

[REDACTED]

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**From:**

[REDACTED]  
Monday, 5 February 2024 1:22 PM

**Sent:**

**To:**

Aged Care Legislative Reform

**Subject:**

RE: aged care reform FEEDBACK

**Attachments:**

RE: aged care reform FEEDBACK [SEC=OFFICIAL]; RE: aged care reform FEEDBACK [SEC=OFFICIAL] consent

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Please note I have only commented on areas of my concern. Could you please confirm receipt of my feedback.

### **Chapter 1**

3. Do you think the updated definition of high-quality care will encourage providers to do better? Does the definition match your idea for aged care in the future?

**In theory it does but it doesn't eliminate operational issues within the providers e.g. Workforce issues that impact what you can and cannot depend on. This isn't highlighted when you register with a provider, they promise**

**world and it's not until a couple of weeks in that its clear they are not able to deliver on promises, such as selected days, times and staffing preferences.**

4. Do you think a single list of services will make it clearer which services the funded aged care system provides?

**Yes this is a very good idea, but the list MUST provide capacity status of what they provide. e.g. Closed books, no capacity for social support, no capacity for personal care at weekends. If the government regulates that a package must sit with a provider then they need to provide all of this information in a clear and transparent way.**

5. Are the proposed roles of supporters and representatives clear? Please tell us why or why not.

**No, I am confused and cannot really understand the roles and or purpose, I think the change in language just confuses it, I have re-read it a couple of times but I still don't really understand it.**

### **Chapter 2**

10. What plans would you like to see put in place to make sure there is a smooth change to the new rules around who is eligible for aged care services? And to manage how this affects people who don't meet the rules?

**There needs to be options for people who don't meet the rules. This may be a list of services that provide support at a cost, and not at the destruction of services as this is when costs for services blow out and become unaffordable on top of everyday living costs for our elderly. The costs should be means tested to ensure they are affordable and costs need to be regulated otherwise elderly people will be spending all of their pension just to be supported to live independently.**

12. Are you under 65 and using aged care services in your home or community? If so, have you thought about using other available services? For example, services through the NDIS? Why do you continue to use aged care services?

**Services should be delivered by one service. NDIS or aged care. Not both, I consider this to be double dipping and inequitable for people that are not eligible for NDIS.**

15. Is it clear in the new Act that a person can have their classification reviewed and changed if needed?

**Yes what is not clear is the process. How are the needs assessed and prioritised. It is meaningless if there is no available funding that can be drawn on as soon as it is approved. Waiting lists for change of circumstances do not meet the urgent/critical needs of people who are at end of life, or at risk to themselves and or others. Elderly who cannot function without the additional support result in and**

families and carers having to step up and fill in the shortfalls resulting in carer burnout, depletion of sick leave and annual leave. My mother was reviewed and approved but had to wait for 4 weeks until her funding came through, she had to pay additional daily fees for critical services but it still didn't meet her needs at end of life. I had to take time off work to provide 24 hour care She died before receiving the funding. There has to be crisis funding quarantined for these cases so the funding is available and there is no wait time for people who are terminally ill and dying.

### **Chapter 3**

17. Do you think the draft statutory duties on registered providers and responsible persons meet the aims of the policy?

**No**

20. Do the proposed responsibilities on digital platform operators address the key risks and areas of oversight for online platforms?

**While it appears to it is important to recognise that too much reliance on online platforms can be anxiety provoking for some elderly people who are no skilled in this area. There should Always be a provision for people who do not use these platforms and they should never be forced to.**

### **Chapter 4**

24. Do you agree with registered providers getting access to extra Government funding that they can use for a particular purpose? This would be rather than using it to deliver specific aged care services. For example, a one-off subsidy payment for extra equipment in a pandemic situation.

**Only if there is tight regulation of any one off subsidy's and a very distinct criteria on what the funds can be used for along with clear reporting mechanisms.**

### **Chapter 5**

25. Do you think the role of the Commissioner should include other activities?

**I think an official visitors model should be considered and included in the aged care quality and safety commission with the capacity to visit people in the community who have aged care**

**Packages and or are receiving aged care services. There also needs to be an opportunity to share experiences of community based supports in a meaningful and authentic way**

27. Do you think the arrangements for the Complaints Commissioner clearly show what their role is?

**It is clear but there needs to be more room for the lived experience of people receiving aged care services, conversations, listening to our elderly , carers and families.**

### **Chapter 6**

30. Do you have any concerns about the new powers for the Commissioner to enter a residential care home without consent or a warrant? Are there any other safety measures you think should be put in place?

**None at all, I think this is excellent. However, This power also need to extend to aged care packages in the community not just residential facilities. The commissioner also has a responsibility to ensure**

**People in the community are being adequately and approximately supported I their homes to reduce shortfalls in care and a need for residential placement when the individual wants to live in their own home and has the capacity to do so with support**

31. Does the new Act explain the System Governor's role in managing the integrity of the aged care program clearly enough? Is there anything you would like us to include in the new framework to make sure we make sure aged care funding is used correctly?

**Consideration needs to be given to why allocated funding for an individual accumulates. An example is someone requires the support, but the provider cannot deliver and only provides essential supports which means the individual has excess money that hasn't been used but has not**

**Received all of the services they require (normally they just go without or family needs to fill the gaps). This can be perceived as someone just not using their funding. It also interferes with the process of applications for higher packages as no assessments will be scheduled until the**

**Persons funds are down to \$1000. It also results in the individual having to financially contribute more if the funds run out before the assessment and or while waiting for additional funding. Providers should be required to report on why the individual has funds not spent to illustrate the**

**The organisations operational issues that are impacting on the care of a person.**

## Chapter 9

43. Are there any particular reform initiatives that you consider must be prioritised for commencement?  
Alternatively, are there any initiatives that you think would benefit from delayed commencement?

**Adequate funding for the aged care system needs to be prioritised. Elderly people waiting for packages is unacceptable especially if their situation is critical. The act will only be good enough with the adequate funding structure to support it. Package revision is also required. A level 4 package only provides 10 hours of support a week, this does not even equate to 2 hours support a day. Weekend needs also use more of your funding. Basically if you need more than 10 hours support a week then it's off to a nursing home. It is unrealistic and unjust. Especially when you compare the funding people receive if they are an NDIS participant. There is a monumental injustice between to the two and it must be addressed .**

Sincerely

Jodie Anne Bertoldi Carer/Family Member

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