

[REDACTED]

From: Jenny Turner [REDACTED]
Sent: Wednesday, 7 February 2024 9:25 AM
To: Aged Care Legislative Reform
Subject: TRIM: New Aged Care ACT and Resident Fee explanation
Attachments: Aged care review requested 16.01.2024.pdf; RE: New Aged Care ACT and Resident Fee explanation [SEC=OFFICIAL]

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Hi,

While not directly related to the New Aged Care ACT this attached letter explains the concerns I have as an employee of [REDACTED] and should be considered for inclusion in the Aged Care legislative reform for which you are seeking feedback.

When dealing with the families after they have been admitted this letter lists issues that could be eliminated if the Aged Care ACT also have included a seamless admission process where the financial assessment is also completed when the care assessment is completed.

Several families we talk to believe that the assessment has been completed because they have been approved for care. Other families believe that they were getting a pension so they don't need to do anything either. They also don't understand the need to have a relative remaining in the home approved as a protected person.

These misunderstandings, and the need for Providers to rely on the supplements received and also collect the Means Tested Fees for the Department, impact on the debt levels of the provider and staffing levels to do the reconciliation work that should be completed by the Department directly with families. Not only is our funding reduced by the Department by reducing the amount by the Means Tested Amount we have families in debt as the assessments have not been completed due to no direction from the Department, thus doubling the debt.

Insufficient information or wrong information lead the provider to be charged the maximum Means Tested Fees when the families have not had this explained to them. \$32k debt very quickly due to the current Maximum Means Tested Fees.

I have outlined my further concerns which have been passed onto Hon Mark Butler, Hon Ms Anika Wells and Stephen Jones MP, but no replies have been received.

I do firmly believe that these matters should also be looked at with the legislative reforms being looked at by the Department of Health and Aged Care. The families see this as a "one of" in their circumstances – I see it is a problem every day across our 13 homes and 1600 families. Department not processing even when families have lodged the paperwork is also a concern. Three this week not processed when families gave in paperwork in August & October 2023.

There needs to be more done to improve this system and should be linked in some way to the new act so that the Department manage this process so that our resident do have a better experience when entering aged care. The provider bear the brunt of the Department process shortcomings everyday.

If this cannot be taken as appropriate feedback for the reform your consideration of sending it to a further appropriate area would be greatly appreciated.

Warm regards

Jenny

Jenny Turner

