

Margaret Hopkins  
[REDACTED]

30/5/2016

The Secretary  
Legal and Social Issues Committee  
Parliament House, Spring Street  
EAST MELBOURNE. VIC. 3002  
[LSIC@parliament.vic.gov.au](mailto:LSIC@parliament.vic.gov.au)

Dear Secretary,

My name is Margaret Hopkins. I am a single women, aged 71 years of age who moved to [REDACTED] in November 2014 to retire after 54 years in the workforce. I chose [REDACTED] as it was close to family, a seaside location with good infrastructure for long term residency as I age.

My main issue is the excessive management fees at the village which do not appear to be justified in that we are;

- Independent living with minimal on site intervention ie First aid and security.
- A small Village with 31 units, with one occupied by the manager and her partner.
- 24hour care, however this is not needed at the village and the Manager is paid after care level 6 wages. This is excessive given that no aftercare has been utilised in the past 18 months that I am aware of. The Manager does not actively observe resident care or absences from the day rooms.

It is of great concern to elderly people who are living on the pension that;

- the Manager is a salaried staff member who is very rarely sighted and it is unclear what role(s) if any is undertaken, or what qualifications she has as residents are not permitted to find out. This has been verified by relief Managers who have been quoted as saying "this is a cushie job".
- The Manager and her partner as stated above live on site rent free, including all her utilities.

Additional concerns include;

- A lack of effective consultation with residents on basic issues ie dogs being able to enter the community room, even though some residents have advised of allergies.
- Action on basic requests such as additional keys for family members.
- Parcels are left in the community room without making any effort to notify or distribute the mail.

- Excessive fees are a concern for re-sale. It is noted that at this point in time there are four units for sale with some being on the market for greater than 12 months in a prime location of [REDACTED]. Whilst I may not be here at the time it is imperative for my family that they are not left with real estate that cannot be sold or lived in. The fees are believed to be a barrier to the sales.

As a pensioner I need to ensure that my money is effectively utilised, so I am not against having management on site, but it must be effective management. That is Management that undertakes a role around the village, actively coordinate and participate in village activities, provide visible care to the residents. Management should have to contribute to the cost of living if taking a wage. If this cannot be achieved then Management should be removed from the village and modified arrangements made such as carers on shift.

Yours Sincerely

Margaret Hopkins