

ON BEING ANCHORED TO PLACE OR NOT: THE ECONOMIC, CULTURAL AND HEALTH BENEFITS OF MORE OPEN COMPARISON OF REGIONAL APPROACHES TO PEOPLE, PROGRAMS AND PROJECTS

OUR RESPONSE TO THE PRODUCTIVITY COMMISSION INQUIRY INTO HUMAN SERVICES

Do you feel what I feel? Can we make it so that's part of the deal? (Rod and the Law. I'm with Rod.)

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AUSTRALIA IS ABOUT BUILDING BRAND, EARNING TRUST AND BEING RELIABLE (THANKS DEE!)

The PC report '**Introducing competition and informed user choice into human services'** (Nov. 2016) states:

'The terms of reference for this inquiry do not define 'human services', or provide a definitive list of which human services are within scope. Instead, the terms of reference list examples of human services — health, education, community services, job services, social housing, prisons, aged care and disability services — that serve as a guide to the scope of the inquiry. Potential reform to existing government 'back-office' systems that support the delivery of human services, such as payments systems, is beyond the scope of this inquiry.'

It is a waste of time and money for the PC to see government provided 'human services', such as payments systems, as beyond its scope of inquiry. Without consideration of such fundamental national development services and incentives in state treasuries and for others, the inquiry aims cannot be reached. There is a foolish approach and the PC should know it. Good and bad elements of diagnostically related group accounting are addressed in related Medicare and mental illness contexts later because this is where they normally present. Health care is big global business, especially in wealthy, ageing populations like Australia. Ask Senators Bowen, Cash, Cameron, surgeons and others for further advice. What is Australian Health Minister, Sussan Ley doing, making so many trips to the Gold Coast? (I hope they also ask in her electorate at Broken Hill, discussed later, for example.)

This submission relies on broadening key pioneering regional development approaches relevant in paid or unpaid service operations and beyond, addressing the following PC terms of reference:

(vii) how best to promote innovation and improvements in the quality, range and funding of human services; (viii) the challenges facing the provision of human services in rural and remote areas, small regional cities and emerging markets; (ix) the need to improve Indigenous outcomes; and (x) the development of systems that allow the performance of any arrangements to be evaluated rigorously and to encourage continuous learning.

One also assumes 'human services' are ideally contained in the broader category of services, whatever makes them 'human' as distinct from anything else. Ask the Pope, etc. about this? The issue is important because current financial methods often appear to give the natural world a confusing and spurious numerical value in order to more effectively rip it off while

pretending to its rehabilitation. See discussion on fishing along the Illawarra Coast on www.Carolodonnell.com.au One starts openly instead with public goals of rehabilitation.

This submission to the Productivity Commission (PC) Inquiry into human services also responds to the IBT Media Inc. article in the Australian Financial Review (AFR 6.1.17, 8R) by Kevin Maney entitled 'Silicon Volley'. He states that *'Donald Trump wants the tech industry (sic.) to create jobs, but the sector exists to eliminate work.'* In discussing the related rise in global inequality, Maney states *'at companies such as Facebook and Apple, far more money is flowing into far fewer hands and most of those hands are in the tech corridors in California's Bay Area or the North-east. It's hard to completely blame tech CEO's for this disparity, according to Maney, because 'this is how business is set up in America. We reward productivity and efficiency – getting more from less'.* His is a naively simplistic view of how US business operates with its technology. This is another Australian view. Its point is the necessity to construct services to meet regional need which includes professional need.

Jessica Rudd and Albert Tse appear very well equipped to make the right connexions in China, according to the AFR article 'Rudd and Tse join forces to crack demand in China (AFR, 9.1.17, p. 7). Former PM Kevin Rudd's daughter, Jessica, sells baby and other products, including through two of the biggest and competing e-commerce platforms Alibaba and FD.com. Tse, who is Hong Kong Chinese says of his wife, *'She's considered a key opinion leader in China. Whatever Jessica sells are things we would be proud to give our own children'.* With teaching any language the earlier it begins the better. Australian TV Channel 2 is a wonderfully entertaining and educational product. One seeks to promote many more open regional directions for reasons addressed below and attached.

I cannot say how many men and how few women I would like to see again for this. Who invited Senator Vanstone to mix the Liberals up using the example of 7.30 and beyond? See her article 'The good republican's guide to arguing with a narcissist', (Sydney Morning Herald, 2.1.17, p. 16-17) for details. Can't she look after her husband past that time of night? Tell her I win and she should give up writing drivel. Some of us have the job of keeping the family together and others have the job of tearing it apart. It has always been like that. In seeking stable ways forward, Baby, learn from China. Amanda Vanstone argues like a silly woman. She cannot tell her left from right. Holy See my arse.

The global positions of Yanis Varoufakis and Joseph Stiglitz on Europe are roughly supported to change direction. The Vatican can join us. In 'And the Weak Suffer What They Must?' Varoufakis points out that since the global financial crisis of 2008 Europe's leaders have chosen more debt and harsh austerity rather than reform, ensuring the weakest citizens of the weakest nations pay the price for the bankers' mistakes while doing nothing to prevent the next implosion. In regard to the Euro one now sees why it seemed a good idea at the time. The historical approach of Varoufakis, formerly from Sydney, appears clearer and more forgiving than the round-about approach of Stiglitz who sometimes makes leaders actions look purely crazy or schizophrenic. Bring poor Lucy Kellaway up to speed with her 'Corporate guff of the year awards' (AFR, 10.1.17, p. 25.) When Mark Fields, CEO of Ford Motor Company said 'Heritage is history with a future' he was visionary not moronic. The alarming liaisons of psychiatrists, some of them Jewish, are discussed in related contexts later.

WHAT ARE HUMAN SERVICES, ARE THERE OTHERS AND HOW SHOULD THE LOT BE CLASSIFIED?

In regard to any services (human or not?) one recommends more open regional approaches to follow those pioneered in Australian health service, industry superannuation and national broadcasting operations. Land and housing, like insurance, are about state matters on a particular ground which may or may not be receptive to further development for good or bad reasons. The need for better land management and housing is a driving force now ripe for more open consideration to promote more stability and to let some healthier fairness prosper more broadly. This depends on more honestly open approaches to development rather than on more lying, adversarial or professional cultures breeding hopelessness through ignorant, unrealistic promotion. Mental health is addressed later in this context. Baby, the game is rigged, so you can breathe and stop pretending. Australians know it too.

One assumes the PC is familiar with the common statutory authority model in which the community premium and related funds are ideally managed by stakeholders to achieve the goals of the key stakeholders; i.e. those for whose benefit the administrative system is defined, including those who fund it. Basic goals are in legislation. Conventional expectation is that commercial in confidence operations will reign in statutory management unless decided otherwise on openly justified ministerial grounds. Premium fund ownership is retained by government and industry. The fund is owned and managed by insurers or other stakeholders to achieve its goals, promote good data gathering and reduce unnecessary costs. This gives more stability and a more reliable knowledge environment. And then the lawyers get going and expensively rip it up into idiotic bits to suit older orders.

The role of national broadcast media is invaluable in the promotion of Australian direction to the world, in cooperation with many other regional actors, globally and locally. Real estate management and other regional businesses are addressed in related contexts because the interest in land is what ties society together at Commonwealth and state levels. The great majority of the rich list are there because of the value of land and property. It is no accident, I guess that the Health Minister visits the Gold Coast a lot. Surely we have no objection to her making business deals which are also in the public interest? Don't tell me that Oz billionaire, Therese Rein or the PM weren't lucky in their associations, for example. The public, however, have a right to check to know what she does with money and why. (We might even learn something.)

Treasury process, however, usually exemplifies the legal and professional attitude without ongoing responsible accountability. Medicare, WorkCover and national superannuation design sought to avoid this problem, which is the ever rising costs of the feudal state. These newer approaches, however, are always under threat from feudal forces in courts and related US commercial and tertiary realms. To read the Law Reform Recommendations of the Royal Commission into Trade Union Governance and corruption and to consider some recent state government directions, for example, is to wonder if the idea of a responsible

evidence base is being given up to defer to lawyers and their usual drivers of instability and crisis, the masters of war and their hangers on. More open exchange of perceptions is necessary as part of developing any ongoing evidence base. This is not just because it allows more democratic (i.e. inclusive) learning, but because it makes procedural sense.

From this regional perspective, *agriculture, forestry, fishing, mining and manufacturing* may also be better conceptualised as services, provided for others in this or future generations by the producers (paid or not). This is to deal with the effects of product development and manufacture on related communities and environments so all may be better protected, developed, valued and rehabilitated. One may try to learn about the whole plot, when living in strata management, for example, or may vote on a personal interest at a meeting and know little or nothing about the rest. More open regional analysis and operation, however, are required to support national and environmental estates. All services appear to be delivered by humans for the sake of humans in current or future generations. The National Digital Health Strategy and related legislation are addressed attached in this global context.

Language is often the mystifying tool which professionals use to reduce access to their professional patch. Writers like Stiglitz appear to feel they have to play along, which makes them sometimes look tricky and tormented. This is the real world I guess. The 'legal reforms' in the NSW Evidence (Tendency and Coincidence) Model Provisions, however, are incomprehensible rubbish to normal people so can only be ignored or left to lawyers. Thus lawyers make more money from the ignorance and fear they engender in everybody else. No matter how helpfully clarifying for policy and direction may be the debate of politicians, public servants or other writers, the matter only ends in legal rubbish like this being left behind for police and others to deal with, or not, as the case may be. Any intelligent person in the street will not understand it, let alone others. How can any country call itself a democracy while coming up repeatedly with feudal law like this? Vote Trump in protest?

The PC response is too vague or silent on practical land, business, administration and funding terms and relationships. It cannot provide clearer understanding of administration to meet its terms of reference or improve their reach on broader grounds than those of the established quirky professional silos. High quality, fair and cost-effective service approaches ideally see people first as living in regions with characteristics, starting with the Census. This is not the normal market driven or professional approach to data gathering, often relying on secret commercial and other states of action or opinion. The PC champions the status quo, albeit vaguely. Medical diagnoses of mental illness are addressed later in related lights.

Ours is instead the data driven approach to service provision pioneered by the philosopher Karl Popper, members of the Tavistock School, Kurt Lewin and others in health care,

education and allied services. This is sometimes known as action research, health promotion or risk management. It starts with open place and operational analysis to develop aims and ways for improving the place. Related costing and work assessments are part of the process. Training components may be added. The Fair Trading home building contract provides a good operational example. Strata management is discussed attached.

A similar data driven approach to health promotion was first contained in the Department of Human Services and Health Commonwealth publication 'Better Health Outcomes for Australians: National goals, targets and strategies for better health outcomes into the next century' (1994). Unfortunately the development of new information technologies and US questionnaires defined in secret operational enclaves with expectations of being continually repeated for commercial reasons has turned this regional approach into a lot of formless drivel, without apparent understanding of context. As I recall, Don Nutbeam's book entitled 'Health Promotion' was also of this disreputable ilk devoid of clear geographic, institutional and other community place. On the other hand, he gave helpful definition to research into sexual health, for bringing different communities together, as discussed briefly in the file 'social workers' attached. He was, as I recall a follower in Australia of the Sir Michael Marmot school of British epidemiology. This is discussed later to point out key confusion.

Use it or lose it. However, we are all going to die rather than endlessly get better, and this is ideally reflected in any professional and cultural analysis or programs aimed at wellbeing. Secondly, white Northern Europeans (like me) appear to be on the way out early as a global group. Is this good riddance to bad rubbish, or are we looking at genocide, for example, as seemed the case with Australian aborigines before they began to breed a lot faster than the national rate of reproduction, after 1967? For purposes of cultural and democratic protection, does anybody care? This seems a point, for example, made by Anders Breivik in 2011 when he killed 77 of his fellow Norwegians. (Seierstad 2015). The idea of democracy or truth as numbers games has comparatively limited utility. Take broader historical views.

The current discussion of care, however, is mainly based for example, and because we are all unhappy sometimes, on 'The Book of Woe: The DSM and the Unmaking of Psychiatry' (2013). Gary Greenberg addresses the Diagnostic and Statistical Manual of Mental Disorders (DSM) put together by the American Psychiatric Association and the related methods by which suffering is turned into a commodity while psychiatrists pose as scientific. This was a theme harped on before his death by New York psychiatrist Thomas Szasz who saw the psychiatric medicalization of life as an invitation to top scientific imposters led by major drug interests also allied to medico-legal, copyright and insurance forces.

This is about making huge amounts of money on spurious grounds – with TV and government support. The refusal to acknowledge this in any form drove me mad about teaching and research in the faculty of health sciences at Sydney University. This is a relatively infantile professional order supporting some very big US research directions comparatively mindlessly. One might perhaps feel more sympathy for teachers who just want something done about a troublesome kid, especially if they are female. This is the problem of career focus that should be understood, cleaned up and inserted better in regional policy and service directions addressed attached. (Does anyone need a psychiatrist or are they all an expensive, confusing, waste of time? When they stopped medicating my wandering mother she fell out of bed and died of pneumonia, for example. Was that okay?)

In a twenty-six page statement, the British Psychological Association, has accused the American Psychiatric Association of *'the continued and continuous medicalization ofnatural and normal responses*. Greenberg reported it said: *These responses undoubtedly have distressing consequences which demand helping responses but which do not reflect illnesses so much as normal individual variation. Attenuated Psychosis Symptoms Syndrome (APSS) for instance, looks like an opportunity to stigmatize eccentric people and to lower the threshold for achieving a diagnosis of psychosis, leading in turn to more drug treatments. The overall thrust of the manual, the British Psychological Association complained, is to identify the source of psychological suffering 'as located within individuals' rather in their 'relational contexts' and to overlook the 'undeniable social causation of many such problems'*. (Greenberg, 2013, p. 239). How flimsy can 'science' get before something gets done about it? The carefully documented argument in Greenberg's book states the obvious. People like Kevin Maney in Silicon Valley may be self-important professional research dupes because the technology allows them to fulfil this role and make money comparatively fast.

From the bureaucratic state view, problems often occur at the margins of categories. This is where lawyers also enter into disputes between the lawyer of the disgruntled and the insurer, making them worse and far more costly, at public expense. This process, especially when accompanied by private sector underwriting of the insurance fund, increases business ignorance and volatility as the competitive cycle turns, causing many businesses to fail with all the associated cost to public and private purses. Approaches to the world like those taken by the American Psychiatric Association mainly encourage more ignorant instability in expensive ways. Many Australian policy makers know better than that. Don't drown them as has largely happened in US discourse. The tendency is always for professions to crowd them out with numbers posing as scientific. Think of ratings agencies, for example and all the other ignorantly pretending 'experts' who could never afford to mention, let alone predict, financial crisis. Top universities are dangerous as they breed this approach. Seeing if Brexit or Trump are better than alternatives depends on independent action monitoring.

The tendency of private sector and professional operation is to increase professional closures, including through copyright. This is ideally resisted openly if it is necessary for reasons of attaining the public interest in more honest opinion, stability and cost-effective service delivery. This is also partly achieved by breaking the lawyers' professional monopoly over court practice and client information. The PC inquiry into intellectual property drew attention to the design of plant breeders' rights research where government provides farmers with seed which they cultivate to provide themselves with the source of their next crop, in open cooperation with related research interests. It seems a great model. Is it working well and would it be adaptable to other areas outside national parks, etc? Higher education and health care are huge money spinners. More open liaisons with government to achieve shared goals would be far better for most populations, rather than enduring the narrower professional thrust which makes its money by being unnecessarily blind and confusing.

Greater stability, reliability, corruption avoidance, quality of life and cost containment may be gained by joining with government, as embryonically achieved in Medicare, workers compensation, and industry superannuation fund construction. Problems often occur at category margins with related results. Open up and broaden professional silos to greater public learning and account, not to more secret, narrowly specialised treatments. Who needs them in human services, let alone first? My mum and dad performed broad-banded caring functions very well, for example. I tend to think they should be given a lot more credit. The Wellcome Trust display in a British museum, describes psychology as telling stories about the self. I love that description because it is true. Americans, on the other hand, love everything to be turned into numbers, so they can pretend to science up until the point the financial crisis must be revealed. Behavioural science, my arse. It's mainly wishful thinking. More broadly defined approaches to achieving exercise, work and education appear better. The NSW Strata Schemes Management Act (1996) seems to offer good management. As a member of a strata management committee for years I have consciously experienced its operation.

Ideally, individuals are conceptualised in historical life-cycles and places which are related to broader ranges of relationship and regions, as part of the global whole, with which all appear to be increasingly connected. The dominant views which start with professional contracting in trading (service?) situations are incapable of putting actions into knowledge contexts which are broad enough to justify their decisions effectively. The NSW Strata Schemes Management Act (1996) and the Evidence (Tendency and Coincidence) Model Provisions are discussed and compared attached as examples of good and very bad legislation respectively. This is disturbing. The latter law, produced as a result of the Royal Commission into Institutional Responses to Child Sexual Abuse, is totally incomprehensible and only able to be applied slowly and damagingly by lawyers. Wake up Jeff.

The problems of the Diagnostic and Statistical Manual of Mental Disorders is addressed in related regional contexts to call for many broader approaches to treatment or work which do not rely on lawyers or psychiatrists' opinion. This is because lawyers are long trained to talk feudal rubbish as it is their habit and in their professional interests to do so. They rely increasingly on the opinion of psychiatrists and their ilk. Unlike nearly all other forms of medicine, psychiatry operates largely without a body of data for honestly informed practice. Their secret operations with clients may offer huge threats to wellness and stability in

populations. Gary Greenberg makes this frighteningly clear and we don't want this state. Broad banded but tailored services which are far cheaper might have far better effects.

Nature is the key source of health and beauty which many also find highly therapeutic, whether they express it or not. Let us collectively give it some help instead of ignoring, killing and crowding it out with product. Tourism, education institutions and work are ideally better inclined to provide good regional service. We live in a land where football is worshipped when it should probably be 'physie', dance, theatre or gymnastics if girls' common action preferences were taken into account. The majority of women, perhaps, love native or other animals and plants best and these are also what gives Australia its unique signature quality. Gina Newton's 'Amazing Animals of Australia's National Parks', with a foreword by the Governor General, Sir Peter Cosgrove, provides a general map of habitats and featured national parks which appears terrific for leading any citizen science or other work program, such as that hosted by the Australian Museum in Sydney.

One assumes all this is being recognized in the National Disability Insurance Scheme. Is it? However, it appears difficult to implement because of the normal service expectations

Related discussion of better Australian and regional direction after the election of Donald Trump is attached. As Prime Minister Malcolm Turnbull pointed out in the Australian Financial Review at Xmas in 'Ideology, Facts and a Backseat', *'It's easier to say 'spend more on infrastructure in generic terms than it is to find the investible projects'*. This is the Santa Claus dilemma, well-known to bureaucrats, where not enough people come forward to claim and spend money wisely because of the tired old legal and bureaucratic fund and administration where money is dispensed by its ruling gatekeepers according to its design.

The PM should openly invite many open proposals for joint funding. For that to occur, however, people like real estate agents would have to talk and write far more openly to each other and beyond. One addresses land, housing and those living in parks or other extreme circumstances later and attached. Well managed land and housing are vital but ownership and other knowledge for achieving this in the public interests is not available. For example, as householders and members of a strata management committee in a suburb with a huge turnover of students and tourists and also with a big population living in social housing, we would like to live with far less dumped household rubbish on our streets and in alleys. This is usually composed of a lot of broken or old furniture, mattresses, white goods, electrical goods, toys, building, cleaning and packaging materials, cars, etc. There seems no way of understanding or making an intelligent proposal about street cleaning or rubbish removal in alleys, streets, parks and waterways to improve its standard. One can report dumps to City of Sydney Council. It will be picked up, but more instantly appears. God knows it isn't a matter of lack of caretakers, but of unwillingness to care outside the fence.

The Australian Government asked the PC to investigate whether the *efficiency and effectiveness of human services could be improved by introducing greater competition, contestability and informed user choice.*

The PC seeks *'a focus on innovative ways to improve outcomes through introducing the principles of competition and informed user choice whilst maintaining or improving quality of service'*.

States, the Commonwealth government and many related communities have pioneered this regional service direction in work safety and disability, health care and support, including in industry superannuation, for example. This has been so since the era of the social Accord treaty under Labor government during the 1980s. This followed Australian adoption of the International Declaration of Human Rights and related United Nations (UN) directions also established. One now sees aborigines point about use of a treaty for changing direction to value the unique biodiversity of Australia, not to keep wiping it out. Tourism is the future. Make it good. I didn't go to Broken Hill until I retired although I tried. My bosses in the NSW public service would never let me go there. It seems a wonderful and potentially vital spot globally because of its amazing mining, health and desert community history and proximity to capitals. Issues of coal and desertification in the world should be faced. People like to learn as much or more than they like to be entertained in many cases. Caring needs recognition.

However, more stable and cost-effective regional service directions are fast undermined by encouraging more closed professional, legal and commercial forces, as discussed attached. The potential of open and trustworthy Australian media is also addressed later for its utility in assisting job development in many key habitat contexts, and in population and housing management and choice. Service matters cross governments and other regional, community or individual boundaries, whether we welcome this or not. We must open up to fix it. Real estate agents, construction service providers and others should get more aligned with community interests in housing people so that they don't end up living precariously and sad. These people have a wealth of knowledge which often appears underutilized to put it mildly.

The PC states, you will recall, the human services sector plays a vital role in the wellbeing of the Australian population and is defined as covering *'a diverse range of services, including health, education and community services, for example job services, social housing, prisons, aged care and disability services'*. It states there are *some features that are common across the range of services and models of service provision, while other features are unique in nature. Complexity arises from differences in the characteristics of the services, and of the individuals receiving the services, the objectives sought, and the jurisdiction and market in which the services are being supplied.* Such generalities offer little on program, service or funding specifics so it is vital to have understanding of aims far more than the letter of law. A lot of law is driven, however, not by aims but prescriptions which are feudally delivered. The essence of ignorant operation is to find virtue in apparently following secret orders.

The term 'human services' appears to refer in practice, as distinct from PC theory, to key life-cycle protection programs and support funds under the Commonwealth **Department of Human Services**. These are, for example related to child support, unemployment support, disability support and Medicare. The statutory authority for Australian hearing also gets a special mention on the Departmental website. If this hints at future fund management directions for more inclusively developed, diverse and better services, who knows?

The Casemix, diagnostically related group (DRG) approach to services pioneered in Medicare has some faults. However, it may lend itself comparatively well to greater service broad-banding for data gathering, project management and related administrative purposes such as injury reduction, health service improvement and fair and stable fund management in many areas of work besides medical operations. Consider the attached file 'social workers' for example which starts with PC discussion of the national education evidence base, relating it to regional and work based practice and research relevant to any other work.

The aim is to develop diverse approaches to meet regional and personal need in a national framework of reference and comparison for regional development and risk management purposes conducted in the national interest. The lot includes the group and individual, rather than the lot being driven in their related commercial and professional silos, helped, or not, by the state. Commercial operators, however, may benefit from open contributions to other approaches. Openly surprise the state with common sense for a change.

On the other hand, a supposedly scientific approach to service classifications and payments, such as the Diagnostic and Statistical Manual of Mental Disorders, may be easily shown to be a professional construct to support psychiatric and related professions expensively. It does this by assuming mental illness is caused by a physiological and chemical imbalance, (which cannot be named or measured or treated with any reliability), instead of by the mind, which is socially constructed. Psychiatrists wrote the approved book for diagnosis. The diagnosis taken from its huge number of symptom descriptors, must be based on very fleeting and unreliable knowledge and analysis of the patient. This offers the public grave dangers through allied interests in drug companies, lawyers (including copyright lawyers), and insurance companies. Given their ignorant nature, many diagnoses made under it must be superficial and questionable assessments of the person, pleasing to either side, or not.

As Greenberg points out, more and more people are taking drugs whose mechanisms are poorly understood and whose long term consequences on the body and on the body politic are uncertain. It seems to me that its effects on the body politic are more reliably estimated than on the particular body, if one lives in the US where advertising for high fat, high sugar food and pills drives TV every day and night on maybe 30 channels. We should tell drivers,

we don't need any more of this stuff. If mental illness is due to a physiological imbalance, does one ever stop taking the drugs? At least the drugs are legal? The community pays.

As service and fund administrators, we could argue over the meaning of PC terms all night without advancing our understanding of specific grounds or situations they are supposed to refer to, or not, in our neck of the woods. Regional lands, people, operations and their outcomes are ideally treated openly in global and related regional and personal knowledge contexts, rather than in purely professional ones, purely in voting or in mob or military rule.

One cannot reliably measure pain and suffering, or trust, but many Australian researchers appear to want to, because spurious numbers look scientific and make money. They love the question: *'Do you agree that most people in your neighbourhood can be trusted?'* for example. I have seen it in a City of Sydney survey and in the Sydney University Social, Economic and Environmental Factors Questionnaire (the SEEF Project). The Sax Institute 45 and Up Study, thankfully appears to have ditched the question. Can most people in my neighbourhood be trusted to do what? Bring my washing in off the line? God knows? If we claim to trust most people in our neighbourhood might this merely show us to be comparatively thoughtless, or sensible liars or scared or even pig ignorant? I've no idea. In God or love, we trust, all others bring data. Documentaries, stories, songs, poems etc. on TV may be great for example in capturing the emotional fullness of life that is usually denied in some theoretical professions posing as scientific. (God help their black hearts.)

CONSIDER PC RECOMMENDATIONS IN MORE OPENLY INFORMED REGIONAL CONTEXTS

After reading the PC report one remains uncertain what key words like 'human services' or 'contestability' are supposed to mean in practice for systems design and administration purposes. Surely all services are performed by humans for humans. What else is there? However, the PC has prioritised six areas *'where outcomes could be improved both for people who use human services, and the community as a whole'*. The Commission thinks reform could offer the greatest improvements in outcomes for people who use:

- social housing
- public hospitals
- end-of-life care services
- public dental services
- services in remote Indigenous communities
- government commissioned family and community services

The design of new and more equitable state and national public service and other community directions in health care, education, rehabilitation, retirement and related disability support and insurance systems has been gradually implemented by Australian governments at least since Hawke. An Accord forged with key trade union and employer collaboration began to reduce cycles of boom and bust in Australian communities. Housing and jobs are ideally discussed in related regional contexts, considering the administrative approaches pioneered in health insurance, industry superannuation and other services.

The concept 'human services' might be seen as those supports most necessary for life – healthy or not. This submission is based on discussion of international, regional and national approaches to information and classification systems to argue for health and estate management directions already pioneered in socially inclusive terms in Commonwealth and state government direction since the signing of the International Declaration of Human Rights. Using the passage of anti-discrimination legislation to bring this about has major unintended and cumulative consequences which appear more likely to lead to increased inequality rather than the reverse. Are lawyers and courts considered human services or something else because they drive the rest?

Following the World Health Organization, Australia ideally takes a regionally based, holistic view of development in which primary health care *'involves, in addition to the health sector, all related sectors and aspects of community development, in particular agriculture, animal husbandry, food, industry, education, housing, public works, communications and other sectors; and demands the coordinated efforts of all those sectors'*. Sustainable development ideally follows in naturally related regional contexts where land and housing management ideally are groomed to lead to more and better work than in the past. Plumbing, power and communications appear related in this context.

Health and wellbeing were discussed first to call for broader and better service approaches. In 'The Book of Woe: The DSM and the Unmaking of Psychiatry' (2013), Greenberg addresses how suffering is turned into a commodity while psychiatrists pose as scientific. The powerful discourse of their diagnostic and statistical manual allows them to advance their careers by pushing dubious chemical explanations of unwanted behaviour, dubious diagnoses and tests and dubious drugs increasingly widely. They and their legal allies work to reap benefits from widening the unrealistic expectations of drugs and insurance pay-outs which are at the heart of market instability. Anyone visiting the US can see this in the non-stop pester power regularly repeated every day and night on a huge number of channels on US TV in their drug, food, legal and financial service and political marketing approaches. Democracy, or not, is also purchased through related influence, in secret or not. This product sale is transmitted globally in US market, professional and tertiary education relations. We are told TV is watched less, giving way to other media. In rural and regional communities I bet this is not the case. There are many more TV stations available than in the past. We can't watch them all.

Australia has successfully tried to take better directions in state media, more fit for regional consumption. It ideally depends on more broadly open capture and discussion of data and opinion to avoid corruption. For stable and effective scientific and democratic purposes data capture is nearly always better done more openly and broadly, unlike DSM operations. The typical professional and related academic theoretical interests normally continue on their promotion of some long outdated feudal and partial direction of most interest to themselves. Wellbeing depends on more broadly open understanding and capture of data to avoid corruption. Australians should never underestimate the vital importance for jobs of the constituents for trust in key national broadcasting services working openly with others.

On the whole, Australians are well fitted to pursue regional direction globally and locally as in our history as a people we have been protected comparatively well from exploitation. We have also grown to realize the increasingly bad effects of automatic adoption of US trading, politics, media, guns, drugs, and other invested commodities or assumptions on social and land environments. The Australian digital dividend directions in the Digital Dividend Green Paper in 2009 are favourably considered attached, including to support the landmark grand bargain on climate change, in an agreement by 200 countries in December 2015, to take action to curb greenhouse gas emissions. Health, land, housing and their management are ideally addressed in related contexts, mainly in response to powerful, partial and dangerous US medico-legal and tertiary forces. Australian media is perhaps most naturally led by ABC TV Channel 2 for children and by multicultural SBS. The former is educational, entertaining and without advertising pester power. It has lots to offer future society. Related discussion is attached. PC reports are ideally considered in this context.

The construction of health and safety systems and related rehabilitation and support have lately been engineered in the light of Australian recognition of World Health Organization, United National Educational Scientific and Cultural Organization and other international and regional directions in estate management. Key national, regional and local goals and suggested methods of achieving them may be better shared in regionally based approaches to development rather than in market or other professionally related state and/or voluntary circumstances. The **Australian and New Zealand Standard Industrial Classification (ASIC)** is also addressed in this ideally connected global and regional context of valuing quality service management with particular reference to industry classifications, rather than occupational ones which appear more artificial:

Q. Health care and social assistance; J. Information media and telecommunications and D. Electricity, gas, water and waste services

Census and other Australian Bureau of Statistics or related products, uphold national directions from WHO and UNESCO, or those of other specific communities and individuals throughout their life cycles, unless some other action appears to be better. This direction is in Census and Medicare based collections, including in private hospitals and related health care facilities, for example. Key dangers of purely professional approaches driving are addressed later as examples of ideology, which may also be commonly seen as partial truth.

The NSW Government has launched a single online resource of NSW environmental data, the Sharing and Enabling Environmental Data (SEED) portal. It contains 70 sets of data from nine different NSW government agencies including information about soil, air and water quality, mining activities and some vegetation data. More data sets will be added in the next stage of portal development. It remains to be seen how useful these historical collections are in the environment which seeks more protection for endangered species. Unique natural environment and history differentiate Australia from a million retail spots.

The administrator's nightmare, on the other hand, is unclear dictat from those remote and on high, who live without understanding or interest in the particular spot and its' problems from any other perspective than those they may narrowly claim to represent. At the personal level and also in related construction and management, plentiful clean water and the elimination of waste is often our most basic human problem but human services treating it, like mothers, may be wrongly overlooked for a start. What else can we expect from our feudal masters?

This is the case instead for broader regional analysis and jobs assisted by our comparatively well trusted, loved and cheap free to air media. In protecting, developing and disseminating Australian culture, instead of having the product drop from public consciousness almost immediately due to the competing global onslaught of far bigger and more broadly experienced US producers, it is interesting to consider the completely dysfunctional nature of Australian copyright. This is seen, for example, in the pamphlet put out by the National Film and Sound Archive entitled 'Tracking down the copyright holder – hints and tips'. This is the impossible copyright dream fast condemning local product to the dustbin of history. Mandated local content levels have very good reasons if they can also protect Australians from lies and the erasure or distortion of any history which does not suit the coming mob.

By refusing to consider human service payment systems, the Commission ties its own hands in the policy environment yet claims to be working with state politicians, bureaucrats and others. If one can also capture greater expression of emotion in collected data, as more easily occurs in the transmission of pictures, song or speech, also unfettered by law and professional convention, bureaucracy may also learn to become less like an iron cage, ruled and defined by its classifications and related professional interests, in secret or not. In the current movie 'La La Land' Ryan Gosling advises '*Tell yourself what you want to think*'. On the other hand, a man's gotta know his limitations. This is where evidence and risk management come in. The American dream is a lemon. Own up broadly for stability.

THE LAW COMMONLY STANDS ON DUBIOUS PARTIAL GROUND IN TREATING PEOPLE

The comments of Karly Warner, executive officer of the National Aboriginal and Torres Strait Islander Legal Services and Ruth Barson, director of legal advocacy at the Human Rights Commission in the Sydney Morning Herald article 'Outrage not enough: brutal images show change is crucial' (SMH 23.12.16, p. 19) on aboriginal 'over' imprisonment must often be addressed in rural and remote contexts. Is there an optimal rate of aboriginal or other imprisonment in their opinion? How is this decided and what should be done with any surplus? How is a mother, teacher or guardian expected to act, for example, if faced with an uncontrollable child? Any suggestions? Don't these women care about how to treat kids?

Warner and Barson are ideologues, i.e. partial warriors for a cause, apparently unwilling or incapable of analysis and offering direction in any treatment that is not blindly adversarial, such as their own. They also thus appear unwilling to recognize the problems of any community faced with an ungovernable member. It's simply not their problem. From their exalted positions in state bureaucratic centres, Warner and Barson should take broadly grounded views of people and events. They appear only to value their feudal apparatus. This kind of person, and there are plenty of them in universities, are mere urgers in a fight. Either that or they studiously ignore it.

These women state, presumably on behalf of their organizations, that *'the reason liberty is a fundamental human right is not just because it is a defining feature of human life – but also because once liberty is removed, there is a greater risk of unchecked abuses. Like exposure to cruel inhuman and degrading treatment, or even death'*. (SMH 23.12.16, p. 19). Whether this liberty removal assumption is true or not depends entirely upon the particular situation.

Liberty is not a defining feature of human life. Each life is socially constrained and defined by the breeding group from infancy. In practical terms the freedom of the infant to exist depends first on its mother. As Freud pointed out, key stages of social constraint appear universally imposed on the infant, for example in weaning, toilet training, feeding, in rituals of belief and habit, like teaching sexual constraints expected in puberty and reproduction. The particular work and formal education constraints follow or not, as the case may be. Even the Pope has pointed out (Sydney Morning Herald, 2.1.17, p. 13) that more needs to be done to tackle youth unemployment because a generation is being lost to desperation, migration and joblessness. Reproduction rates in rural and remote areas which outstrip the national norms appear to be a hopeless losing strategy for women and future generations. Warner and Barson need an understanding of risk foreign to their profession. It starts with global reality that the more children a woman has, usually the less she can protect them. From this perspective, informed contraceptive and abortion are insufficiently attended to.

Ideology is not necessarily a fact free zone, as PM Malcolm Turnbull claimed, in 'Ideology, facts and a back seat', in the Australian Financial Review (22-27.12.16). In an ideology some facts may be partially known and selectively used in the interests of those claiming them, as Karly Warner and Ruth Barson appear to do on behalf of their profession, or aborigines, and other prisoners, perhaps. They focus on the harm done to prisoners, apparently without thought of what their freedom may mean ideally or in practice for their associates or others in the community who are not locked up. Risk management is a concept ideally related to the region, its people, its institutions and their matters, historically understood in related inclusive and holistic land, person, building and insurance approaches and actions. Warner and Barson don't recognize, or appear to understand the regional approach. This seems to be because so many legalistic accretions have disabled any newer thought grounded more

broadly than in their respective legal qualifications and desires, however feudally bent. One wonders, for example, how Dylan Voller thinks that he ought to be treated for best results.

Internationally, gun ownership rates and usage in the US don't show a free society, but one historically ruled by arms owners, peddlers and users. This is seen in global comparison of homicide rates, for example. US homicide rates are off the charts in comparison with other developed countries. One assumes this is also related to the sale of drugs which are not legal. On Four Corners on ABC TV Sarah Ferguson pointed out a gun in the US home is 43 times more likely to kill a family member than an intruder. Many may seem reasonable to be living in fear, rather than equanimity, if somebody in their household has a gun. In protecting the freedom of others, incarcerating a minority, especially those who have repeatedly shown themselves to be dangerous to others may make a lot of sense. On the other hand, if people cannot meet the standards expected by urban elites – e.g. well fitted baby capsules in cars, then child seats - more and more people are forced outside the law.

If the liberty of a particular individual is removed by the authorised representatives of any state or other collectively approved entity, however, it is wrong to assume, as Warner and Barson appear to do, that there is a greater risk of unchecked abuse. This depends on who is let free and their capacity to manage their affairs in ways not detrimentally disruptive to the peace and wellbeing of others, known or unknown, with whom they come in contact.

Jessica Irvine recently discussed the data on self-reported life satisfaction in Australia's longest running longitudinal survey on Household, Income and Labour Dynamics in Australia (HILDA), which has continued for 15 years (Sydney Morning Herald, 2.1.17 p. 16-17). In response to the question 'How satisfied are you with your life?' it finds life satisfaction peaks at 8.5 out of 10 at aged fifteen and goes downhill ever after until it reaches 6.4 by a person's early nineties. Surely not? This seems a very sad and counterintuitive finding as it means, on face value, that people learn nothing throughout life which helps them enjoy it better than they did at 15. Is this a special group of Bruce Springsteen fans? This finding is not my experience and counter-intuitive to my teacher's prejudice. I went to the relevant websites but the article wasn't available for public view. Is this valid or ethical? I doubt it.

This Australian result superficially appears to go against the conventional grain, for example, of influential epidemiological studies carried out by Sir Michael Marmot and his colleagues in Britain. This found that the lower down the hierarchy that workers were in government services, the worse was their health. This was put down to stresses of comparative lack of personal control over work and purchasing power. At fifteen one has neither control over one's own life nor much money. I recall this being of great concern to me. Please explain. It seems incredibly sad if after fifteen people feel increasingly disappointed throughout life. Surely something is wrong with this or Marmot's study? I have no idea. Either way it seems important to look further into the results that Irvine has discussed. What do they mean?

To master any skill one often must take risks. These risks may be modified in better engineering, management or exposure in learning and practice. Choice involves a risk that another choice would have been better. On the other hand, when one door is closed another may open. The potential of predicting risk may appear low in any particular case and since passage of related 'anti-discrimination' legislation the attempt to predict or avoid it can be called discrimination. Thus the concept of risk avoidance is dragged in the mud with lawyers. This may be costly and unhelpful to honesty, health and safety. Opening up is normally protective in any good society.

However, 'feminist pathways research' in the Faculty of Law at Sydney Uni is apparently based on US research leadership. Anu Singh was for four years a jail inmate who had killed her lover with the help of a female friend, when she was a troubled law student at the Australian National University. Helen Garner told the story of her trial in 'The Consolations of Joe Cinque'. For her PhD. Singh interviewed 60 incarcerated women and 15 who had committed crime as juveniles. She discussed supposed commonalities and key theories applied to women locked up in Australian and US states. The utility of this method based on particular speech observation, analysis and report is not a trivial matter as it often offers few answers to a general social dilemma other than the cry, usually led by people like Singh, Warner, Barson and others, to keep such unfortunates out of jail. I am sick of professionals who doggedly refuse to grasp any of the key related nettles on the ground. The approach of writers like Asne Seierstad, who wrote 'One of Us' about mass murderer Anders Breivik, or Helen Garner, may be best. As both of Singh's parents were doctors one has always wondered what they think about these kinds of issues. All are silent as the grave on this?

Since the passage of anti-discrimination legislation the call for personal identification with a specified group is increasingly common. Singh's method may be most easily compared, for example, with the psychologist's closed questionnaires and computations on ticked boxes to analyse particular populations. Her research methods go to the heart of many debates over comparatively objective and subjective research relations in which Singh appears to be strongly pushing for the so-called subjective approach. This is convenient for US market visions but may do little or nothing for honestly attaining broader quality of life. Key lawyers and their allies may live on the public purse but be typically drawn to market closures to protect the people with whom they identify most - her family in Singh's case. The fact that what people tick can be turned into numbers doesn't make it science, either.

State strata housing law and management appears to present a promising set of regional asset management arrangements relevant for other services and industry or community funding. These are ideally revealed in more open co-operations with local and other community or professional councils which pursue maintenance and development while also managing the key risks of their activity better, in company with related others. It may be the first time some have seen this management logic, pursued under Hawke, Keating, Greiner and Carr governments and others in Australia. They may be impressed by its

democratic, corruption fighting, development potential, especially if caring and willing to look beyond immediate personal interests, however ignorantly or forcefully pursued.

Market and related professional logic are inadequate in global regions shaped by history and its multitudes of cooperating, competing or destructive forces. Each person is defined by a particular history and related fortunes, goals and emotions, whether these are known, professional, or recognized by anyone or not. Regional demographic, economic and other personal and employment information, of which the individual is a continuing historical part at any age, are ideally necessary to assist all productivity and enjoyment better over time. The attached file entitled Social workers, discusses the PC report on the national education evidence base in this light. The program and project management direction it outlines is more relevant in the linked national and regional contexts we inhabit than are the professional approaches we have inherited. The national census is the key example of foundation data for a continuing national social research base. This is ideally supplemented by personal health (illness), social security, educational, housing, imprisonment or other key records for living, work and fund management. Regional health service operations may lead project directions from birth to death. This is a new post-war international social deal. Don't ignore it.

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