

Bloated Bureaucratic Bungling

"Layers of administration that don't add value"

The Premier of Queensland, Campbell Newman, said on ABC TV Lateline, September 11, 2012, that there are layers of administration in Queensland Health that don't add value.

He said the former premier, Anna Bligh, told us that Queensland Health was dysfunctional, which is a reflection of the bureaucracy that had been built up. A bloated bureaucracy of 14,000 public service jobs that Queensland couldn't afford. It needed to be reformed, and that more money is not the answer, he said.

LISA Comment: Layers of bloated and dysfunctional public service administration in the Department of Human Services, Disability Services, Victoria, is illustrated by the level of funding they give themselves, versus the level of funding they give to non-government service providers who provide similar services for people with disabilities.

State government direct care group homes receive \$128,000 per resident, per year. Whereas, non-government group homes receive just \$76,000 per resident, per year.

The Department has to spend-up-big to compensate for its reactive management's bureaucratic bungling throughout... Its reactive rather than proactive management buys, rather than properly manages its way!

The department spends-up-big on its massive range of publications - care policies, standards and values. Incentive is, however, quite limited when it comes to the consistent implementation of the direction, intention and spirit of these care policies, standards and values for whom they are intended - people with disabilities who should be at the centre of service provision and without whom there would be no DHS/DS.

Successive state governments fund this department, but have little or no control over the department's systemic operations - that which sustains consumer complaints. Consumers being people with disabilities and their families within the department's direct care services, and non-government

service providers being short-changed whilst the department has itself a bureaucratic field-day with public money.

The issues highlighted by the two TV programs (below), illustrate the 'tip of the iceberg' of the failure of captive market service management to properly manage the business of providing care services consistently with acceptable standards of quality of life care.

Extra 1: ABC TV Lateline "[Abuse](#)" 12 September 2012

Extra 2: SBS TV Insight - "[Breaking Point](#)" - 4 September, 2012

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