

The Aged Care Act is the main law that sets out the rules for **the Australian Government-funded aged care system (aged care system)**. Aged care includes services delivered to older people in their homes, in community settings and in residential care homes (also known as nursing or aged care homes).

While Australian Government manages all aspects of the citizens life, aged care acts relate only to citizens subsidies by the government.

All other old and unhealthy citizens not covered by age care acts.

They are forgotten peoples.

To clarify above statement below is our story.

My wife passed away recently partially because lack of care. She had dementia and number of other health issues. She developed PTSD and was bedridden for last 2.5 years. She was on HCP4 from March 2020. I approved for HCP3. We are age pensioners.

We have government approved provider.

I self-manage our packages with a help of third party provider.

As our personal care and health support expenses increased dramatically we as a Holocaust survivors applied and were approved for Claims Conference [CC] ██████ support in March 2023. CC ██████ support in Australia runs by ██████ Sydney.

In August 2023 we informed by ██████ that our applications for ██████ approved and case manager is assign.

It was and still is tumultuous time for us due to ██████ extremely unprofessional, bizarre service.

We did not get high-quality care and services; we did not get any appropriate help, and in last two weeks of my wife life no services at all.

I got a lot of headache and stress. There is no transparency or logic in ██████ behaviour.

Their correspondence misleading and/or false.

Now ██████ is dead.

Before my wife death I asked for help ACQSC and OPAN.

ACQSC response "If you are concerned about **the quality or safety of the care being delivered by an a Australian Government funded aged care service you can lodge your complaint at any time online by [clicking here](#)**. You can also call us on 1800 951 822 between 9am-5pm Monday to Friday.

If you require advocacy support, you can contact the **Older Persons Advocacy Network (OPAN) who provide a free service which supports older people and their representatives to address issues related to Australian Government funded aged care services at www.opan.org.au**. You can contact OPAN on [1800 700 600](tel:1800700600) or online by going to www.opan.org.au

If you are an approved provider and you are reporting or have an enquiry about: a Serious Incident please contact the Commission on free call [1800 081 549](tel:1800081549) 9 am to 5 pm (AEST) Monday to Friday; 8 am to 6 pm (AEST) Saturday to Sunday; or email us at sirs@agedcarequality.gov.au"

Asked for OPAN advocacy support.

OPAN response "Unfortunately, the Claims Conference funded services do not all within the scope of Senior Rights Service or the Aged Care Quality and Safety Commission (ACQSC) whose work is limited to issues involving the delivery of Commonwealth-funded aged care services."

Only approved providers could report SI and it left to provider decide is it SI or not.

Many would not report SI. Affected person could not use SIRS.

As ■■■ did not respond to my complaint I doubt that it reported what happened to my wife.

What protection badly treated old/unhealthy citizens who privately pay for care services or supported by Australian or foreign agency/charity have from Australian Government?

From Google "Private Aged Care offers **all** the same services you'd expect from aged care - the only difference is that you pay for the services yourself, rather than waiting for government funding."

It does not.

Regards,

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