

## **Whats Gov 2.0?**

*Its about governments being more open with information and using social media to communicate with the public, so they are more accountable.*

What a Joke! Government services have a captive market, where public servants need do no more than "appearance employment" - just be there!

The public service culture is reactive, in-denial, inconsistent and crises driven - just like Telecom was until the Federal Government busted their introvert captive market, where they had no reason for customers or customer service.

I worked for the Victoria Police in their Radio & Electronics Division for 20 years. The service to operational police was shocking. Most of the excessive number of public service staff did not do a days work in a week! When there was no serviceable equipment to keep police cars on the road, the manager outsourced the work to Motorola, Philips or Telstra, rather than insist the staff did a reasonable days work..... The public service call this, "Manage without conflict". So, the public of Victoria paid twice for work!

Heather worked for DHS Disability Services right at the group home service points, where she saw shocking and wasteful practice of staff lore, rort and peer pressure disadvantaging the very people for whom the staff were intended to provide quality of life care, not a minder service.

Within "LISA" we see wall to wall DHS issue avoidance and in-denial management who read correspondence/reports on how they can avoid to do things which are well within departmental care policies, standards and values.

The only way Telecom was made accountable, was by the removal of its captive market! How can government services, especially those for people with a disability and their families be made truly accountable?

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