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**From:** Allan Rollings [REDACTED]  
**Sent:** Friday, 16 February 2024 7:27 PM  
**To:** Aged Care Legislative Reform  
**Cc:** Karen Orr; Justine.Elliot.MP@aph.gov.au  
**Subject:** Funding gap NSW Aged Care residents feedback  
**Attachments:** RE: Funding gap NSW Aged Care residents feedback [SEC=OFFICIAL]; Re: Funding gap NSW Aged Care residents feedback [SEC=OFFICIAL]

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Good afternoon

I am writing with my concern relating to a funding gap that appears to seriously disadvantage certain elderly individuals within our system and hope further clarification can be achieved to benefit them now and in the future..

Currently I am a Volunteer Community Service Driver providing transport services to elderly community members in the Northern Rivers NSW region. The service is The Community Transport Company (TCTC) based in Toormina NSW and previously Tweed Ballina Byron Community Transport ( TBBCT) prior to merging of the services.

Our service is a border region transport service within NSW transporting clients in NSW and into QLD with very challenging issues relating to a lack of local facilities in the Tweed region that are provided for by Queensland health via the Gold Coast University Hospital (GCUH) and other QLD health services between the NSW border and Brisbane.

Typical regular medical services including Cardiac and Ophthalmology provision (among others) via the public health system are not easily available in the Tweed region requiring elderly patients to be transported regularly to GCUH Southport for medical appointments. Many clients that are still in their own homes are able to utilise the services and are part funded via "My Aged Care" or similar funding arrangements.

Many Elderly patients require treatment for Macular Degeneration that involve injections in the eye every 3 to 6 months to prevent ongoing blindness

However if the client is a resident of an "Aged Care Facility" this funding is not available, I have personally experienced cases where elderly clients are not able to access the TCTC service to take them to GCUH for necessary medical treatment because funding is not provided. This in my view seriously disadvantages those without the financial means to pay. Eg. A self funded trip to GCUH is over \$280 which a typical pensioner cannot afford.

Having made enquiries it appears the "Aged Care Facilities" have known for many years that this "Gap" exists but a reliance on relatives or friends to transport them seems to be the only option available to them. The reality is the required medical appointments do not happen as it becomes "too expensive" or just too much trouble.

My question is. If TCTC cannot transport them due to funding issues, the Aged Care Facility has the same problem, no relatives or friends are available or willing then surely we are letting them down as community members because the system needs to change. Can we do this better?

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Best regards

Allan Rollings  
Volunteer Transport Driver  
Northern NSW

