

My feedback relates to the changes in the Single Assessment for Aged Care system. The recent changes have meant that assessments for aged care (RAS, ACAS) are now being conducted via telephone from Queensland for consumers living in North East Victoria. This is absolutely a worse outcome scenario. How can a worker in Queensland conduct a thorough review when they do not enter the home or sight the aged person? The aged person isn't going to volunteer information about hoarding or squalor. They will also downplay any mobility issues or issues of personal cleanliness. The Queensland worker knows nothing of the geography, the isolation nor the public transport challenges in accessing services. If the original intention of the changes to the system were truly to improve equity of access to services, then this change is a complete failure.