

To: The Executive Director
Australian Law Reform Commission (ALRC)
GPO BOX 3708 Sydney 2001
(Level 40 MLC Centre, 19 Martin Place Sydney 2000)
Email: elder_abuse@alrc.gov.au

Thursday, 2017 January 12

Dear Messrs and/or Mesdames

Your Reference: www.alrc.gov.au/publications/elder-abuse-dp83

- 1 **CONTENTS:** Report = pages 1 and 2; Appendix = "A" to "I" (9-pages); Total Pages = 11
- 2 **OBJECT:** This object of this submission is to address what are perceived to be shortcomings in the subject matter of Discussion Paper 83.
- 3 **DEFINITION:** Macquarie Dictionary: "elder: (5) an aged person"
"aged: (3) a man aged 40-years".
- 4 **QUALIFICATION:** Authentication for this submission is established by the author being:
 - (a) In his 86th year on Planet Earth;
 - (b) In full control of both his mental and physical faculties;
 - (c) Has over 12-years direct experience of the pros and cons of Seniors-Resort-Lifestyle.
- 5 **CATEGORISATION:** The author's view is of five (5) categories of elder lifestyle currently operating throughout Australia, namely:
 - (a) People who continue to live in their original family home;
 - (b) People who have moved into another person's home (e.g. son, daughter, granny flat);
 - (c) People who have downsized into what the industry has advertised as "Over 50's lifestyle resort" (independent living);
 - (d) People who have moved into what the industry has advertised as "Low Care" accommodation in which people can partially care for themselves e.g. small kitchen;
 - (e) People who have moved into what the industry has advertised as "High Care" accommodation in which people receive total care e.g. all meals included.
- 6 **SHORTCOMINGS:** It is the assertion of this submission that the discussion paper has shortcoming in placing emphasis on category 5 (e) above (People in High Care), while totally neglecting the other categories. ALRC are not alone in this shortcoming ... it pervades all levels of government, the media, and hence general public perceptions.
- 7 **ABANDONMENT:** Society has been conditioned to abandon its elderly people. With a bias towards a politically correct stigma of "economics, growth, jobs" there is thus a bulwark erected between on the one hand "political ego and compassionate understanding", and on the other hand between "direct and indirect participants".
This is evident (and readily correctable) by, for example, steps including:
 - (a) There is No "Seniors" portfolio in successive governments (State or Federal);
 - (b) Inaccessibility to means of redress, e.g. Supervision and Ombudsman;
 - (c) Out of reach legal services (financially, timely, mobility, psychologically);
 - (d) The outsourcing of Senior Services to private entrepreneurs where the motive is "Profit" not "Care". And where their neglect of laws, obligations and responsibilities are compounded and sanctioned under the oft quoted caption: "We dare not intercept or interrupt them else they will not build homes, and the government is unable to deliver on these needs without them".

8 ALLEVIATION: The cure for all this debility is within the maxim: "Practice what you Preach". These examples need to be enforced, not simply idealised in verbose politically-correct concepts:

- (a) UN-UDHR Article 1 re Human Dignity ...
- (b) dp83 para 1.11 "Elder Abuse WHO Definition ..." (a single or repeated act ... cause distress)
- (c) dp83 para 1.89 "a right based definition ..." (psychological or emotional)
- (d) dp83 para 1.97 "that all Australians" ... (dignified self-determined life)
- (e) Various Laws including "Unconscionable Conduct", "Harassment", "Intimidation", etc.
- (f) Specific Laws including "Misleading and Deceptive Conduct", "Contract Law re Certainty of Terms", "Australian Consumer Law (ACL) Sections 24 and 25 re Unfair Contracts, etc.", and quite specifically the clause in "The Crimes Act S268/10 which defines Enslavement" (power arising from a debt incurred or a contract).

9 EVIDENCE: This is too extensive to include in this submission, but is readily available for anyone who seriously seeks knowledge thereof, including:

- (a) Recent Telecommunications Ombudsman complaint re phone blocking ... why should an illegal act meet with obstruction, need to be pursued through an Ombudsman, and then take 3-months to remedy? Is this not singularly: Elder Abuse, by definition?
- (b) Being trapped into a sole-source supplier situation without means to obtain retribution or alternative supplier like all other Australian citizens can do.
- (c) Consistent water meter inaccessibility, inaccurate meter, inaccurate meter readings, and threats of (unauthorised) direct debit for over usage.
- (d) Direct Debit of accounts, and/or threats of, where no prior authorisation exists.
- (e) Consistent gas meter inaccurate readings, and negligent (illiterate) unit conversion.
- (f) Demands for payment increases without prior notification of reason and amount.
- (g) Failure to meet contractual obligations as advertised and written.
- (h) Failure to comply with QCAT directions.
- (i) Committing acts of perjury to support acts of personal abuse, followed by harassment and intimidation as if to bring about disciplinary obedience.
- (j) Abject failure to discuss, communicate, and negotiate on contractual matters.
- (k) Employment of untrained, inexperienced employees who are incompatible and incomparable with home owners whose lifestyle they are paid to support and care for.
- (l) Stereotyping Seniors without recognition of individual education and career achievements.

10 EXHIBITS: Attached are copies of some monthly presented reports which narrate some of the points of evidence in para 9 above. Exhibits are numbered as Appendix "A" to Appendix "I".

11 CONCLUSION: It is an assertion of this submission that the points of evidence and exhibits in paras 9 & 10 above, fall within the stated definition of "Elder Abuse".

12 BIBLIOGRAPHY: The following books are recommended as essential reading for any and all participants who are to make judgement on this inquiry:

- (a) Title: "Freedom" by Jeremy Griffith available free from www.humancondition.com
An appraisal of the biology and psychology of human origins.
- (b) Title: "The Lost Continent of Pan" by Susan B. Martinez, PhD
Research into Human Origins over the past 24,000-years.

Submitted by: Wilf Robinson,

[REDACTED]

[REDACTED]

Appendix "A":

Selected Excerpts from Renowned Human Behavioural Standards

1 United Nations Universal Declaration of Human Rights (UN-UDHR)

"Article 1: All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood."

2 Australian Law Reform Commission (ALRC) Discussion Paper 83 (dp83)

"1.11: World Health Organisation (WHO) definition of elder abuse:

'a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person'."

"1.13: Commonly recognised categories of elder abuse include psychological or emotional abuse, financial abuse, physical abuse, neglect and sexual abuse."

"1.89 ... describe elder abuse as fundamentally a human rights issue.
... the approach to elder abuse should include a rights framework that empowers older people and upholds their autonomy, dignity, and right to self-determination."

"1.97 that all Australians have rights which do not diminish with age, to live dignified, self-determined lives, free from exploitation, violence and abuse."

"1.100 Dignity is a principle in a number of international human rights instruments."

3 USA Constitution which formed a basis on which the Australian Constitution was founded ...

"In the Declaration of Independence, its much quoted second sentence reads in full:
'We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty, and the pursuit of Happiness.

'... That to secure these rights, Governments are instituted among Men, deriving their just power from the consent of the governed. ... That whatever any form of Government becomes destructive of these ends, it is the Right of the People to alter or abolish it, and to institute new government, laying its foundations on such principles and organising its powers in such form, as to them, shall seem most likely to effect their Safety and Happiness'."

4 Aristotle ... Greek Philosopher ... to whom much of Western Philosophy is epitomised:

"Aristotle proposed that the good life Happiness ... consists of developing and using both our intellectual and moral capacities to the fullest extent across our entire lifetime. The good life meant learning and then practicing wisdom, courage, justice, and generosity ... along with some lesser virtues like being entertaining at a dinner party.

"But, being no idiot, he also knew that people need the basics of survival ... food, clothing, shelter, health, and friendship ... if they are to be happy."

Appendix “B” Performance Degradation as at 2014 February 14

Hailed in 2004 as: Boutique ~ 5-Star Resort ~ The Best of the Best ~The Jewel in the Crown

1. **Carried Forward:** Previous Listings are carried forward as completely lacking in response, attention, discussion, and/or negotiation. Such is the magnitude of performance degradation.
 2. **“The Senior” Newspaper,** Queensland, February 2014, Page 14, Letters, stated:
 “Village Living: Do your homework ~ Over 50’s villages are a wonderful idea. In today’s busy world, families do not have a lot of time, so people get lonely. You feel safe in these villages. There is always someone to talk to and help you if asked. And you can close your door and be alone if you wish. But before you decide to buy into one, it is best to look at a completed village of the group (owners) you are interested in. Look at the older part of the village, the roads and gutters. Most village owners are investors, so it is all about money. Look beyond the ‘spin’ they give you. Check for yourself and talk to residents in older villages. If you buy a house in a village owned by people who do not put money back into it, your house will lose its value. If the owners do not look after the older villages, the one you bought into will one day be in the same position. Investigate thoroughly. In a good village you can have a wonderful life.
 Joan Hutchinson, Goodna.”
- Many readers would ask themselves: “Is that correct?” and “Does that apply here?”
 Those answers are readily determinable from proven facts:
3. **Lost Asset Value:** Comparison of Total List Price of all Homes for Sale shows a lost asset value in excess of 15% over an 18-month period.
 4. **Inability to Sell:** In the same 18-month period, many of the Homes listed for Sale are the same ones ~ reflecting a failure to be able to sell the Home either at the higher or lower asking price.
 5. **Number of Homes for Sale:** In the same 18-month period, the number of Homes for Sale has remained at 10-15% of total number of Homes. Comparatively, when the development was new, this number of Homes were sold within a few months ~ but now reflecting a performance degradation in marketing effort.
 6. **Loss of Value-Added:** Homes in which owners have added value following initial purchase can be expected to sell at an increased value proportionate to their further investment. The actual decrease in asset value is, therefore, accentuated, and due solely to performance degradation by the Service Provider.
 7. **Service Performance Degradation Details:** Individual items, and accumulated lists are well documented, and so they are not listed here. Contributing factors include:
 - 7.1 Abject failure of the Service Provider to acknowledge, discuss, or attend to, items submitted.
 - 7.2 Abject failure to uphold the advertised sales pitch (5-Star/Best/Jewel, etc) as hailed in the above heading.
 - 7.3 Although calling to ask: “Is everything to your satisfaction?” immediately after entering into a contract, never has there been such a follow-up in over 9-years ~ colloquially said as: “Take your money and run!”
 - 7.4 Although for the first two years, a Head Office Supervisor was seen to make a weekly inspection, NO such inspection, nor staff supervision/direction has since been observed, nor heard to take place.
 - 7.5 No staff training courses are known to exist. Staff are transferred from lower level Resorts to 5-Star without latent ability, nor mental faculties, to contend with the upgrade standards. Nor is a Service Directory issued which defines the standards as sold, as purchased, and as required by the clientele who have pre-paid.
 - 7.6 The number of Home Owner reports of physical and/or verbal assault by staff is extraordinary for a company engaged in “Duty of Care” for Senior Citizens.
 - 7.7 While the Service Provider lavishes largesse on people who perform mundane-blue-collar-type tasks for them, there is a glaringly obvious, inherent, contemptuous attitude which pervades the whole company, towards anyone and everyone with an educated-white-collar experienced business background.
 - 7.8 The number of commitments, and agreements, reneged by the Service Provider are numerous.
 - 7.9 No-one in the Service Provider company is (nor ever has been once a contract is signed) forthcoming with the wherewithal to hold a conversation, let alone an intellectual one.
 - 7.10 By example: In any international, or local, Hotel, of any star category, and receive a note pushed under your door stating: “Guests must not put empty bottles or cartons into the bedroom trash can, these items are to be left only in the bathroom trash can. Failure to comply will result in the bin not being emptied and your room will not be serviced by hotel staff!” What would be the resulting hotel occupancy rate?
 Yet, that is Queensland’s Service Provider standard at a 5-Star, Best of the Best, Jewel in the Crown Resort .

Appendix “C”: **Performance Degradation as at 2014 October 14****Hailed in 2004 as: Boutique ~ 5-Star Resort ~ The Best of the Best ~ The Jewel in the Crown**

1. **Carried Forward:** Previous Listings are carried forward as completely lacking in response, attention, discussion, and/or negotiation. Such is the magnitude of Performance Degradation.

Erroneous Utility Accounting**1. Telephone Accounting:**

Initially, we entered into an agreement for telephone accounts to be paid by Direct Debit. However, pursuant to frequent accounting errors plus the failure of the Service provider to administer any direct access to an accountant who could discuss and alleviate these errors, we cancelled the Direct Debit agreement. This became a subject of QCAT Application Number OCL 052-10 from which QCAT directed that all our future utility accounts be payable by cheque.

Notwithstanding, the Service Provider has on several occasions submitted accounts in which they have demanded payment by Direct Debit. We have no access to the meter which records telephone calls.

2. Gas Accounting:

Written evidence was submitted to QCAT in Application OCL 026-12. Additionally, this was included in a submission to the MH Act Review. The issues were, and remain, totally ignored by not only the Service Provider but also by all the bureaucratic processes. The meter is accessible at about thigh height in a metal box on an outside wall in a side passage towards the the front of our home.

3. Water Accounting:

As we have a large landscaped area in the from of our home, within a few months of purchase, the Service Provider asked us to help their operation by watering this frontal landscaped area. In return, it was verbally agreed that we would never be charged for excess water usage.

Additionally, the Service Provider had installed a sprinkler reticulation system to garden beds in this frontal area which were supplied with water from our (chargeable) side of our water supply meter. About two years later, the Service Provider revoked and reneged on this verbal agreement.

During 2013, we started to receive water accounts, even though no charges were shown to be accountable. Our Security of Tenure Agreement states that an allocation of 8-klis per month before excess water charges are applicable. However, to read this accurately it is necessary to record decimal points, as it is intrinsically impossible to read a whole number without such elementary accounting procedures.

As shown on these two photographs: firstly, the meter has never been fully cleaned during the past ten years, so the decimal dials have been covered in mud throughout that time. The second photograph shows the decimal dials (x100; x10; x1-litre) after fully cleaning the dial by myself, but which have never been read or submitted in any account from the Service Provider.

In this way we are duped by under usage of our water allocation. Additionally, by reading only kilo litres (inaccurately) we are prone to dispute for excess usage due to negligent reading and dishonest opportunistic profiteering by the Service Provider.

The meter is at the front of the home located in a 30-cm deep plastic box with the lid at ground level.

Performance Degradation as at 2014 December 14**Hailed in 2004 as: Boutique ~ 5-Star Resort ~ The Best of the Best ~ The Jewel in the Crown**

1. **Carried Forward:** Previous Listings are carried forward as completely lacking in response, attention, discussion, and/or negotiation. Such is the magnitude of Performance Degradation.

2. Lawn Mowing: Horticultural lawn specialists advise that a minimum requirement for cutting is:

Winter: 28-days; Spring and Autumn: 21-days; Summer: 14-days = 19-times per annum

Records show: 2004, 2005, 2006 = maintained to satisfactory standards, then:

Year:	2007	2008	2009	2010	2011	2012	2013	2014
Times cut:	18	26	21	20	15	16	13	13

These records exhibit performance degradation to be heading rapidly downhill!

Appendix “D”: **Performance Degradation as at 2015 April 14****Hailed in 2004 as: Boutique ~ 5-Star Resort ~ The Best of the Best ~ The Jewel in the Crown**

1. **Carried Forward:** Previous Listings are carried forward as completely lacking in response, attention, discussion, and/or negotiation. Such is the magnitude of Performance Degradation.
2. **Water:** The following notice was received in our mailbox on Thursday, 2015 March 19. It was addressed to “The Householder”, from Logan City Council (LCC) (presume to every householder in the council area):

“HIDDEN LEAKS, BIG PROBLEMS: A concealed leak could mean big trouble from a small problem.

“**What is a concealed leak?** Much like its name suggests, a concealed leak could be a very small break in a water pipe, or a much larger hole caused by a range of factors, including tree roots, shifting foundations, or simply gardening mishaps.

“The Break is often hidden (hence ‘concealed’) under grass, in gardens, and under concrete slabs.

“Often, the only evidence is a patch of luscious green grass in an otherwise barren garden.

“In more advanced examples, concealed leaks can cause major damage to property, causing mould and mildew, or slowly eroding foundations.

“**How can you tell if you have a concealed leak?** Concealed leaks, by their nature, can be hard to detect.

“The easiest way is to turn off all your taps and make sure you’re not using any water (such as flushing toilets or using washing machines), and look at your water meter.

“Check if there is any movement in the digits and dials of your water meter. Any movement may indicate a leak. You may need to record the digits on the water meter before going to bed, and check first thing in the morning to detect if any water consumption has occurred which may indicate a slow leak.

“If a leak is detected, you should call a licensed plumber as soon as possible.”

3. This Notice as received from Logan City Council prompts several questions, inclusive of:
 - a. When it has been previously reported that a Statutory Water Authority (SWA) published similar words to the LCC notice, why hasn’t the Service Provider taken initiative to circulate their similar notification?
 - b. As a Home Owner, why hasn’t the Service Provider initiated personal on-site-instruction on how to follow the advices as postulated by the SWA and LCC in their publications?
 - c. Why doesn’t the Service Provider comply with the SWA and LCC circulated publications?
 - d. Why does the Service Provider issue water usage notices which contradict these publications?
 - e. Why does the Service Provider ignore repeated reports of inaccuracy, inaccessibility, and defections?
 - f. Why do we receive Water Notices at all, when they act to renege/double-deal on an Agreement made at the time of purchase of our home, stating: “You will never, ever, be issued with any water accounts”?

Wednesday, 2015 June 03 Re: **Calendar Systems** This offers an explanatory follow-up to our brief conversation at about 0630-am on Friday, 2015 May 29, when you called to read the utility meters.

We each recalled the rhyme which is taught in school as:

30-days hath September,	April, June and November.
All the rest have 31,	Except February alone,
Which has 28-days clear,	But 29 in each leap year.

Known as the ‘Julian-Gregory Calendar’ system, it nowadays has virtual international acceptance. History records the ‘Julian’ part as being introduced by the Roman Emperor Julius Caesar in 45-BC, after whom it is named, for empire building administration purposes.

At a time when the church played a significant role in rule over people, the Julian Calendar was amended by Pope Gregory XIII in 1582 to become more closely attuned to Christian religion celebration events.

Our Friday meeting was by way of a third amendment.

Named as ‘The Elliott Queensland Calendar 2015’, the rhyme becomes:

30 days hath September,	January, April and October,
While July, August, November and December,	Reach 31-days being one more over.
When March and June make a 32-day peak,	May’s 29-days are short by almost half a week.
And February alone has 28-days clear,	Not having the bonus of this being a leap year.

Appendix “E”: **Performance Degradation as at 2016 June 14**

Hailed in 2004 as: Boutique ~ 5-Star Resort ~ The Best of the Best ~ The Jewel in the Crown
 St Luke, Christian Bible 12:48: *“For unto whomsoever much is given, of him shall be much required”*

1. **Carried Forward:** Previous Listings are carried forward as completely lacking in response, attention, discussion, and/or negotiation. Such is the magnitude of Performance Degradation.
2. **Outstanding:** No direct communication between Service Provider and Customers; Clock increasingly behind AEST; Beaudesert Road Buffer Zone continues to be a rubbish dump: Dead trees/shrubs/ground cover not replaced in Buffer Zone; Garbage-squalor dumped on street corners as if by scum from a slum, etc.
3. **Water:** Metering continues to be inaccessible, inaccurate, defective, flooded. Notwithstanding breach of agreement “never to issue accounts”, the accounts submitted are, by Business Dictionary definition: “premeditated-fraudulent-misconduct”, as shown by:
 - (a) The dates of meter reading do not state correctly the “Date Meter Read” nor the “Number of Days since last read”. Instead the dates are (incorrectly) the Julian/Gregory calendar last date for that month, and the number of days in the Julian/Gregory calendar. As shown before, this can be incorrect by several days.
 - (b) The meter reading only shows the prime numbers of kilo-litres, but neglects to report on the 3-decimal places as displayed on the meter down to the nearest litre.
 - (c) For example, where the meter reads somewhere between 1028 and 1029:
 - (i) To report this as 1029 (the high reading) this results in an account for water not yet used;
 - (ii) To report this as 1028 (the low reading) then partial used between 8 and 9 must reduce the 8-kls allocation for the following month; this can be an error rate of 12%, reducing 8-kls to 7-kls allocation.
 - (iii) Where the next month can have up to 33-days in the WEH P/L calendar, then this threatens charges for over usage in that month, for there is now less than an 8-kls allocation available for that month. If the Business Dictionary definition is not true, what is the Service Provider’s definition for this practice?

Performance Degradation as at 2016 August 14

Hailed in 2004 as: Boutique ~ 5-Star Resort ~ The Best of the Best ~ The Jewel in the Crown

St Luke, Christian Bible 12:48: *“For unto whomsoever much is given, of him shall be much required”*

1. **Carried Forward:** Previous Listings are carried forward as completely lacking in response, attention, discussion, and/or negotiation. Such is the magnitude of Performance Degradation.
2. **Phone Block:** On Thursday, July 28, after several days of being unable to call a local number, we had determined that this number, and another, were inaccessible. More so, that it was not simply a fault, but that the numbers were blocked by the Service Provider. We advised the resident on-site 24/7 employees. Later, when following up on progress, it was stated they also could not connect with this local number. That should have been sufficient for them to react to the issue, consult their technical branch, and report back instantly. Instead of triple-zero for emergency, triple-OWE transpired as in: **Obstinate, Obstreperous, Obstruction.**
 No Service! No Apology! No Remorse! No Care! No Management! As mute as a Dodo?

Appendix “F”: **Performance Degradation as at 2016 October 14**

Hailed in 2004 as: Boutique ~ 5-Star Resort ~ The Best of the Best ~ The Jewel in the Crown
 St Luke, Christian Bible 12:48: *“For unto whomsoever much is given, of him shall be much required”*

1. **Carried Forward:** Previous Listings are carried forward as completely lacking in response, attention, discussion, and/or negotiation. Such is the magnitude of Performance Degradation.
2. **Standards:** The following are copied from their published creed made to customers by some Resorts. The question is asked: Which of them apply to WEH P/L, or what alternatives do they subscribe to?
 - a. “Our Commitment to Service Excellence:
 “Make every guest interaction count. Remember, service is expected; hospitality is surprising”.
 - b. “Our Product: Know your product, and share your experience”.
 - c. “Engage: Acknowledge and engage our colleagues and guests at every opportunity”.
 - d. “Anticipate: Know your guests and take pleasure in anticipating their needs”.
 - e. “Deliver: What you promise; Promise only what you can deliver. Then deliver more than your promise”.
 - f. “Respect: We treat others with consideration, understanding and empathy. We recognise and value the culture, beliefs, and strengths of others. We work daily to create a sustainable environment”.
 - g. “Honesty: We foster communication. We engage in transparent decision making.
 We conduct ourselves professionally at all times”.
 - h. “Trust: We stand by our promises in the face of difficult challenges.
 We empower others to make decisions for themselves.
 We champion the protection of confidential information and others’ rights to privacy”.
 - i. “Excellence: We strive for perfection in all things. We push the boundaries of our expertise.
 We use innovation to take us beyond the call of duty”.
 - j. “Courage: We promote our values despite the personal consequences.
 We dare to attempt the bold, the new, and the uncharted”.

3. Test Case: From established ‘Standards’: Which side would WEH P/L take in this reported conflict:
 “Whorehouse Sues Local Church Over Lighting Strike!

“What an interesting turn of events in Pahrump, Nevada ... Diamond D’s brothel began construction on an expansion of their building to increase their ever-growing business.
 “In response, the local Baptist church started a campaign to block the business from expanding ... with morning, afternoon, and evening prayer sessions at their church.
 “Work on Diamond D’s progressed right up until the week before the grand re-opening when lightning struck the whorehouse and burned it to the ground!
 “After the brothel burned to the ground by the lightning strike, the church folks were rather smug in their outlook, bragging about ‘the power of prayer’.
 “But late last week ‘Big Jugs’ Jill Diamond, the owner/madam, sued the church, the preacher and the entire congregation on the grounds that the church ... ‘was ultimately responsible for the demise of her building and her business ... either through direct or indirect divine actions or means’.
 “In its reply to the court, the church vehemently and vociferously denied any and all responsibility or any connection to the building’s demise.
 “The crusty old judge read through the plaintiff’s complaint and the defendant’s reply, and at the opening hearing he commented: ‘I don’t know how the hell I’m going to decide this case, but it appears from the paperwork, that we now have a whorehouse owner who staunchly believes in the power of prayer ... and an entire church congregation that thinks it’s all bullshit.’”

4. Conclusive Quote:

*“The best index of a persons character is how they treat people who can’t do them any good,
 and how they treat people who can’t fight back”.*

Appendix “G”: **Performance Degradation as at 2016 November 14**
Hailed in 2004 as: Boutique ~ 5-Star Resort ~ The Best of the Best ~ The Jewel in the Crown

With acknowledgment to the YUGGERA and BUNDJALUNG people as the original custodians of the land (for an estimated 50,000-years) on which this Resort is built.

St Luke, Christian Bible 12:48: *“For unto whomsoever much is given, of him shall be much required”*

1. **Carried Forward:** Previous Listings are carried forward as completely lacking in response, attention, discussion, and/or negotiation. Such is the magnitude of Performance Degradation.
2. **Phone Un-Block:** Our written submission dated 2016 August 14, para 2 was entitled: “Phone Block”. This will report re-connection on Friday, October 14. That is a response time of 2-months + 17-days.

In post-mortem the question remains: “Why did it take so long to provide rectification?” ... and, When statutes declare interception to be totally illegal: “Why did the Ombudsman have to be called?”

In contemplation of those questions, dereliction of duty to perform is exemplified in two examples, namely:

- a. Agreement clauses (i) para 3 on page 2 of 8; and, (ii) para 8 on page 3 of 8 show total abdication.
- b. Personal experience reflects on:
 - (i) Before age 20-years holding responsibility for air-force squadron systems;
 - (ii) Before age 30-years holding responsibility for multiple corporation systems;
 - (iii) Before age 40-years holding responsibility for national corporations plus Defence systems.
 By contrast, responses entailed matters of life and death and/or within 15-minutes of being reported.

3. **Administration:** Business management and/or administration practices and principles form the curriculum of many Universities, Colleges, and Schools. Harvard is lauded as a standard curriculum.

An alternative system, known as “The Helen Weight Referral Style” has notorious fame. Consultation with colleagues on four continents concur that WEH P/L must be an exponent of the latter *modus operandi*.

Illustration of this international consensus is not only embodied in the Phone-Block incident, but by:

- i. Where the entrance gate clock is reported to be increasingly inaccurate: “Go to Helen Weight!”
- ii. Where front garden maintenance of all homes is no longer coordinated: “Go to Helen Weight!”
- iii. Where pebbles & fences create “apartments” not “homes with lawns”: “Go to Helen Weight!”
- iv. Where lawns are being cut at infrequent intervals: “Go to Helen Weight!”
- v. Where landscaping is not being manicured at frequent intervals: “Go to Helen Weight!”
- vi. Where zones of landscaping are being totally neglected: “Go to Helen Weight!”
- vii. Where roads and visitor parking spaces are not being pressure-hosed: “Go to Helen Weight!”
- viii. Where caravans/trailers are permanently parked in visitors parking spaces: “Go to Helen Weight!”
- ix. Where neither Acts nor QCAT directions are no longer being upheld: “Go to Helen Weight!”
- x. Where on-going negotiation is sought with personnel from Head Office: “Go to Helen Weight!”
- xi. Where pre-Sales commitments are not being honoured: “Go to Helen Weight!”
- xii. Where determination of standards is sought from a qualified accountant: “Go to Helen Weight!”
- xiii. Where a water meter is reported to be inaccessible and inaccurate: “Go to Helen Weight!”
- xiv. Where Performance quality is being degraded rapidly: “Go to Helen Weight!”
- xv. Where garbage dumped in street-piles sets a standard of ‘beautification’: “Go to Helen Weight!”
- xvi. Where volunteers are seduced to perform work which they have paid for: “Go to Helen Weight!”
- xvii. Where a copy of the Service Provider’s Creed is sought: “Go to Helen Weight!”
- xviii. Where painting is worn through (e.g. fences) without restoration: “Go to Helen Weight!”
- xix. Where unsightly “phallus” erected on street corners become ‘art decor’: “Go to Helen Weight!”
- xx. Where attention to trivial is set as more significant than accomplishment: “Go to Helen Weight!”

It all depends on the tone that is set within an organisation because that trickles all the way down.

4. Conclusive Quote:

“The best index of a persons character is how they treat people who can’t do them any good, and how they treat people who can’t fight back.

Appendix "H": Performance Degradation as at 2016 December 14

Hailed in 2004 as: Boutique ~ 5-Star Resort ~ The Best of the Best ~ The Jewel in the Crown

With acknowledgment to the YUGGERA and BUNDJALUNG people as the original custodians of the land (for an estimated 50,000-years) on which this Resort is built.

St Luke, Christian Bible 12:48: *"For unto whomsoever much is given, of him shall be much required"*

1. **Carried Forward:** Previous Listings are carried forward as completely lacking in response, attention, discussion, and/or negotiation. Such is the magnitude of Performance Degradation.

2. **Mannerism:** As regularly depicted on a weekly basis from Tuesday pm to Wednesday am:
 - "There was a Resort in Mount Warren, "Wherein many braincells were totally barren,
 - "Where people dumped their trash at the end of a street,
 - "Aiming to give all their neighbours this spectacular treat!"
 - "And when this was encouraged by the collectors of trash, "It added an halo to the nuts for their dash,
 - "Is this not a display of nepotistic tether, "In the way that birds of a feather flock together?"

3. **Ageism:** In support of the article in "The Senior News" November 2016: "Maintaining the Rage ..."
 "Promoted in the media far and wide,
 "With obsessed generations taken for a ride,
 "That ageism means stereotypes over a certain age,
 "Who have jilted their brain to foster party-going rage.

 "Senility and arthritis are said to affect all,
 "Wrinkled and non-athletic to run with any type of ball,
 "Singing old-time lyrics to tunes of yesteryear,
 "And partying together to make lonely souls adhere.

 "Said to suffer memory loss and zero productivity,
 "Low mental capacity and lacking creativity,
 "They all crave after lawn bowls and shun any study,
 "Seeking out welfare and burying yet another buddy.

 "Bingo and trivia titillate their cultural ego,
 "Dress-ups and charades to excite their placebo,
 "Communal togetherness like tea-parties or over a beer,
 "Where tattling gossip indulges them with heartfelt cheer.

 "Arm-in-arm they gather on a beach by the sea,
 "Kicking a leg on high with smiles of bliss and ecstasy,
 "Dancing cheek-to-cheek like lovers in their youth,
 "But being made a mockery of by people so uncouth.

 "It is not just the media but politicians as well,
 "At the mention of age they crawl into their shell,
 "Palm off their responsibilities to some private concern,
 "It's a lucrative collusion that protects what they all earn.

 "Who are these people whose minds are so misaligned?
 "Are they setting up a wishful image of what they hope to find,
 "When they reach the summit of their own career,
 "Do they intend to stop and spend their days sipping beer?

 "But, there are many who seek to travel far and wide,
 "To study new spheres which they had previously been denied,
 "So to stereotype with ageism does not include them all,
 "But it shows the low mentality of those who can never walk as tall!"

4. **Conclusive Quote:**
 "The best index of a persons character is how they treat people who can't do them any good,
 and how they treat people who can't fight back.

Appendix “I” Performance Degradation as at 2017 January 14
Hailed in 2004 as: Boutique ~ 5-Star Resort ~ The Best of the Best ~ The Jewel in the Crown

With acknowledgment to the YUGGERA and BUNDJALUNG people as the original custodians of the land (for an estimated 50,000-years) on which this Resort is built.

St Luke, Christian Bible 12:48: *“For unto whomsoever much is given, of him shall be much required”*

- 1. Carried Forward:** Previous Listings are carried forward as completely lacking in response, attention, discussion, and/or negotiation. Such is the magnitude of Performance Degradation.

- 2. Dignity:** An Ode to Dignity Exemplified

There was a Resort at Mount Warren,
 Where the administration skills were abhorrent,
 In the pre-sales mode they would offer everything under the sun,
 But following the sale they would take your money and run.

24/7 service was a well advertised pretext,
 Which left all their customers utterly perplexed.
 When employees knocked-off and disappeared from the scene,
 Without any explanation of what their adverts did mean.

The location was designated as a suburban ‘Park’,
 Wherein home sales were manifest as a bit of a lark,
 Instead of uplifting people as “Home Owners” as a token of pride,
 They denigrated their title to “Residents” as of being downright snide!

Although a fee is paid for work to be done,
 They surreptitiously avoided work which you cannot condone,
 By calling for volunteers to do the work themselves,
 They attracted a collection of low IQ elves.

When average IQ sits on the scale at level six,
 What kind of person has an IQ of nix?
 If the upper echelons of the company have only average IQ,
 There are no levels left to give volunteers any due.

Yet for garbage volunteers there are four levels to score,
 Starting with the truck driver going from door to door,
 Plus the ones who heave bags in using all their might,
 Also them that tip out the bins during the previous night,
 And them who create street piles as an abominable sight.

Whoever established average IQ at level six,
 Didn’t use expressions of dignity to define this kind of mix.
 Perhaps the reason why is something we will never know,
 But as a farcical antic it provides one hell of a show!

Below average are Dull, Borderline, Moron and Imbecile,
 Plus Idiots to complete these classified portraits of guile,
 The resulting entertainment might relieve some of the tension,
 But there’s no sign of competent management skills in any dimension!

- 3. Conclusive Quote:**

*“The best index of a persons character is how they treat people who can’t do them any good,
 and how they treat people who can’t fight back.*