

## **THE COMPENSATION AND REHABILITATION FOR VETERANS**

### **SUBMISSION BY ALAN JAMES HAMPSON**

**Let me say at the outset of this Submission that I have written to Queensland RSL State Secretary and GM Operations Mr. Scott Denner, the Head of Qld RSL re the performance of the Qld RSL personnel, as part of a Partnership with the Salvation Army and me as a Homeless Veteran.**

**In their own Monthly Publication, Qld RSL estimated that there were 400 Homeless Veterans Statewide. The Partnership was launched late 2017 and 94 Veterans now find “secure, stable accommodation”.**

**Mr. Denner says in their own publication ‘we can tailor solutions to the root causes that have led to them being homeless’.**

**He says Veterans get up to 4 weeks of Emergency Accommodation, payment of the Bond on the new Rental Accommodation, help with buying clothing and other essential items and payment of immediate Medical and expense including Primary Dental Care.**

**As someone who experienced this Partnership in action;**

- 1. I never met any of the Qld Personnel “working” on my case.**
- 2. I was supposed to meet one of them on a Weekend when she was on the Coast but she was a no show and never rang me so I headed home out west to Nui Dat House at 7pm.**
- 3. I had no idea that the women on my case were based in Ipswich until weeks later towards the end of the exercise. When I asked hasn’t any of these people got a mobile phone I realized not only were they ignoring me but I was ringing Brisbane Head Office, who half the time had no idea who I was talking about when I gave the name Xanthe and spelt it!**
- 4. My Bond was never paid. I was completely unaware of the fact that the Bond would be paid. As the Qld RSL people had no input on me finding my current Accommodation I sat outside the place and thought I have to get out of Nui Dat House and this is it for me. I spoke with the owner and negotiated rent of \$250 per week and was able to get the Bond reduced to \$800, which was lent to me by a**

- Veteran friend. I was unable to move in until a Pension week, so I undertook to pay the Landlord 1 weeks' pay, \$250 when I was settled in. So my Bond was now \$1050
5. Qld RSL had no idea that the Salvation Army man John, I was working with knew the owner of the place I secured and put me in touch with him and realizing that Qld RSL had done nothing I took the accommodation, my own Bedroom offered to me.
  6. I recently financed the Bond through FACTS after using \$500 of it to get me through a tough patch.
  7. So it is fair to say Qld RSL's Xanthe and Wellbeing Co-Ordinator knew nothing of me finding a home through a contact off the Salvation Army's John. Without him I would probably still be at Nui Dat House working with the Salvation Army trying to find accommodation for me preferably nearer the Hospitals I had to frequent from 50 + kms away.
  8. As a result of refinancing my bond I am now paying \$39 per Pension Payment (fortnightly) for a Bond I needn't have borrowed for!
  9. To add Insult to injury I wrote to the State Secretary etc. re my Bond and only yesterday after leaving messages I got a call from [NAME REDACTED]'s aid, who said they had done enough for me and they were cutting all communication with me. He had no idea of the facts and was confusing health problems etc of mine of years before when I first arrived in Coolangatta. Before running off refusing to give me his name again.

**SO HERE GENTLEMEN LIES YOUR PROBLEM!**

**THIS IS HOW THIS HOMELESS VETERAN HAS BEEN TREATED SO FAR.**

**I AM CLAIMING SUBSTANTIAL COMPENSATION FROM QLD RSL THROUGH THE COURTS IF NECESSARY.**

**I HAVE NO "STABILITY" AS MY 'HOME' IS TO BE SOLD BY THE LANDLORD ON THE 7<sup>TH</sup> JANUARY 2020**

**SO THE WORDS OF THE STATE SECRETARY ARE NONSENSE IN REALITY AS HE WANTS TO RENIG ON THE PROMISESES HE HAS PUT IN WRITING BUT OBVIOUSLY NOT CONVEYED TO HIS STAFF.**

**ONE OF THE MAJOR PROBLEMS WITH THE ASSISTANCE OFFERED TO THE HOMELESS IS;**

1. THE RSL PEOPLE DO NOT READ THE DOCUMENTS PROVIDED TO THEM BY VETERANS. THEY DIDN'T 2 YEARS AGO WHEN I PRODUCED AN ETERNAL FLAME DOCUMENT AND NOBODY HAD READ THE DOCUMENT BEFORE DECIDING HERE'S A BATTERY AND \$30.....GOOD LUCK?
2. NOTHING HAS CHANGED WHEN THEY ASKED THE SALVATION ARMY'S X, WHO I MET REGULARLY, TO GET ME TO PRIORITISE WHAT I NEED FIRST ETC. FROM MY LIST PROVIDED TO THEM THEY ASKED HIM TO GET ME TO OBTAIN QUOTES?
3. THEY HAD THEM FROM DAY ONE ATTACHED TO MY SUBMISSION AND THEY HAD MY REQUEST FOR PAYMENT OF MY CTP INSURANCE OF \$227.84 DUE ON THE 27<sup>TH</sup> OCTOBER. THEY IGNORED THAT BUT APPROVED MY DENTAL WORK AND MY NEW RADIATOR FOR A CAR I WOULDN'T BE ABLE TO DRIVE WITHOUT MY CTP INSURANCE.
4. VINNIES CAME TO MY RESCUE AND PAID MY CTP PRIOR TO EXPIRY AND I HAD TO PAY THEM, AS AGREED \$100 OUT OF MY 1<sup>ST</sup> PENSION AFTER THE PAYMENT AND 3 X\$30 ON PENSION DAYS THEREAFTER FINISHING WITH A PAYMENT OF \$37.84. WHICH I HAVE DONE.
5. I OWED \$400 TO MY LANDLORD IN AMBERVALE WHERE I STAYED IN SYDNEY. DESPITE HAVING DETAILS OF WHERE TO PAY THE MONEY TO HIS ENERGY ACCOUNT THEY IGNORED THAT AND I LOST A FRIEND WHO HAD GIVEN ME A KEY TO HIS HOME FOR USE AT ANY TIME.
6. I HAD A REQUEST I SUPPORTED BY A QUOTE FOR REPAIRS TO THE BODY OF MY CAR WHICH THEY IGNORED COMPLETEY BUT I COULD REDUCE NOW.
7. I TOOK THE TIME TO WRITE TO THE RSL HOW A FORMER DIRECTOR OF PUBLIC COMPANIES BOTH IN SOUTH EAST ASIA AND NEW ZEALAND FINISHED UP A HOMELESS VETERAN OPENING THE DOOR FOR MR. DENNER'S "UNDERSTANDING OF WHAT CONTRIBUTED TO MY HOMELESSNESS".
8. SO HERE I WAS EDUCATED, NOT A DRUNK, NOT A DRUG ADDICT, NOT EVEN A SMOKER AND I WAS PROBABLY TOO MUCH FOR A WOMAN WHO USED TO SELL 2<sup>ND</sup> HAND FURNITURE, I BELIEVE, BEFORE SHE BECAME A POSTER GIRL FOR QLD RSL.
9. THE PEOPLE SUPPOSEDLY ASSISTING THE VETERAN EVEN AFTER MOVING ME 50KMS + CLOSER TOO THEM WERE BASED IN IPSWICH. I NEEDED TO BE NEAR THE TWEED HOSPITAL FOR THE TREATMENT OF MY LEGS FOR LYMPHODEMEA RELATED TO MY PROSTATE CANCER RADIATION TREATMENT. I NEEDED TO BE NEAR JOHN FLYNN HOPITAL FOR THE TREATMENT OF MY TESTICLE AFTER MY OPERATION, WHICH IS ESTIMATED TO NEED 6 MONTHS TO HEAL. THE QLD RSL TOOK NO INTEREST IN MY MEDICAL CONDITION AND THAT INCLUDES MY SUB BRANCH TWEED HEADS & COOLANGATTA WHO ONLY VISIT WHITE CARD? PATIENTS. THERE IS NO COMPARISON WITH THE TREATMENT I GOT FROM MY FORMER SUB BRANCH NORTH BONDI RSL.

- 10. WHEN I HAD TO MOVE OUT OF ACCOMODATION PAID FOR BY NSW RSL, AS MY DOCTOR WAS BACK AND I WAS SEEING HIM IN THE AFTERNOON, I WAS TOLD I NEEDED 5 DAYS ACCOMMODATION? I FOUND IT IN THE RIVER ROAD MOTEL NEXT DOOR TO WHERE I HAD BEEN STAYING. I NEEDED QUICK CONFIRMATION OF THE BOOKING AS THE FOOTBALL FINALS WERE ON AND SATURDAY NIGHT AND ACCOMMODATION WAS AT A PREMIUM. I MADE NUMEROUS CALLS TO QLD RSL AND GOT NO REPLY I EVEN LEFT THE NUMBER I HAD FOR QLD RSL. THEN I WAS ADVISED THAT I HAD BEEN BOOKED INTO A B&B IN MUGERABA AND THAT IS WHY I NEVER GOT A CALL BACK SO I COULD CANCEL THE UNCONFIRMED BOOKING AT THE RIVER ROAD MOTEL. I TOLD THEM I WAS BOOKED ELSEWHERE QLD RSL DIDN'T AFFORD THE CURTESY TO THE MOTEL.**
- 11. SO I HAD LOST ALL MY CONTACTS IN COOLANGATTA WHERE I COULD FIND MEALS EVERY DAY FREE, TO SUSTAIN MY HOMELESS LIVING IN MY CAR EXISTENCE, AND MY PETROL COSTS WERE ABOUT TO GO THROUGH THE ROOF.**
- 12. THE OWNER OF THE B&B WAS A PIPE DRUG SMOKING EX WASHINGTON WEIRDO WHO SUCKED ON HER PIPE ALL DAY, PROVIDED NO BREAKFAST, RAN THE AIR CON AT 30+ TEMP, SPOKE LOUDLY ALL NIGHT LONG TO WASHINGTON AND DIDN'T KNOW HOW TO SET UP THE TV. SHE OBVIOUSLY WAS NOT RECOMMENDED TO QLD RSL OUT THERE IN IPSWICH. THERE IDEA WAS TO STUFF ME AROUND!**
- 13. I WAS SUPPOSED TO BE BOOKED IN FOR 5 DAYS XANTHE MANAGED TO BALLS THAT UP AND BOOKED 4?**
- 14. SO BECAUSE OF XANTHE'S INCOMPETENCE I HAD TO MOVE ALL MY POSSESSIONS OUT OF UPSTAIRS IN MUGERABA AND HEAD TO ARUNDAL TO NUI DAT HOUSE BUT THEY WEREN'T READY FOR ME AS WELL SO THANKS TO XANTHE I HAD A NIGHT SLEEPING IN MY CAR INSTEAD OFF MY BED AT MUGERABA.**
- 15. WHY THEY SENT ME SO FAR NORTH ONLY THEY WOULD KNOW BUT THEY HAD MENTIONED THYE FACT THAT I HAD A DISAGREEMENT WITH QILD RSL PREVIOUSLY WHEN I HAD SPENT A WEEK PREPARING MY ETERNAL FLAME DOCUMENT FOR THEIR CONSIDERATION AND THE TOTAL I NEEDED WAS AROUND \$11,000 TO GET BACK ON MY FEET, SALVAGE MY POSSESSIONS AND PAY ALL MY BILLS.**
  
- 16. NO ONE IN QLD RSL HAD READ THAT DOCUMENT AND WITH THE EMERGENCY PURCHASE OF A BATTERY AND \$30 CASH MY \$11,000 WAS GONE ACCORDING TO A MAN WHO HAD NEVER SEEN MY ETERNAL FLAME DOCUMENT NOR HAD THE BOARD BECAUSE THEY DON'T AND THE WOMAN THAT APPARENTLY DOES SEE THEM WAS ON HOLIDAYS AND HADN'T SEEN IT. I WAS ANGRY AND DUMBFOUNDED!**

17. I WAS MOVED TO ARUNDEL AND NEVER MET MY IPSWICH PARTNERS.
18. ON ONE OCCASION I NEEDED PETROL DESPERATELY. NUMEROUS CALLS WENT EVENTUALLY TO IPSWICH WHEN I FOUND OUT THAT WAS WHERE MY QLD PARTNERS WERE.
19. LATER IN THE DAY WHEN CHECKING MY MESSAGES I HAD A CALL BACK FROM THE QUEENSLANDERS SIMPLY SAYING I SHOULD DEAL WITH.....FROM WOUNDED HEROES. I HAD NO IDEA WHO HE WAS?
20. THERE WAS A MESSAGE ON MY PHONE FROM WOUNDED HEROES SO I RANG THEM. I SPOKE TO THE MANAGER I BELIEVE AND HE WAS VERY SUPPORTIVE OFFERING ME \$350 FOR FUEL FOR MY SYDNEY TRIP AND A \$250 COLES CARD FOR PROVISIONS.
21. WITH A FRIEND LISTENING TO THE CONVERSATION HE STATED THAT WOMEN WEREN'T GOOD DEALING WITH MALE VETERANS. HE HAD LITTLE PRAISE FOR THEM AT ALL WHICH WE THOUGHT WAS AMUSING BUT GOOD.
22. MY FRIEND LEFT AND I THOUGHT ABOUT HOW THE QUEENSLANDERS HAD STUFFED ME AROUND THAT DAY AND I RANG THEM. I RAN INTO THE USUAL ARROGANT RESPONSE AND WE LEFT OFF WITH ATTITUDE THE WORD OF THE DAY
23. THANK GOD FOR THE SALVOS!
24. X HAD DONE A GREAT JOB AND SHOULD BE COMMENDED.
25. THE IPSWICH WOMEN SHOULD NEVER BE PART OF A PARTNERSHIP AGAIN.
26. AS A PREVIOUS GENERAL MANAGER, GROUP GENERAL MANAGER AND A DIRECTOR OF PUBLIC COMPANIES IN SE ASIA AND NEW ZEALAND I SAID TO MY SUB BRANCH PRESIDENT THAT THEY ASSUME JOBS DELEGATED WILL BE DONE WITH NO FOLLOW UP. IT DIDN'T WITH AN AAT CASE I INTENDED TO DO MYSELF. I GOT AN ADVOCATE, WHO WAS ALLOWED BACK TO HANDLE CASES. HE WAS A CLOWN AND RUINED ANY CHANCE I HAD OF COMPENSATION OR A PENSION TO ADD TO MY AGED PENSION WHICH WITH RENT TAKEN OUT LEFT ME WITH POCKET MONEY.
27. AS THE STATE SECRETARY THROUGH AN AID HAS SAID THEY HAVE DONE ENOUGH FOR ME HE HAS RENIGGED ON HIS STATEMENT THAT THEY PAY BONDS FOR VETERANS WHO FIND A HOME AND I COULD REALLY DO WITH THAT \$1050 RIGHT NOW.
28. I WILL PURSUE HIM IN COURT FOR THAT AND COMPENSATION I AM SEEKING AND WILL BE DISCUSSING THAT WITH A LAWYER WHEN HE ARRIVES IN THE TWEED ON THURSDAY NEXT WEEK.

29. IF YOUR STATE SECRETARY AND GENERAL MANAGER OPERATIONS WORD IS WORTHLESS AND HE DOESN'T RESPOND TO AN EXPRESS POST LETTER SENT LAST WEDNESDAY JANUARY 30<sup>TH</sup> AND FOLLOW UP CALLS GENTLEMEN YOU HAVE A REAL PROBLEM IN THE RSL THAT STARTS AT THE TOP.
30. PRESIDENTS IN SUB BRANCHES ARE SMOOCHED UP TO BY MEMBERS SEEKING SOME INSIGNIFICANT ROLE WHICH MAY GET THEM A JACKET. PRESIDENTS ALL HAVE SECURED ALL THE BENEFITS AVAILABLE TO VETERANS DESPITE WHATEVER ROLE THEY UNDERTOOK IN SERVICE AS MATES LOOK AFTER MATES?
31. I HAVE A VETERAN FRIEND, AGED 85 WHO PAYS \$500 RENT IN TWEED HEADS. FOR YEARS HIS SUPERANNUATION DEUCTIONS LEFT HIM WITH LITTLE. I WAS WITH HIM ON ANZAC DAY AND ENCOURAGED HIM TO SPEAK TO THE FEDERAL MEMBER WHO WAS NEARBYE.
32. THAT'S WHERE WE VETERANS ARE WITH COMPENSATION AND REHABILITATION. WE ARE FORCED INTO COURTS AND AAT HEARINGS OVER DAMAMGED KNEES ETC AND SIMPLY FRUSTRATED THAT WE HAVE SERVED OUR COUNTRY, IN MY CASE FOR 5 YEARS, AND HAVE NOTHING TO SHOW FOR IT. AT A SUB BRANCH MEETING I'M SURROUNDED BY MEMBERS ENJOYING THE PERKS HOWEVER OBTAINED!

MY CASE HIGHLIGHTS THE TREATMENT CURRENTLY AVAILABLE TO HOMELESS VETERANS UNLESS YOU ARE IN THE CLIQUE AND WON'T EMBARRASS THE HEIRACHY.

THE HEIRACHY NEEDS EMBARRASSING WITH NEW RULES AND PROCEEDURES WHICH MUST BE ADHEARED TO.

ALAN JAMES HAMPSON