

**Proposed changes to the Aged Care Act and it's effect on the elderly**

I urge all decision makers in the Aged Care Act to consider how they would feel if their Mum and Dad were **full pensioners** on a high level HCP. What would you want for them? What do they need? How do you provide them with the ability to thrive, not just survive in their final years?

Here's the reality of what aged care looks like for some of us....

A cap on number of hours of domestic assistance is unworkable.

Everyone has a different level of need for cleaning depending on the size of their residence and their ability to be doing some of the work themselves.

[REDACTED]

A cap on number of hours of gardening assistance is unworkable.

The size of people's gardens is so largely varied that one man's nature strip is another man's ¼ acre. The vegetation and necessary trimming and tidying will be so wide ranging that it is impossible to suggest a set amount of time to make someone's garden and property safe and respectably tidy. Many elderly HCP recipients may be able to hold a hose to water an easy to access area of their garden but they cannot be expected to do much more than that – they need assistance with many aspects of garden and property upkeep.

[REDACTED]

Contributing to cost of services

Full Pensioners cannot afford to contribute to costs and they will be much 'worse off' than anyone else in the system. They will have to do without the help they need rather than pay for it, resulting in living in below acceptable circumstances.

[REDACTED]

The importance of Self Managing

For those lucky enough to still be able to understand and manage their own HCP's, or have a family member/carer to do it for them, self managing is an essential choice. To be able to use services provided by people you already have experience with or who are close and local to you should be a right.

[REDACTED]

#### Providers' Power Trip

Currently, it is almost impossible for some people to spend excess funds due to Providers making it so difficult to access much needed items.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Providers wasting Doctors' time

When you sign up with a Provider it is an arduous task consisting of an interview for more than an hour and having to provide them with extensive paperwork regarding your condition. They query many things and their in-house medical specialists and nurses decide what they'll let you do with allocating your funds. Yet when it comes to making decisions on what they'll let you buy in relation to health related items they refer you to your doctor, to waste his time.

[REDACTED]

No more cost to the Govt.

You are rated a HCP level by the Govt. ACAT team. That is a legitimate rating at the time of assessment. Your health may remain static for a number of years or it may decline. If you're lucky, it may improve. The HCP should be able to be spent on whatever is most important to your health, safety and wellbeing at any particular time. In the current format, you receive a certain amount of money and that is all you can spend, (including your excess funds). It will not cost the Govt any more or less no matter what you spend it on. This needs to remain the same under the new Aged Care Act – that you can decide where to spend your funds and not be dictated by totally unworkable caps. And it's no use being allocated funds that you cannot spend due to Providers being tough gatekeepers of the spending and making it onerous for the elderly to satisfy Providers unfair requests for proof/evidence/legitimacy.

Providers Rort

The Providers have been the ones to obstruct and make difficult, all aspects of having an HCP to date. They overcharge, have no consideration of costs for items and services and treat the elderly with disrespect. They have no interest in saying yes and helping, they auto-default to saying no and obstructing. The biggest waste of money is in relation to Providers, not HCP recipients and their spending. I would like to see more regulation in regard to the Providers rather than the needy elderly.

Sincerely

Anna [REDACTED]