

Hi there,

I would like to express my concern about how difficult it was to get my wife Level 3 support.

My wife was clearly suffering from dementia.

I submitted my request, went through the process, had a person come to my house for an interview and we were put on the queue. After a long time I got a letter stating she could have level 1 assistance. We didn't use it as most of the agencies wouldn't look at us for such a meager amount.

In the meantime her condition deteriorated so much that I was unable to look after her on my own. I approached [REDACTED] about getting her into high care. She was assessed, immediately accepted, and I was given all the information to help with the paperwork. She was immediately put into a safe, secured area. I would like to add that she was immediately, and still is, receiving the highest care with the utmost respect.

About 3 weeks later I received a letter stating that my wife was accepted as level 3.

Not wanting somebody to go through the long wait for help I immediately notified the appropriate people as to the situation.

Recently the government has launched a program to investigate fraud in the National Disability Fund.

I would like to suggest that a similar program be launched for Aged Care Support. I have witnessed some people boasting about the fact that they get people in to do things for them and they are fitter than I am and I don't get any support. And I don't intend to make a request until I need it.

I hope that this situation I have experienced is of some value.

[REDACTED]