

I live in residential care. In my residential facility and their related facilities there are institutionalised management, institutionalised staff and institutionalised residents all working task oriented and time controlled. This is demonstrated constantly by their language, attitude and inability to allow a person to be the owner of control of their lives. Also CEO and Board who appear to be reluctant to change and with "attitude" about having to comply with "government" because it is their business (even though accepting Government money). How is anything written in the Act, standards and rights going to provide the knowledge, education and incentive to create the enormous mind shift to a person entered model of care. Many residents grumble their complaints to each other but are unwilling or unable to make complaints. Review forms are given to relatives who are only too glad to have their relative in care so make positive comments on the forms. The Q&A people only visit a relatively small number of residential. It all looks good on paper but who is really there to speak for those who are unable to speak for themselves. Where is the safety net in the Act if there is no financial or other penalties for neglect and harm.