

## SOME DHS CLASSICS

1. A DHS regional director stated, in response to question as to why, when there are two staff in a DHS house mini bus, one of the staff is not in the back with the residents:- “They need two in the front – one to navigate”, said this regional director!
2. A senior DHS manager went to a DHS group home on a Friday afternoon for a reason unrelated to this finding. During the visit, the manager noticed a resident with a streaming cold. The manager asked the staff, “When are you going to take him to a doctor?” The reply was, “On Tuesday, as his key worker is not in until then!” Fortunately, the manager said, “You will take him now!”
3. A DHS house with six high support needs residents, all with no meaningful communications, and all with very limited intellectual capacity, but all physically fit, and not incontinent. There were two toilets, but the residents were allowed only one, as staff said one was theirs, and kept it locked. Six residents with no understanding to wait, and just one toilet!
4. A DHS Regional Director decreed that residents names were not to be put on their room doors to help reduce the mix-up of clothing by casual staff, as the six high support needs residents had not given their permission. The six residents had no meaningful communications and very limited intellectual capacity. They had no ability whatsoever to make a valued judgement in this regard!
5. A large DHS group home had two lounge areas. Every Saturday, the staff took-over the small lounge to all settle down to watch the AFL game. The residents were forbidden from the area for the duration of the game. If the residents made a noise, or otherwise bothered the staff, they were sent to their room.
6. Male staff in a DHS accommodation village regularly played pool with each other staff on a resident’s pool table - with a female staff person as look-out for the supervisor.
7. When staff in the same setting had a staff BBQ, all residents were kept away. Even to the extent of tipping a resident out of his wheel chair when he got too close.
8. Staff believe they have the right to partake of the meal "cooked for residents", not cooked by the residents, and there be no charge for the staff as "they work there".
9. The resident of a DHS group home sent to their Day Centre, by Day Centre mini bus, in just socks – no shoes.

10. A small lounge room was an area where no resident was allowed, as it was considered a "staff lounge". When this "staff lounge" was taken away from them, staff went to their union and complained there was no place for them to sit. When told they could use the same chairs as the residents, the staff said it was not fair, as they had to disinfect the chairs each time they wanted to sit down.
11. A staff member sitting in the lounge when the news was on, lined the residents up against the wall, telling them to not make a sound whilst the news was on.
12. Staff ordered the residents to make them coffee, whilst they sat watching TV.
13. Staff member showering residents with a heavy coat on, and wearing a telephone earpiece so those "oh so important phone calls" could be taken whilst supposedly working. This staff member did not remove his heavy coat throughout the shift!
14. Staff members taking residents out in the house mini bus, driving around for ages, finally returns to claim that all the residents had food but could not produce receipts, but still demanded the money claimed to have been spent.
15. Staff taking a resident out and buying him an ice-cream - no receipt  
Yet the resident is lactose intolerant.
16. Staff member takes the bus down to the local Hungry Jacks to buy himself breakfast - leaving just one staff member back at the house to get all the residents ready for work.
17. Staff member "lost housekeeping money". And, although the CERS was never correct, the house supervisor did nothing!
18. Staff member worked Christmas Day. Took the department car to have 3 hour breakfast with his mother. Yet claimed being at work doing a full 15 hour shift - with penalties.
19. Staff member picked up girlfriend and took her home in a department vehicle with no residents or other staff or residents present.