

I have been involved with Aged Care now for almost 10 years as a carer for my elderly grandmother. The things I have witnessed from professionals towards my grandmother have been abhorrent to say the least. I myself have been assaulted by workers due to speaking out asking for help with the complaint being denied and swept under the rug.

2024 with my grandmother being with a HCP provider- [REDACTED] I have found these young workers having no life experience nor any idea of what the elderly need. Currently I am "fighting" [REDACTED] due to lack of transparency, manipulation and going back on the agreement with nans funds buying much needed supplies. I have also noticed with [REDACTED] that they will approve items for one client but deny another, lack of fairness and respect.

This needs to be addressed in the Act.

The new Aged Care Act has already kicked off in some areas with respect and dignity already in place, how will the new act be implemented when providers have not changed? How will whistleblowers be protected when backlash and denial is still in place? What hope do nursing homes have when providers are playing god with the lives of the elderly? How much more do carers have to take on to support their loved ones and be their voice when we too are being disrespected?

We as carers are picking up the pieces that is going to burn us out even more and I fear when the New Aged Care Act fully kicks in. Essentials missed out on due to being unaffordable, care not being upheld and forcing the elderly to give up.

This is so sad, why are our precious elderly dealing with so much and being disregarded?

As a full time carer and witnessing what I have, care will never be at the standards it should be at. The Act needs to be amended to support our elderly.