

[REDACTED]

From: [REDACTED]
Sent: Friday, 16 February 2024 11:36 AM
To: Aged Care Legislative Reform
Subject: URGENT Feedback
Attachments: RE: URGENT Feedback [SEC=OFFICIAL]; RE: URGENT Feedback [SEC=OFFICIAL]

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Frist, I have NOT read the paper. However, I provide care as a child to a parent, and this is my view!

1. Why do aged care providers need not have any knowledge of aged care background or education or the guidelines or anything and still be allowed to provide a service? this includes case managers!
2. why the hell can not families, or offspring with the relevant training, education, work experience etc NOT manage the parents package? Pls explain this to me. For example., I am a clinical/community and public health dietitian. I have THIRTY YEARS in aged care - my field of expertise, I have masters degree AND post grad qualification's in Health Administration, Health Management including Business. And have worked in the best hospitals in Australia?? So with all this, why is it that I can not sole manage my parents or mothers package? Please explain so I can understand!
3. These providers hold families hostages and at ransom. It is nothing more than a JOB and revenue raising exercise! Doesn't matter which company you go with, they all end up being the same in the end. This week, my mothers case manager quit. We were not given any notice except an email saying "today is my last day". No hand over to other case managers or staff. So, this week today, they are calling ME to get the contact names and numbers of the service providers! ME!!! THEY GET PAID 14K A YEAR from my mother to coordinate this! So, I told them "have no idea!". Of course I do! BUT THEY GET PAID FOR IT, I DO NOT! Instead, I have rung these service people directly and have organised it.
4. Your definition of provider is OBSLETE! YOU MUST INCLUDE FAMILY MEMBERS OR SOLE PROVIDERS WHO HAVE THE RELEVANT SKILL BASE AND EDCATION TO MANAGE AND PROVIDE CONTINUITY CARE!
5. As I said, to these corporate entities, it is NOTHING BUT MONEY AND A JOB! To the right families, it is MORE. It is assistance and sanity and continuity! I AM FURIOUS! this bias and prejudice must against families managing these MUST CHANGE! For goodness sake, TRIAL IT AT LEAST! Screen and trial! I HAVE HAD ENOUGH!
6. There is NOTHING they can do, that I can not do better! with background knowledge, training, EXPERIENCE! that I have!

exhausted and enough

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: Tuesday, 20 February 2024 11:59 AM
To: Aged Care Legislative Reform
Subject: Re: [SEC=OFFICIAL] Automatic reply: URGENT Feedback

Categories: [REDACTED]

And to add to my concerns. My mother has recently been regraded. Now, her current provider had not received the code for that until yesterday. Given the mess their ground level practices are, even if they look good on paper, they rang me, telling that they would be over Monday for a new plan and a fresh signature. However, yesterday they realised they do have the code, and since then, not a call, visit or revised plan.

Hence, I stand firm in my views. These providers are nothing but a business. Nothing more. It is about money. the care factor is ZERO! And complaints and concerns are met with phone calls being "disconnected". So, I strongly urge you review the definition of "provider" and supplier. Families and or members of, with relevant and applicable training, and experience should be permitted to manage these! It is NOT just about the money in those families who still have family values.. ! It is about giving them dignity.

[REDACTED]

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On Friday, February 16th, 2024 at 11:36 AM, Aged Care Legislative Reform
<AgedCareLegislativeReform@Health.gov.au> wrote:

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