



Royal Commission
into Aged Care Quality and Safety

Statement of Faye Philomena Dean

Name: Faye Philomena Dean

Date of birth: [REDACTED]

Address: [REDACTED]

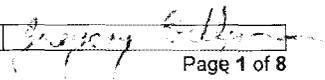
Occupation: Supervisor / Team Leader

Date: June 2019

1. This statement made by me accurately sets out the evidence that I am prepared to give to the Royal Commission into Aged Care Quality and Safety. This statement is true and correct to the best of my knowledge and belief.
2. The views I express in this statement are my own based on my education, training and experience. They are not intended to represent any views of my employer.

My background

3. I am currently employed as a Community Care Supervisor at the Bidadanga Community Care Centre (known as **HACC**). I have been in this role since 2014. All of the clients I work with live in Bidadanga Community.
4. I am 62 years old. I was attracted to the aged care sector because I was brought up to respect and care for my elders. I decided to enter the aged care sector because I learnt that funding for aged care was going to be pulled from Bidadanga Community, and I was worried that no-one else would work with and look after the elderly. The funding that was going to be pulled was the Commonwealth Home Support Programme funding, which funds the National Jobs Creation Project.
5. I have a Certificate IV in Aged Care and studied nursing assistance in Alice Springs and Derby. Prior to working at the HACC centre, I worked at the Old Timer's Home in Alice Spring as a Nursing Assistant. I also worked at Juniper (Numbala Nunga) as a Nursing Assistant.
6. I obtained these qualifications while working in aged care. I attended TAFE to complete my qualifications. I worked at the HACC centre and in Bidadanga when obtaining these qualifications.

Signature		Witness	
-----------	---	---------	---

STATEMENT OF FAYE PHILOMENA DEAN CONTINUED

Background of Bidyadanga Community

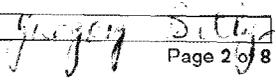
7. Bidyadanga Aboriginal Community (La Grange) is a remote Aboriginal community in the Kimberley, Western Australia. The closest regional town is Broome, 180 kilometres away.
8. The recognised traditional owners of the land are the Karajarri people. I am a Karajarri elder. I grew up in Broome and I came to Bidyadanga in 1987 with my family.
9. Approximately 750 people live in Bidyadanga Community, belonging to five language groups: the Karajarri, Juwaliny, Mangala, Nyungamarta and Yulpartja.
10. The Bidyadanga HACC centre is the only aged care service operating in Bidyadanga. It is situated next door to the Bidyadanga Health Centre, operated by Kimberley Aboriginal Medical Services Ltd (**KAMS**). If people from Bidyadanga Community have high care needs that require them to be in residential care, they usually move to the Southern Cross residential facility in Broome. This happens very rarely. People in Bidyadanga prefer to stay in their own home for as long as possible.

The Bidyadanga HACC centre

11. The Bidyadanga HACC centre first opened in 2007 and is run in a partnership with Kimberley Aged and Community Services (**KACS**). I work with a Regional Care Coordinator from KACS on the care that is being provided in Bidyadanga.
12. Through the HACC Centre we provide services to around 18 people in total. Eleven of these receive services under the Commonwealth Home Support Programme. Seven receive services under Home Care Packages.

Operation of the Bidyadanga HACC centre

13. My primary work involves the operation of the Bidyadanga HACC centre. The centre operates 5 days per week. Each morning, I open the centre and wait for the other staff to arrive. As well as myself, there are currently three care workers, one senior support worker (Ryan Hammond) and staff providing maintenance and gardening services.
14. The following is an overview of a typical day at the HACC centre. We begin the day by driving to the homes of our clients to pick them up and bring them to the centre, by about 8:30am.
15. Once at the centre, we help the clients to shower and get dressed for the day. Each day, we provide breakfast to the clients. One day a week, we cook a big, hot breakfast, but on the other days we serve toast and cereal.
16. After breakfast, we have various activities, including arts and crafts, lawn bowls, beading, bingo, jigsaw, word puzzles, weaving and sometimes movie days. Occasionally we also use a projector to show old photos of our client's family members and of important cultural events. We then serve lunch, before driving them home at about 2:00pm.

Signature		Witness	
-----------	---	---------	---

STATEMENT OF FAYE PHILOMENA DEAN CONTINUED

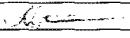
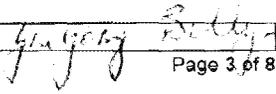
17. The centre staff also provide services to support our clients at home, such as arranging for gardening services, basic home maintenance, cleaning. Centre staff also collect client's laundry at their homes so that it can be done at the centre. Some of our clients receive funding for home care through the Commonwealth Home Support Programme and others through a Home Care Package.

Caring for people with dementia

18. Many of our clients have dementia. In order to help these people, I worked with KACS to create a 'care box' for each client. There are a number of things inside each care box, including:
- a. a sheet of biographical information about the client, including their skin group, language group and other important cultural information;
 - b. some special personal objects which connect the person to country, such as boab nuts, some shells from the beach;
 - c. a 'playlist' which lists songs and music which the person likes listening to;
 - d. personal care items which are important to the person, like some perfume or lipstick so they can continue to feel presentable even though they might be in difficult circumstances.
19. The care box represents our attempt to make sure that our clients have their dignity and identity maintained no matter where they are. If someone needs to travel to Broome or Perth for care, then we make sure that their care box travels with them.

The nature of providing care in a remote Aboriginal community

20. As the only organisation operating in Bidyadanga Community to provide aged care services in the community, we tend to operate as a one-stop shop. As well as providing personal care and activities at the centre, we help our clients:
- 20.1. to navigate My Aged Care and understand how to use their funding;
 - 20.2. to deal with their finances, including assisting with contacting their bank and Centrelink;
 - 20.3. to obtain birth certificates and other personal documents which are either missing or were never provided to our clients who were born in the bush;
 - 20.4. to arrange appointments with medical specialists or allied health professionals, including general practitioners, such as physiotherapy, podiatry and dental care;
 - 20.5. by arranging pamper days, funded by KACS, where people come to pamper the clients by doing their hair and providing beauty treatments.
21. We also run information sessions on topics like kidney health, diabetes, healthy eating, diet and nutrition at the HACC centre.
22. We also try and provide support to carers, including by assisting in arranging meetings for all the carers in Bidyadanga to come together and discuss the issues they are facing.

Signature		Witness	
-----------	---	---------	---

STATEMENT OF FAYE PHILOMENA DEAN CONTINUED

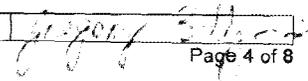
23. Carers also have input into our HACC centre annual planning and are involved in quarterly meetings. We run awareness raising activities which focus on assisting carers work more effectively with their clients.

Our accomplishments

24. Aged care in an Aboriginal community has to be culturally-safe. We strive to provide culturally-safe care to all of our clients. This starts by having conversations with our client, and their family, about how they wish to be cared for, and what sort of services they need.
25. Culturally-safe care involves providing care and services to our clients in a way that they can understand. This can be difficult in Bidyadanga Community, where our clients speak five different traditional languages. As there is no funding for an interpreter, clients and their family members who speak English as well as a traditional language translate for me and the other staff.
26. I have worked closely with KACS to develop strong relationships with its staff, so that I can work with them to arrange additional services for our clients. The respite and pamper services they provide are a result of our good relationship.
27. Since I started running the centre, we have planted a garden. The garden has become the greenest place in Bidyadanga Community and is used by people across the community. Members of the community have also started to come to the garden and to sit and enjoy the space. It has been an excellent tool to bring people together.
28. As a result of our engagement with the community, the centre has become an integral part of it in just four years of operation. People of all ages have started coming to the centre, and as well as a place to access aged care, it is a place where people can come to spend time together.
29. The centre has become a positive environment, a second home for people, where they can come to talk to each other, feel safe or just have a shower. People tell me that they feel like they have friends with the centre, and that it has helped with their feelings of loneliness and depression.
30. There is one woman who we provide at home cleaning services to, who previously had no contact from anyone and no visits to her home. Whenever our staff attend her home, she begs them to stay for longer and talk to her. The centre is a small step in the direction of providing older people in the community with the care, attention and relationships they need.

ObstaclesTransport

31. A core aspect of the operation of the centre involves picking our clients up each morning and bringing them home each afternoon. However, there is no vehicle that is available for the exclusive use of the HACC centre. There is a car belonging to the community

Signature		Witness	
-----------	---	---------	---

STATEMENT OF FAYE PHILOMENA DEAN CONTINUED

administration, Bidyadanga Aboriginal Community La Grange Inc (**BACLG**) which we borrow each day.

32. As well as transporting our clients to the centre, we use the car to deliver cooked meals to our clients. We will sometimes provide food to other older people in the community who are not our clients but who are just visiting. We provide this as an extra, unfunded service.
33. On days when BACLG need their car, the centre does not have a car to use. This means that we are unable to transport our clients to and from the centre, or to deliver food to the community. When this happens we use our own private vehicles to deliver food.
34. Those who can, walk to the centre. Of our 18 or so clients, five cannot walk. Those people cannot attend the centre on those days, and miss out on breakfast, lunch and activities, as well as help with showering and dressing.

Respite

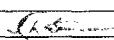
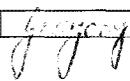
35. Respite is an important aspect of aged care for Aboriginal and Torres Strait Islander people, and is delivered differently to respite in mainstream aged care. For Aboriginal people, respite is about connecting to country.
36. Occasionally, a care worker from KACS in Broome comes to Bidyadanga Community to provide respite by taking our clients fishing on country, the beach or the crocodile park in Broome or on trips to collect bush medicine and bush tucker. This respite is critical for maintaining our clients' connection to country, which is critical to their quality of life.
37. Unfortunately, this respite service is concluding at the end of the year, due to a lack of funding, and the centre does not have the resources to provide it itself.

Workforce

38. It is hard to maintain a stable team of workers for the centre. Sometimes everybody comes in for the day, and other times it is just me, Ryan and the gardener.
39. When looking for staff I do not need them to commit to working every day the HACC Centre is open. Instead, I ask them to commit to working four days per week. Sometimes convincing people to do that is difficult.
40. I find it difficult to convince staff to commit to working four days per week. People don't always have a strong work ethic and aged care is not seen as an attractive job.

Sorry Business

41. Broadly, Sorry Business means the cultural practices and rituals surrounding mourning the death of a family or community member. Sorry Business could mean that a person participating in Sorry Business will not come into the centre for care or to work for a month after a person passes away.
42. This is an integral aspect of Aboriginal tradition and communities. However, I find it difficult to keep track of why particular clients are not coming into the centre, and for how

Signature		Witness	
-----------	---	---------	---

STATEMENT OF FAYE PHILOMENA DEAN CONTINUED

long. I also find it difficult to operate the centre when staff members are unpredictably away for long periods of time, up to one month.

Trust

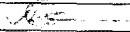
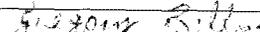
43. As a result of frequent humbugging in our community, and other remote Aboriginal and Torres Strait Islander communities, our clients worry about keeping their valuables at home. We help our clients by storing their bank cards, cash, tobacco and other valuables in our safe at the centre.
44. Our clients also distrust phone conversations generally, due to being affected by some scams over the phone, and due to no-one on the other end speaking their language. Our clients do not make phone contact without our assistance when they are at the HACC centre.

Attitudes to older people

45. A big stigma around ageing exists in our community, and in most others. Elderly people are hidden from view, and sometimes only come out into the community for funerals and other big occasions.
46. With these attitudes comes a stigma about attending a centre for older people and participating in activities directed specifically at older people. For this reason, I think it is important to bring younger people into the centre too, to facilitate inter-generational relationships and activities, and for those people to be more comfortable with the idea of attending the centre once they are older.
47. I try to bring younger people into the centre by providing resources and activities that I think may interest them. For example, I often drive into Broome to buy magazines for younger people and provide them for reading at the centre.
48. Some of the negative attitudes to ageing have lessened following our efforts to bring the community into the centre. Parts of the Bidyadanga Community have recently recognised dementia as a serious issue affecting older people.

Working with Alzheimer's WA

49. In 2016, I worked with Alzheimer's WA on a pilot program for dementia-specific support. As a part of the pilot I travelled to One Arm Point where I attended a community meeting, gave training and delivered a workshop to local people about dementia.
50. Dementia is often poorly understood in our community. The feedback I received on the meeting was that it was really helpful and helped people understand the symptoms that some of the older people were experiencing.
51. I think that more needs to be done to help the Kimberley community understand dementia. It would be good if there was funding for visits like the one that I did to One Arm Point to occur across the Kimberley.

Signature		Witness	
-----------	---	---------	---

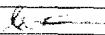
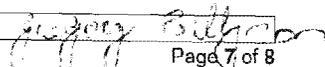
STATEMENT OF FAYE PHILOMENA DEAN CONTINUED

Funding

52. KACS provides funding to BACLG, which then provides funding to the centre. The centre has to have a very good reason to access this funding, and the reason has to be approved by the BACLG. In addition to operating the centre and providing some home care services, the funding covers cleaning equipment and products and some food.
53. As mentioned with respect to the respite service, I understand that the funding from KACS will change. As well as losing the respite service, and the ability to provide additional, non-care assistance our clients, we will only have enough funding to operate the centre for one hour per day.
54. If there was enough, I would use funding to buy a car for the centre. It would be used to reliably transport clients to and from the centre, deliver meals and for fishing, shopping, social support, taking clients to Centrelink, camping and other trips on country. Especially after the existing respite service finishes, it will be important for the centre to facilitate our clients' connection with country.
55. While there is a bus we can occasionally borrow from BACLG, we can't use the bus on unsealed roads. That means the bus can't be used for taking clients back to country.
56. We need enough funding to operate the centre at least for the hours we do now and to provide culturally-safe respite to our clients. One hour of care is nowhere near enough time to meet the daily care needs of each of our clients, who have nowhere else to go for their care.
57. We require funding for a landline. Currently, when we need to use the phone to assist our clients to call My Aged Care, their bank, Centrelink, or a different organisation, we either use our personal phones or we go to BACLG to borrow their phone. When their phone is in use, we wait. Combined with the long wait times to get through, the centre is often short a staff member for quite some time.

My message to the Royal Commission

58. I advocate on clients' behalf because of the lack of cultural understanding from Service Providers/Agencies and Financial Institutions.
59. This involves Centrelink, Housing and Banks.
60. Banks are really hard to communicate with as we can only contact by phone. Then clients are asked passwords, Date of Birth and security questions to identify themselves.
61. Some of our Elderly and dementia clients cannot answer or be identified so the request for me to inform of issues they have with banking are not resolved.
62. So clients have to wait for a ride from the Clinic bus when hospital appointments occur, or ask family to do a town trip just to access their bank accounts.
63. Some clients prefer to use Basic Centrelink cards to stop family buying alcohol and tobacco.

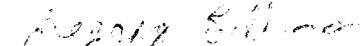
Signature		Witness	
-----------	---	---------	---

STATEMENT OF FAYE PHILOMENA DEAN CONTINUED

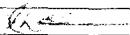
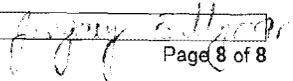
- 64. Other clients do not hold a bank key card and would rather wait for town trips and visit banks to access their accounts.
- 65. This is a serious issue with our clients.
- 66. I believe that most remote HACC centres in the Kimberley would be going through the same problems with Banks, Service Providers and Agencies as us. Something has to be done to rectify this issue.

Signed: 

Date: 05.06.19

Witness:  

Date: 5.6.19

Signature		Witness	 Page 8 of 8
-----------	---	---------	--