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17 October 2015.

The Executive Officer  
Family and Community Development Committee  
Parliament House  
Spring Street  
EAST MELBOURNE VIC 3002

Dear Sir,

### **Procrastination is debilitating abuse for those with so little in their lives**

Please accept the following as a submission to part two of the state inquiry into abuse in disability services for those in our society who have an intellectual or multiple disability - those who are unable by reason of their disability to make reasonable judgements in respect of all or any matters concerning their personal circumstances and/or estate.

Procrastination is a major problem for people with disabilities and their stakeholders, especially those within government direct care services.

Procrastination by all areas and levels of support and care services for those in our society with intellectual and multiple disabilities is abuse and neglect, especially for those seriously limited by their disabilities, those with high support needs.

Those within non-government service provision suffer directly and indirectly, as their service providers suffer bureaucratic procrastination by their government funding source in respect to regulation, direction, infrastructure and funding.

Most bureaucrats, and those who enjoy a captive market workplace, see those with limited capacity as not of high priority. And, as not aware of their looks, likes and what they are getting or not getting. It matters little how long this or that takes to achieve.

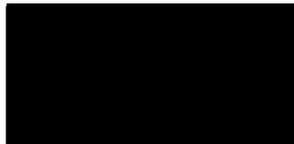
It matters little how long it takes to get clients new clothes, clothing adjustments or clothing repairs. Or how long they have to wait for their meals or good meals because staff could not be bothered to do other than get pizza delivered, or if or when they receive active support or community access.

Support service delays easily occur for those with little or no ability to question that which the general population would not tolerate.

Some practical illustrations include the common area television faulty. It took two months for a replacement through government direct care bureaucracy. Vacuum cleaner faulty. Replacement through government direct care bureaucracy took three months. Electric clothes dryer took two months to get replaced, with clothes being aired around the house. The house ran on a borrowed vacuum cleaner and television, pending replacements.

In conclusion, we include the following paper in this submission:-

- Our paper, “The way residents of DHHS (Victoria) group homes are dressed is often shocking, considering their finances are generally good to very good!”



Tony & Heather Tregale  
Coordinators, LISA Inc.

## **The way residents of DHS (Victoria) group homes are dressed is often shocking, considering their finances!**

The residents of DHS group homes have always had a good financial deal. Even better since the department introduced “bundling” of the residential charges in 2013 - with free manchester and white goods in exchange for handing over the full CRA, which most residents were not getting anyway.

Therefore, almost without exception, the residents of department managed group homes throughout, have very adequate financial resources. However, almost without exception, these resident’s finances are not being used to fully support their potential quality of life.

Frequently, ‘Personal Expenditure’ (the residents ‘pocket money’) is not used as intended in their ‘Financial Plan’, that of doing activities in the community - such as going to the pool or spa, cinema, dining out, mini golf, bowling, dancing, etc, etc. Rather, unused money is returned to the resident’s trust fund

A resident supported by their family to always have the best clothes, has set an example for the other residents in the department managed group home. Whereas, the general direct care staff standard for their residents’ clothes and shoes is often quite low and spasmodic.

If the said resident had no family support when moving into a department group home, the standard attire would have been ‘tracky-pants’, a cheap top and slip-on or Velcro strap shoes, or similar. As this is all quick and easy for direct care staff.

It is standard practice for department managed group homes to have no firm provision for clothing and shoe repairs or replacement, or shoe cleaning. It is all totally dependent on the integrity of staff, as there is little or no management direction and service level and quality monitoring.