

I'm reaching out to bring awareness of the following matter.

My mum [REDACTED] is in her late 70s and 2 weeks ago was diagnosed with Parkinson's disease and dementia. Since 2020, Mum has a level 2 age care package.

For the past 12 months, Mum has only felt comfortable driving to the supermarket just around the corner, that is the extent of her driving.

To ensure Mum has quality of life, I feel it's important now more than ever, Mum stays active and engaged in community outings as much as possible

Her age care provider IPC in February issued Mum a cab charge card.

I'm very upset to say week after week after week Mum would book the cab and it never showed up. (Possibly because it is a \$25-\$30 short fare) Mum would be waiting and I would keep calling the company to which they would keep telling us someone is on their way, sometimes two hours later they wouldn't show up. Most weeks they never showed up at all.

Now with Mum's diagnosis and loss of license I spoke with IPC about having a support worker pick Mum up a Sunday and take her to the Hoppers club for her favourite roast lunch.

I am horrified to say IPC have quoted \$540 each Sunday for Mum to go for a roast lunch. What a terrible waste of taxpayer funds.

I use Uber almost weekly for business and I find them to be 100% reliable. I have asked IPC if it is possible Mum use an Uber and be reimbursed. They have responded saying No, the only option is \$540 for a support worker to take Mum to lunch or the unreliable cab charge.

This is heartbreaking for a senior who looks forward to meeting her friends and who dearly values being out in the community while she is still able.

Over the coming days I will be in touch with seniors advocacy groups because I am certain there must be many seniors out there in the same situation as Mum where having access to Uber would be a much cheaper and much more reliable outcome than cab charge or a support worker.

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