart attack then being held under mental health are still in the hands of the Health Complaints Commission and via the CMC now to the Ethical Standard Unit. Some 2years and more later. They as usual create a story, lie to make what they want fit their made up story, never mind the truth or their own facts, accusations and events.

My husband still has not been informed though and it was questioned if I was in fact married, drugged or drunk to name but a small part of the lies including (pd) . I have been so traumatized by these events I may never go to hospital again to seek medical treatment. Though I did on 1 occassion since and was informed by the triage nurse' if I was usually this anxious' although I was in severe abdominal pain and extremely cold and a diabetic? Indeed I was so concerned for my welfare if I stayed, I walked/hobbled out without any treatment in the pouring rain and with this attitude from this so called nurse any other may have taken this option.

The media are a closed area and no airing of our plight nor advertising is used either to advise the public of our circumstances. Of course this is the plan it seems to keep it unknown altogether.

Thank you for the opportunity to submit.
Mrs. Rosemary Bateman

Submission to the Senate 2009

I Rosemary Bateman wish to submit to this Senate some of my experiences.

I have sent many emails to Eris Harrison and Families. As well to the organizations here in Queensland including the Redress.

1) I have taken concerns such as health issues after a heart attack and the matters mishandled by the hospital to the Commission and is currently under investigation and pending their result.

2) I have taken concerns for ARC repeated failure to commit to appointment times to several areas for complaint only after they decide to use an appeal process unasked for in fact refused by me. This took several months of my communications. a) Relationships Australia thought with not a request from myself though but from a new manager who decided to degenerate to this particular tactic with my refusal in the first place. So was forced into communication to a Miss Nottle who did not answer any part or parts put to her of any concerns but to blame me. b) I sent all communication to Miss Eltherington with no actual response from her and then for her to forward to the departmental funding unit though no contact came from them at all over many months and am still waiting. c) I went to Fair Trades since this was a organization that received money for services only to be sent to Ombudsman's office as one option. Their advise, to take to Minister and DG. I am still waiting for any contact many months now. This may have purred and passed to be sent to Complaints. d) I have sent complaint to Complaints area and passed to another for their review.

2) I have sent review to Forde and as Esther refused to respond to my calls this may not have been taken as I had sent email to Forde Secretary. I missed the day for discussion as the request was for private phone interview and discussion was disregarded by them including Miss Eltherington with the persons handling the review. No contact till well past.

No counseling further and no answer to the missed session though then cancelled by them. Though a couple of emails sent out of hours as this the time I had only after stressfull times. Apparently they do no then apply at all for any response. No response necessary in time of this appeal and no comment to those other emails for the most at all. I could go on again here ...**I will submit these at your request.**

Redress is and has been had to be done on my own. I would still be waiting if I had asked ARC counselor to do this with me and perhaps actual abuses would not have been taken down. As I had taken impact to ARC for statement at the time well before for seeking religious support and discussion on abuses that result was abysmal at best I realized it would also be similar. As I have also spoken about this to others and found I made the better choice though without support not that they received any of this stuff.

Redress: This is a misnomer when dealing with this department and should never have been taken through them but a separate body not Esther nor ARC. The attitude of those staff could not be compared other than to say inappropriate all together. Many times my blood sugar read would be well over the usual with stress and distress due to the obtuse attitudes taken. They could not have made it all more difficult if they tried and it seems they did try to make this over all process as stressful as possible. Considering the reason for this redress alone.

I went to Diabetes Australia again recently and sent them the Alliance booklet but was informed **'will see if this is appropriate to forward to management'**. I am wondering which stressor causes my blood sugar to rise. a abuses as a child which is on my mind normally and with redress or b dealing with currant ones like redress personal or others like my health or c Forde refusal again for assistance for my health needs, d Lack of any competent counselor to address anything with or There is a list to long for this page. I can't go to Prince Charles Hospital for a heart attack or symptoms. Any fall out of the investigation also will put paid to this as well though I am suffering trauma from abuses suffered at the hands of these professionals. I also have much of the submission to Health Complaints Commission some of which have been attended to though without any real result as far as I can conclude. I will submit at your request..

Clan has never helped me though I have been a paid up member for some time but do not understand why so stopped. Each time I spoke to Leonie I felt re abused because I am a Queenslander and it was my responsibility to do something here but I have no way to do this at all as others have found. I also have spoken to others with a similar and worse experiences. It appears they will not help family search assistance unless you are over 50. AS one I know spent many hours and money helping others then when they asked for some help they were told no! Needless to say they are no longer a member for some years now and is to unwell to do much on their own. Though this has not stopped Forde, Esther and ARC doing their dammed est to not help as well. Including when a closet family member also a victim of this system was killed. This Mother had to make all arrangements on her own and without any support at all from ARC. Forde offered a token at best. Unfortunately it is known another received much substantial monetary help and support for a family member from both Forde and Esther and they were not a victim at all and neither was this for the actual funeral but for a head stone alone. More was offered than a legitimate one of us but doubley so. This seems to be exceptable ranking for only a certain person alone whole others are in turn are in fact chastised and patronized as one comment from the Secretary of Forde at the time stated that is, this to expensive, you can get a cheaper funeral. Further to this her advice was to cremate the body of this mothers child in another state and then execute the funeral here after a cheaper transfer to the place of destiny for the funeral. It was not as if Forde was at all paying any such substantial amount toward the expenses of this modest funeral that had to forgo so much as a cup of tea and coffee.

The dignity and self respect of this person never mind the state of mind of this newly bereaved Mother was not so much a consideration at all neither on this communication nor with her counselor. We are wondering just what it is they actually do since for the most any appointments are not kept and a long drama many times over many months has ensued so much so this person has refused to bother any further.

Many have walked away because only some esther will help but others not at all even a taxi or whatever it is they do. I am not wanting a free feed as seems the extent of so far. Attending events and outcome of events, all assistance refused though others did have assistance of sorts. I am not catholic so maybe this is why but no reason forthcoming.

As with ARC no one at any time advised much of just what I could seek in the way of help. The rote of assistance offered I was unsure as to the way about such things and should have had support to consider. As some did not even apply to myself at all. I decided to seek what I thought I could but spent much of my time appealing decisions including in the middle of dealing with the process of going to the writing up and impact statement and statements though a Psychologist to take to the christians . Now this appeal process is akin to what is used in the public service for an appeal position for a classification position. I am neither able to nor am I sufficiently educated to deal with such a method. The stress was horrendous for me and with no counseling nor advice and support to do so I felt as a lamb to the slaughter with more than 3 persons. I was extremely exhausted both during and after this most unpleasant event. My distress was evident as was my health affected though this clearly was of no concern at all to these professionals.

With all the lack of a stand for our welfare in our older years, fair funding processes, counseling, education support, and health care and neglect all over again for with life and for duty of care this is state and national government sanctioned murder by proxy. No public National Apology will change what so far is less than strategically planned morally ethically a destructive vice by this lack of action and re abuse by a system professing otherwise. I wonder just which area of this is exceptable to this country today though was it ever at any time but this shilly shallying around in this time says as much as ever has. Yes it is exceptable even when courts, judges and other in the legal and professions including medical and religious are upheld as pillars of society and given fist fulls of funding that rarely reach out to people either in need or need of compensatory dignity in the last years of their miserable life or death one following the other. The families are mostly in disarray or are not available to us and nor are they able to help us in this dreadful blight on their own life. My own family over this time has deteriorated to the extent of non existence for the most with one daughter telling me I have always been on drugs and I am not a normal Mother and wished she didn't have one amongst other demeaning nonsensical hurtful and painful outrageous accusations form a well loved and well parented now adult child. All while dealing with redress as well as other distressing health matters for other family members. Oh and the redress mob know this as well and still they used attitude at every time of consultation. This redress has helped to cause me much added ill health,

further to distress and aggravate ill health. Never mind the heart attack I had and its ensuing stressors.

We did not even know nor have we been informed this Senate inquiry is available to submit to. Arc nor Esther nor the department have advised me or many others. We perhaps are not of the need to know variety nor special to know. The only information I have is that we as a single person can not submit nor to be part of any of the work toward this Forgotten Australian process and that some years ago now. The person in Queensland refuses to return calls at all please take this as read we can not know what is going on at all. I have waited for years now though I did follow up for a time and gave up both to talk about my concerns as well as what was the focus unknowing there was none it seems.. No further information from either Esther or Arc or the Department through Robyn Eltherington. She seems surprized if asked at all and would remind this is for them not me or others. And seems surprized when informed about Esther and ARC apparently.

The same situation, waiting for a call back many months after initial calls were made with going to one of the Christian group of abuse which was when evil spirits were cast out after my fiancé was killed in a car accident. I was told to leave Bindarrie Lodge without stable employment although I was in no fit state to work at all nor did I have lodgings and was suicidal soon after, shortly after leaving my Father became gravely ill and was dieing. I had no support during though I was a state ward this time as well including his funeral and then redundant from the job I had after I had vacated. Oh but the social workers demanded to know where I lived and worked only. I should have been on disability then and never was until recent years. So all burdens of expenses for my health have been carried by my husband with no help nor support for his contribution for over 30 years and there has been substantial outlays. To this day Forde refuse this assistance. Yet once again some get both monetary support and more. This is not unknown nor am I the only one who does not get this support through life threatening ill health similar to another. I wonder why! Well we think we are just not a protected species like some. The same applies to business help from Forde for some. Again I wonder why! We are all wondering many things.