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**From:** Anna Littleboy [REDACTED]  
**Sent:** Wednesday, 14 February 2024 2:11 PM  
**To:** Aged Care Legislative Reform  
**Subject:** Age Care Act draft submission  
**Attachments:** RE: Age Care Act draft submission [SEC=OFFICIAL]; RE: Age Care Act draft submission [SEC=OFFICIAL]

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Hello

As a carer for three family members under Aged Care and receiving Home Care Packages, one CHSP, one Full Service Provider and one Self Managed I wish to comment on the draft Act.

In my 8 years of experience with this system, the Self Managed system is the most satisfactory as you can choose to use local, reliable and cost efficient businesses. If you want to change them for any reason, you can, easily. You can choose how much you want to pay for those services by negotiating and you can negotiate because you don't have to tell them that you are on a HCP as they invoice you normally and you reclaim the cost from the Self Managed Provider. You can continue to use the services of the people you used before entering the aged care system. You call people directly, speak to the relevant person, make appointments and can easily make changes to arrangements. You can manage your HCP funds and prevent wastage. This obviously is saving money for the recipient and for the Government.

Conversely, my experience with Full Service Providers is:

They are difficult to contact by phone, resulting in email being the least time consuming, most efficient way to communicate. Their response times to emails is unsatisfactory and their ability to deal with more than one request at a time is hopeless. They have no concern for the cost of anything they arrange for you, services or care, most of it being outsourced and everyone double dipping and making the costs unrealistically overpriced. Full Service Providers are like a third man in the middle who just gets in the way and delays anything you try to arrange. And along the way they rot the system – because they can. They have no consideration for their clients' CARE, they are set on interpreting the Guidelines extremely conservatively so cover their own interests. Clients are traumatized by having to deal with these Providers. I know for a fact that if I was not representing my father with his Provider, he would be unable and would have very few services or supports because he would not ask for anything and it certainly would not be proactively or caringly offered and arranged by this Provider. The percentage of the level 4 HCP the Provider charges for the pathetic job they do is a rip-off of Govt funding. And as a Carer and organiser of all my parents' care, I get nothing for all the hours a week I spend arranging their lives. I don't need to be paid but it's disgraceful that Providers charge what they do for how little they do and the amount they make everyone else work chasing them. Their staffing is always short, their aged care workers are too few and my parents are often left waiting for someone to show up, who doesn't and there's nothing you can do about it. Being at the beck and call of a Provider is being powerless.

My parents mentioned above live in [REDACTED] and the one on Full Service Provider is under [REDACTED] whose office is in [REDACTED] on the [REDACTED] – that's not a big distance between [REDACTED] and [REDACTED] but [REDACTED] struggle to service the [REDACTED] area and many services who attend come from 40 minutes or so away, so then travel time is another cost. This is where using local [REDACTED] suppliers/services is only doable by Self Managing.

Whether Self Managed or Full Service we do not want to have people reporting on the elderly to their Providers. The opinion of a 20 year old gardener is going to be very different to that of a mature woman cleaner, so this proposed reporting is ridiculous. It is also invasion of privacy and a human rights concern.

The waste of Government money is outrageous. Full Service Providers are taking the Govt for a ride. The people the Govt should be consulting with should be the recipients of the funding with real stories and real knowledge of the workings of the current system and ways to best improve and stop the waste of money. Why the Govt does not seem to care about this is beyond me. The HCP funds awarded to elderly recipients need to be able to be spent on making their ageing less miserable, more comfortable and keeping them happy in their homes. The inclusion of dental, non-pbs medications and minor home improvements must be included in the Guidelines – again, those guidelines should be determined by experienced aged people, not the Govt and Providers.

Please listen to the representatives for the elderly who are currently lobbying the Govt, not the Providers. They are sensible, knowledgeable and experienced and all they want to do is age gracefully and not waste the Governments money.

Yours sincerely  
Anna Littleboy

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