

# Minister snows Secretary on Statewide TV

[ABCs 7:30 Report Program Link](#)

Minister of Community Services (Victoria), the Hon [Mary Wooldridge](#), MP told [Josie Taylor](#) on the ABCs [7:30 Report, Friday 8 July 2011](#), she did not stop the head of the Department of Human Services (DHS) from appearing on the 7:30 Report (Vic).

The head of the DHS, [Gill Callister](#), had agreed to appear on the 7:30 Report to talk about the litany of problems which has plagued the states child protection system [Similar system management problems plague the departments Disability Services and Disability Accommodation Services]. Yet, the 7:30 Report was suddenly told Gill Callister was unavailable, and Minister Wooldridge would appear on the program instead.

The Minister argued every which way with Josie Taylor, that the head of her department had not been gagged. The Minister said she had no problem with the secretary of the DHS appearing on the program, yet would not say that Gill Callister was free to appear on the program.

Minister Wooldridge clearly did not want the head of her department appearing on the 7:30 Report, under pressure to explain the results of the departments disaster management of its services. The Minister claimed her department was delivering the policies of the government.

The Department of Human Service certainly produces the policies. Care policies, standards and values produced by the departments head office are frequently first class. It is the departments direct service provision which fails to fully and consistently implement these within their direction, intention and spirit for the direct benefit of those for which they were intended - vulnerable people.

The main reason this state government department is unable to properly implement its well published care policies, standards and values, is that its direct services, its regions, are totally unable to man-manage direct care staff lore, to ensure services are implemented under management direction/law of departmental care policies, standards and values - These are currently within the, [One DHS Standards Evidence Guide](#).

Although this evidence guide is intended have direct care staff show evidence

of their performance in providing care for vulnerable people within departmental care policies, standards and values, there is little reason the public service, captive market management and staff will not retain the traditional staff lore.

Traditional lore will almost certainly negate the intention of the evidence guide principles, as this factor has traditionally negated most quality of care principles within the department's direct care services.

**Extra 1:** It is exactly twelve months since the Government of Victoria released its report in response to the report of the Victorian Parliamentary Inquiry into Supported Accommodation in Victoria, which was the result of numerous public submissions to the inquiry.

The million dollar question is, "Are the recommendations of the Government, reflective of the concerns expressed in the numerous public submissions?" That is to say, "Is the state government recognising public concerns, or is it a whitewash?"

We need someone to overview the intellectual disability aspect of the inquiry material, with respect to the above question. Can anyone help with this, please?

**Extra 2:** Check-out some interesting aspects of questionable service provision on the "LISA Forum". Feel free to post to the forum page by registering, under a covert user name, on the left side of the forum page, under "Create an account". There will then be a short delay whilst we approve your registration.

**Extra 3: LISA Inc AGM:** All welcome, but space is limited. Please RSVP by 1 August. AGM details on [www.lisainc.com.au](http://www.lisainc.com.au)

**LIFESTYLE IN SUPPORTED ACCOMMODATION (LISA) INC.**

**Tel:** 03-9434-3810: **Email:** [info@lisainc.com.au](mailto:info@lisainc.com.au) or [vk3qq@optusnet.com.au](mailto:vk3qq@optusnet.com.au)

**Web:** [www.lisainc.com.au](http://www.lisainc.com.au) : [www.lisa-aus.blogspot.com](http://www.lisa-aus.blogspot.com)