

I am now 76 and physically disabled, I have been on an aged care home package since approx. 2016. But over the past 2 years my package services provider [REDACTED] now known as [REDACTED] on the Northern Beaches of Sydney don't seem to get me many services I require as I used to get from the govt funding. I'm paying in full for everything except 2 hours of domestic help per week. What are these people at [REDACTED] doing with the funding that is supposed be enough to use for various services to suit my needs each month? So say, 52 Thursdays in each year @ \$135.62 for 2 hours = \$7052.24 divide by 12 = \$587.68 per month, I'm sure there must be something left, so why can't there be enough for me to use it for hydrotherapy 2 hours a week at \$120, and some lawn mowing, garden maintenance each month? I don't have the amounts the gardener was charging? But when I called him this week and asked him why he hadn't been coming, he said [REDACTED] cancelled his services! I wasn't even aware? Because they cancelled theses garden services, I now have an overgrown jungle in my courtyard. Its just not acceptable. I've been paying for my own hydrotherapy sessions directly to the physiotherapist. Why? Something is wrong, it badly needs fixing. Who watches over the quality of service, the management of the spending and the services I'm qualified to have included in my Level 2 Home Care Package?