
STATEMENT OF TELECIA MAREE TUCCORI

I, Telecia Maree Tuccori of [REDACTED] Queensland state:

Background

1. My full and correct name is Telecia Maree Tuccori and I am 27 years old.
2. In 2014 I graduated from Charles Sturt University with a Bachelor of Nursing, Midwifery and Indigenous Health.
3. I am registered as a nurse with the Nursing and Midwifery Board of Australia (NMBA). I have been a Registered Nurse (RN) since 2014.
4. I have worked in Aged Care for approximately 7 years. I began working in Aged Care as an Assistant in Nursing (AIN) whilst I was studying.
5. I have worked as an RN in Aged Care since 2014. My relevant past occupations in aged care are as follows:
 - (a) RN with Blue Care from 2014 to 2017;
 - (b) RN with Tri Care from 2017 to 2018; and
 - (c) Clinical Care Coordinator (CCC) with HelpStreet from 7 November 2018 to date.
6. Despite the closure of the Nerang Facility on 11 July 2019, I was advised by HelpStreet that no terminations of employment occurred on 11 July 2019. Rather, all employees are presently "stood down". I am no longer receiving wages. I understand that the decision to "stand down" HelpStreet employees is currently the subject of a dispute before the Fair Work Commission.
7. Attached to this statement is a true and correct copy of an email from Nerang Support Staff advising that all staff are stood down, dated 17 July 2019. Annexed and marked 'TT-1' is a copy of that email.
8. I have accepted a new job as a CCC with Estia Health Aged Care in Mudgeeraba, Queensland.

Clinical Care Coordinator Role at Earle Haven


9. My role as CCC was to manage and coordinate the day to day clinical care operations of the Earle Haven Retirement Village (the Village). This included:
 - (d) providing leadership to promote best practices which facilitated individualised care;
 - (e) developing staff education programs;
 - (f) facilitating effective relationships with monitoring bodies and ensuring compliance with relevant legislation, standards and guidelines;
 - (g) participating in professional development;
 - (a) participating in mandatory education and management and staff meetings;
 - (b) staff rostering;
 - (c) assessing new residents, including the review and development of care plans and reviewing residents' clinical assessments ensuring accuracy and completeness specific to individual residents;

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- (d) managing other clinical issues including incidents, falls and wounds;
 - (e) assisting human resources with their role; and
 - (f) managing the resources of the Village.
10. A true and correct copy of my position description for the CCC at HelpStreet Villages Nerang is annexed and marked 'TT-2'.

Organisation Structure

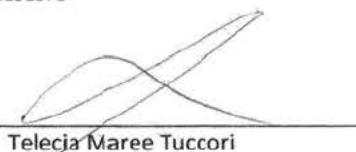
11. I understood, from my discussion with Mr Kris Bunkher and Ms Karen Parsons that the organisational structure of HelpStreet was as follows:
- (a) Mr Kris Bunkher was the global Chief Executive Officer. Mr Bunkher was the owner and manager of HelpStreet.
 - (b) Mr David Lamb was the Australian and New Zealand Chief Executive Officer and he reported to Mr Bunkher.
 - (c) Ms Karen Parsons was the Executive Director whom reported directly to Mr Lamb. Also, under Ms Parsons was a separate branch of the structure that included the client service manager and the client services officers who were tasked with advertising and promoting the Village and organising the home care services aspect of the Village. Additionally, Ms Parsons managed the administrative aspect of the structure, that is, the administrative staff.
 - (d) In my role as CCC, I would report directly to Ms Parsons and I occasionally would assist her with administrative tasks such as rostering. Directly reportable to me as the CCC, were all the RN's, Enrolled Nurses (EN's) and Personal Carer's as well as the Lifestyle staff who were diversional therapists.
 - (e) Ms Karen Heard (RN Heard) was the facility manager when I commenced at the Village though I was told she was ceasing her employment on 12 November 2018.

Closure of the Village on or about 11 July 2019

12. I understand that the Village closed because of a dispute between HelpStreet and PeopleCare. I had minimal knowledge of any dispute. The only indication that I had that something was not right was constant auditing that was occurring, and a large purchase of linen made by Mr Arthur Miller. I understood from my discussions with Ms Parsons that Mr Miller was the owner of PeopleCare and the Village. PeopleCare contracted Helpstreet to provide care services at Earl Haven.
13. I recall that approximately 1 week before 11 July 2019, Mr Miller, the approved provider and owner of the Village, had purchased \$12,000 worth of linen. I knew that Mr Miller had made the purchase of the linen when it all arrived at the Village.
14. Following the delivery of this amount of linen, I started to become concerned and it was following this event that I began looking for new employment as I felt that something was about to happen to the Village. I was concerned because there was no logical explanation as to why we had received such a large amount of linen. I had previously heard rumours among various staff that Mr Miller was planning to take back the management of the Village and so when the linen arrived, I started to put two and two together that something was about to happen.

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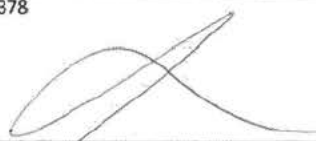


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15. I recall that approximately 1 month before 11 July 2019, the Aged Care Complaints Commission (the Commission) attended the Village due to numerous complaints that they had received from residents and families of residents. My understanding is that the complaints would be made to Mr Miller, but Mr Miller would not pass these complaints on therefore, the residents and their families would then complain to the Commission because they thought nothing was being done.
16. I recall that on or about 26 June 2019, a government audit was completed which ended on a high note with minimal findings, nil further information asked, and nil further audits completed.
17. I recall on Wednesday, 10 July 2019, Kris Bunkher, the owner and manager of HelpStreet, arrived on site at the Village to conduct various meetings with Mr Miller. However, because Mr Miller was not on site, Mr Bunkher conducted the meetings with RN Heard in Mr Miller's absence. I am unsure as to the purpose of the meetings.
18. I recall that on 10 July 2019, I received a phone call from Ms Parsons stating that Mr Miller owed HelpStreet a large sum of money and that "we were out" either tomorrow, 11 July 2019 after 12:00pm or 9 August 2019 as per an agreement that was already in place between PeopleCare and HelpStreet, or words to that effect.
19. Ms Parsons proceeded to ask me if I could arrive at work early on 11 July 2019.
20. On 11 July 2019, I arrived at the Village for work at approximately 07:00am. When I arrived, there was no RN on duty. Soon after arriving for my shift, I had a meeting with management, which included Ms Parsons and Mr Bunkher, where it was discussed that the Village server was still down and to continue using paper notes. It was also discussed at this meeting when the remainder of the 'key personnel' would be arriving as another meeting had been arranged for 9:00am.
21. At 9:00am on 11 July 2019, Mr Bunkher held a meeting with all staff where he explained that Mr Miller had decided to cease business with HelpStreet and that Mr Miller owed HelpStreet the exit fees and various other financials, which totalled approximately \$3,800,000. Mr Bunkher explained that Mr Miller's legal representative had been given until 12:00pm on 11 July 2019 to make a partial payment of \$800,000 so that he could pay staff and other bills.
22. Mr Bunkher also discussed the process involved in removing HelpStreet's property from the Village and explained that so long as the removal did not impact resident safety then the removal could occur. Mr Bunkher also advised that suppliers needed to be informed that they may need to remove their products as they may not receive payment.
23. Mr Bunkher explained that all staff would be informed once Mr Miller had communicated that he would not be paying the monies owed. Mr Bunkher stated that it was not fair for the staff to not be told and to continue working knowing that they may not be paid for their work.
24. Throughout the remainder of the morning of 11 July 2019, I recall Mr Bunkher and David Lamb, the Chief Executive Officer, had several meetings.
25. On or about 10:00am, Mr Bunkher and Mr Lamb advised key personnel staff, including myself, that they were very doubtful that Mr Miller was going to pay the money he owed by 12:00pm and they had been unable to talk "sense" with Mr Miller or words to that effect. At 1:00pm I attended another meeting with all other remaining staff where Mr Bunkher informed the remaining staff of the situation.
26. I recall that following a direction from Mr Bunkher, a removal van had been booked and items such as mattresses, bedside tables and chairs which were property of HelpStreet were removed

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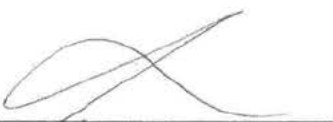
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and replaced with Mr Miller's mattresses and furniture. No resident care was compromised during this removal process.

27. At approximately 1:00pm Mr Bunhker held another staff meeting to update staff with the ongoing situation. The staff and residents were very upset with what was occurring.
28. I recall that residents, [REDACTED] and [REDACTED] asked staff if they would be returning the next day, to which the staff explained that they would not be returning, and that Mr Miller would be running the Village from now on.
29. I recall that I and other staff attempted to communicate directly with Mr Miller about the plan for moving forward as there was no indication that Mr Miller had any plans to staff the Village or pay staff that were willing to stay. Because I did not have enough staff for the next 8 hours, I discussed with Ms Parsons what should occur next. Following discussions with Ms Parsons, the decision was made that I would make the call to 000 and Ms Parsons would call the Commission.
30. When I called 000 and spoke to the Queensland Ambulance Service (QAS), QAS were unsure as to how to deal with the situation because they told me they had not dealt with a similar situation previously. The QAS representative that I spoke with informed me that they would escalate my query. I gave the QAS representative my personal mobile number so that QAS could contact me directly.
31. Ms Parsons phoned the Commission at approximately 2:30pm on 11 July 2019. After Ms Parsons had called the Commission, I recall Ms Parsons telling me that the Commission advised Ms Parsons that they would escalate the issue however the complaint should have come from the approved provider which was Mr Miller.
32. I recall that throughout this process, Mr Miller was not answering any of our questions and continued to repeat to himself that 'Kris' business had gone into receivership previously, so he was bad at business or words to that effect.
33. I recall that a senior person from QAS arrived on site and whom I debriefed.
34. I recall that I started to think that Mr Miller had already put in place previous plans for the event that was occurring. I recall that at approximately 3:00pm, the family of a deceased resident began to arrive at the Village and made their way to the dining room.
35. I also recall that RN Heard, who ceased employment on or about 12 November 2018, arrived back on site quickly and other staff who were no longer employed at the Village or who were not rostered on to work that day, began arriving on site. [REDACTED] said she had been asked to work for Mr Miller a week prior and retired EEN [REDACTED] arrived and EEN [REDACTED] arrived on site when not rostered on. I recall that various other staff also began to arrive but were not wearing the HelpStreet uniform.
36. I recall that at approximately 4:00pm, RN Heard pulled me into the treatment room and phoned the Commission. RN Heard told me that I needed to remain in room so that I could witness the conversation.
37. RN Heard informed the Commission that PeopleCare were taking over the management of the Village from HelpStreet and that she was now employed by PeopleCare and that PeopleCare had been aware for approximately a week that the events of 11 July 2019 were going to happen.
38. I recall that I was asked by QAS to retrieve medication charts and leave them at the nurses' station, which I did. I ensured that the medication charts were all up to date and any alerts had been put in place with regards to aggressive patients.

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39. I recall that I also made photocopies of evacuation lists to be distributed to all staff and ensured that the lists were correct and current.
 40. I recall that I raised my concerns with QAS regarding previous staff returning to the Village to work. I explained that some of the staff had been dismissed by HelpStreet for various reasons, for example, elder abuse. QAS reported my concerns to senior QAS members.
 41. I recall that the Queensland Police Service (QPS), the Queensland Nursing and Midwifery Union (QNMU) various media outlets and Queensland Health staff members were present on site by this time also.
 42. The last time that I was on site was 6:30pm on 11 July 2019.
 43. This statement is to the best of my knowledge true and correct.

Dated: 3 August 2019



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