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APPROVED PROVIDER STATUS APPLICATION  
ASSISTANT STATE MANAGER  
AGEING AND AGED CARE  
DEPARTMENT OF HEALTH AND AGEING  
GPO Box 9848  
Brisbane  
QLD 4001  
23 January 2009

Dear Sir/Madam,

**Objection to and request for revocation of approved provider status for Milstern and Ms Millie Phillips.**

It is far from clear to me exactly what powers have been gained by the department under the December 2008 revision of the aged care act. Nor is it clear to me whether it is the approved provider section or the complaints section that is responsible for investigating and addressing the issue of approved provider status. I am therefore sending a copy of this to both.

I am not enclosing all the many pages of material because of the duplication and possible waste of paper. I will do so as soon as you confirm that you have the powers and tell me where to send this material.

In the past your department has not acknowledged documents when requested to do so and has not informed me when it did not have the legislative powers to address the issues. I ask you please to acknowledge this complaint and to inform me as to whether you have the power to investigate and act.

If I do not have an acknowledgement AND information as to whether you are able to investigate by 23 March 2009 I will assume that you

- a. Do not have the powers and
- b. Do not intend to address the issue.

The complaint relates primarily to the recent conduct of the parties in Queensland but most of their nursing home operations are in NSW. I trust therefore that this will be addressed at a federal level.

I need only point out

1. that in this instance the parties unsuitability seems to be beyond question,
2. the importance of sending a strong message about such conduct to the market in decrepitude, and
3. that this is a test case to see whether the changes made to the legislation are more than window dressing.

Yours sincerely,

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Attached: Complaint 23/1/09