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From: [REDACTED]
Sent: Wednesday, 6 March 2024 3:14 PM
To: Aged Care Legislative Reform
Subject: the new act
Attachments: RE: the new act [SEC=OFFICIAL]; RE: the new act [SEC=OFFICIAL]
Categories: ACTION REQUIRED

Hello I have suggested this several times but do not think anyone is listening to me or other consumers. Please we need included the following to protect consumers.

Providers must consult consumers before making major changes to consumers program .

I am writing this on behalf of a group of consumers who have had their lives dramatically affected when a provider without consultation with consumers or workers suddenly removed consumers cleaning staff that had been working happily together for about 10 years. Consumers said their mental health was affected and no compassion or understanding was shown to them.

This to save time and money . Workers were not happy either.

Please protect us from this ever happing again. Thankyou.