

Date: 07/10/2024

To Consultation Committee,

Submission following the Aged Care Rules 2024

Consultation Draft Stage 1 Service List.

I want to make a formal complaint about the consultation process of the Aged Care Rules 2024 Consultation Draft by Anika Wells (submission due date 31/10/24) and the consultation process of the proposed Aged Care Act 2024 (submissions due date 30/09/24). The current Home Care Package recipients have not had **any notifications** about the proposed Aged Care Rules 2024 Consultation Draft nor **any notifications** about the proposed Aged Care Act 2024. Therefore, the current Home Care Package recipients have absolutely no visibility of the proposed changes such as cleaning limited to 52 hours per year and gardening limited to 18 hours per year. The only way anyone knows of the changes is through Facebook Aged Care Advocacy Groups. Facebook is how I found out & my elderly parents both have a HCP and I am their representative on My Aged Care and with their HCP Provider. Therefore, since only Facebook Aged Care Advocacy Groups only have visibility of the changes this excludes an entire generation of elderly HCP recipients who are smart phone and computer illiterate, which is the majority elderly population on HCPs. There have been no government letters to the HCP recipients providing them with valuable information about the proposed new Aged Care Act 2024 and the changes that will directly impact them, there has been no HCP provider letters nor government (My Aged Care) letters to the HCP recipients providing them with valuable information about the proposed new Aged Care Act 2024 and the changes that will directly impact them. The elderly currently have no visibility on the proposed changes. Even if the elderly were notified by the government of the changes (via letters in the mail or in community halls), how on earth can they even reply as the only reply mechanism is the "submit" button on a computer screen (elderly people are computer illiterate). Therefore, this consultation process is completely flawed and unfair as the elderly cannot have their say as they are not even being informed about the proposed changes, the new proposed My Aged Care Act 2024 and have no way of even responding to the proposed changes as they are computer illiterate. This proposed Aged Care Act 2024 in its current state, should **not proceed due to the inadequate consultation process, elderly people have the right to have their say**, but are deliberately being excluded because they are social media (facebook) & computer illiterate. I believe for the consultation process to be fair to the elderly, they need to be notified by the government of the upcoming changes to the HCP, and they need to have an adequate platform for them to respond, so then they have the opportunity to respond and a fair consultation process is achieved.

Even the Aged Care Act 2024 consultation period (submission to the Senate) of 2 week is totally inadequate. It was submitted to parliament on 12 Sep 2024 and all elderly people & their families only had the opportunity to respond within 2 weeks, as submissions closed on 30 Sep 2024. This is pathetic and just goes to show that the government does not have the elderly on their mind, the elderly don't even know about the changes cause no one bothered to tell them. As above, I only found out via Facebook Advocacy Groups and I only responded to the committee in the Senate as I was computer literate. What about all the elderly people who don't know about the changes and who are not computer literate, so could not even submit a reply (even if the government bother to tell them about the changes).

Consultation Draft Aged Care Rules 2024, Chapter 1, Part 4, Division 2, Item 36 Domestic Assistance and Item 38 Home Maintenance and Repairs:

I am strongly against the new Aged Care Act 2024, **Aged Care Rules 2024, Chapter 1, Part 4, Division 2, Item 36 Domestic Assistance**. Specifically, the “Domestic Assistance” limit of 52 hours per year cleaning and the financial co-contribution of 17.5% for full Centrelink pensioners. I will explain why below.

36 Domestic assistance

- (1) A service listed and described in an item of the following table:
 - (a) is in the service type domestic assistance; and
 - (b) has the subsidy basis efficient price; and
 - (c) has the base efficient price specified in the item.

Services that are capped

- (2) The cap on the service listed and described in item 1 of the following table for a calendar year is 52 hours.

Services in the service type domestic assistance			
Item	Column 1 Service	Column 2 Description	Column 3 Base efficient price (\$ per hour)
1	General house cleaning	The provision of, or assistance with, light household cleaning, including mopping, vacuuming, washing dishes, and general tidying of surface areas, that ensure the individual remains safe at home, but not including professional cleaning such as carpet cleaning, pest control, dry cleaning or pet care	[TBA]
2	Laundry services	The provision of, or assistance with, laundry activities, including but not limited to the laundering of clothing and bedding and the ironing of clothing	[TBA]
3	Shopping assistance	The provision of shopping, or assistance with shopping activities, including developing a shopping list, driving to a shop, and assisting with the collection of shopping, but not including the cost of the shopping	[TBA]

Cleaning (Domestic Assistance), Aged Care Rules 2024, Chapter 1, Part 4, Division 2, Item 36:

[REDACTED]

[REDACTED]

The government would not have seen a person living in squalor before, as they would have provided her support prior to 2024 if they had seen the squalor.

[REDACTED]

[REDACTED]

[REDACTED]. Imagine the avalanche of elderly people going into the nursing homes purely because the government won't provide a cleaner for more than 52 hours per year (1 hour per week) for them. This will cost the government much more money in the long run, then paying for a cleaner.

[Redacted text block]

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Support at Home program update – Webinar recording

From a government health authority in Australia

	Clinical care	Independence	Everyday living
Full pensioner	0%	5%	17.5%
Part pensioner and Commonwealth seniors health care eligible	0%	5%– 50% depending on income and assets	17.5% - 80% depending on income and assets
Self-funded retiree	0%	50%	80%

- Participant contributions will be scaled according to a person's means, based on their Age Pension means test.
 - Full pensioners will make a low contribution
 - Part pensioners and Commonwealth Seniors Health Card holders contributions will increase as their income and assets increase
 - Self-funded retirees will make higher contributions
- A new \$130,000 lifetime cap will apply to contributions in Support at Home and to contributions to non-clinical care in residential care.

agedcareengagement.health.gov.au

[Redacted text block]

[REDACTED]

[REDACTED]

Then there are elderly who rent and only survive off the Centrelink pension (no assets), imagine them trying to pay co-contributions for a shower (5%), a cleaner and a gardener (17.5%). They are flat out paying rent as rents & food are exorbitant due to the cost of living crisis, let alone pay 17.5% for cleaning and gardening and 5% for a shower. Renters will have to choose on whether to pay rent, have a shower, buy food or pay the 17.5% cleaner. Elderly people will be evicted from their rental homes if they are not kept cleaned (if the cap of 52 hours per year is enforced), and if the garden is not maintained (if the cap of 18 hours per year is enforced), as part of the tenancy agreement they are subjected to 6 monthly real estate (landlord) inspections. If the house is not clean and the garden not maintained, the tenant will be evicted and left homeless. This will further put pressure on the government, a housing crisis.

Please stop the limits on the cleaning (cap 52 hours per year) and gardening (cap 18 hours per year) and please reconsider the Centrelink pensioners co-contribution of 17.5% for cleaning and gardening, and 5% for showering (personal care). It is simply unfair & cruel and will cause the elderly to take up beds in hospital and nursing homes. The government will have to build bigger hospitals and nursing homes if this Aged Care Act 2024 gets through parliament. More hours of cleaning and gardening is required to keep the elderly living in their homes, this is a small financial investment in comparison to an avalanche of elderly going to hospitals and nursing homes, this would cost the government much more in the long run.

Yours sincerely,

[REDACTED]

[REDACTED]