

Aged Care Employment

Brief comments received

Included are only those comments received as of 25 February 2022, for which the submitter gave their permission for their comment to be published.

No.	Comment
1	Dear Commissioner. Could I ask if this review will take into account models that are not traditional aged care institutional models? During the Royal Commission it became impossible to present alternative models they would accept and review. I work as a consultant and also a CEO of a small rural provider in aged care and have developed a care model that de-institutionalizes aged care services. It is used by a number of providers across Australia but was ignored by the Royal Commission. I would like this review to be open to at least looking at and evaluating this care model (called MyCDC) so it becomes recognized for the changes it makes to people receiving care and those who provide care. I am sorry if this seems a bit presumptuous of me but I have been battling to get rid of the institutional model in aged care for over 7 years now with moderate success from some forward thinking CEO's. I wish you well with your review and hopefully we can make a contribution.
2	A large proportion of aged care services are simple services like cleaning, companionship, transport, gardening, low level personal care. It does not require the same high level regulation as complex care services. Platforms are bringing in a new workforce (like students) to this work, reducing costs to consumers and better matching carers to recipients. Please do not propose over-regulating an important and growing part of the market that is much cheaper and more convenient for older Australians than the large firms.
6	I use a platform called Mable, it has made it so much faster to source workers and services. They give me a list of local workers that is so much easier than advertising myself and their workers are vetted before listing on their website. It is a little confusing when first accessing aged care and their help has made my life so much easier.
7	I enjoy working with Mable because I am in control of which jobs I apply for. The support staff are very helpful. I would like to see a proper ID Tag with a MABLE Lanyard. A lot of people ask me who do I work for?!!!! One of your staff helped me with a link to my photo which I got Officeworks to print and laminate, however the font is so small that I can hardly read my name and MABLE.
8	With the proposal to increase minimum contract time from 1 to 2 hours will reduce funding usability if the worker cannot do or be allocated additional tasks to fill two hours i.e. worker tasked with showering and dressing , assist with transport, shopping, medical appointments I can also foresee disarray in personnel scheduling in initial reprogramming or a resultant loss of usable funding

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9	After working in a private sector I have never been happier working for myself . I choose my hours , my clients and choose how much to charge dependent on clients needs . I can choose the amount of clients I work for as well which gives me flexibility to have my family as my priority . I would like to see the government give more funding for us to be able to provide 24 hour care in the clients homes so they don't have to be put into nursing homes and live the lives they want to independently at home .
10	I am greatly appreciative of effort being made by Organization like Mable to provide right kind of workers to Aged Care people by cutting the middle men in the process.
11	I think there are three benefits for being a support worker via Mable Firstly, you can choose a client who you like. Second, you can choose time when you like. Thirdly, you can choose area where you like.
13	I am an aged care support worker, working independently via Mable's platform. The most important benefit of being on the Mable platform for me is being able to choose the hours that I want to work so that it fits in with the other responsibilities and commitments I have in my life.
14	I being work as home care support worker my son start primary and now he in Melbourne university At first I start 10-15 hours per week due to taking him from school and pick up as a single mum Gradually I increase my hours . However it's very stressful in this work field, Spectrum do provide me with work hour s but not steady hours every week because clients cancel on the day you do not get paid Plus clients when into nursing home or pass away, you won't get other client straight away sometimes up to a month without steady income That why I registered with Mable, to enable me to get other income. In this field of work I get stressed and worried due to not get steady income and can't afford a day off too, I work 7 days a week but not all 8 hours a dy Stressful from client, from family children they think I go the right to the funding and can demanding you to clean their home as a cleaner and no steady income, every one think we earn a lot because providers charge them allotted and they think it all comes to our pockets. What a joke The winner is the provider and case my
15	I'm enjoying working with a provider like Mable because I can choose my hours, I can choose my clients (I work for friends) and the pay without someone raking off the majority makes both myself and my clients happy; them because they don't feel guilty about asking for help when they need it, and me because I don't begrudge them for the time I spend with them.
16	I'm sorry I'm not computer savvy or experienced in formal submissions like this. What I am experienced in is assisting the elderly, frail & terminally ill. My expertise is assisted transport. I found a void in the Aged Care Industry & I hope I'm filling it one client at a time. Where community transport is great, it's just a 'pick up & drop off' service. Those requiring a carer often have no-one & hospital admin staff are often required to assist from the transport vehicle, to toilet & tend to admissions paperwork. I completed my Cert III Aged Care & Disabilities after many years of caring for both my Parents who died at home, as per their wishes. Now I am an AIN. I drive clients to day surgery & Specialist appointments. I stay with them until they're anaesthetised & I'm there for them in recovery. In the case of Specislist appointments, I liaise with the Doctors with them, often simplifying the medical terminology. Also 'translating' for elderly clients who find it difficult to communicate with Doctors with an accent. Which is prevalent in our multi cultural society. I also take notes as it's often very overwhelming for them. I then bring them safely home after their procedure/appointment. I love the work I do. I enjoy helping people during what is often a very anxious time.

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17	Working as a sole trader through the Mable platform means I can choose the hours I work to fit around my responsibilities with my young children as a single parent. This reduces the hours they need to be put in before and after school care or vacation care in the holidays. I do not have to miss school events. After a back condition forced me to stop working as a registered nurse, Mable has allowed me to return to work as a support worker and choose clients and tasks that do not impact on the health of my back, avoid chronic pain issues and remain employable in this industry.
18	As an independent Aged Care/NDIS coordinator and care provider I have some very strong views on how both Aged Care and the NDIS sectors can be improved. I currently manage a small group of care staff who were all head hunted to create an outstanding team. As a group we go above and beyond our duties in providing our Aged Care and NDIS clients with the service they deserve. I am personally a big advocate for independent carers employed by clients who have had enough of the service being provided by privately owned home care organisations that prioritise financial profits over customer service. After working in Aged Care facilities and for privately run home care providers I made the decision to become an independent sole trader which would enable me to provide the kind of service clients deserve. I have never advertised my services yet my phone never stops ringing through word of mouth. This in itself tells you everything you need to know about the care provider options available to Aged Care and Disability clients. There are new home care providers popping up in all regions across Australia promising to do things differently. They are all the same. Chasing the pots of gold in a highly lucrative business where clients are treated as walking ATM machines. The dirty tricks going on behind the scenes to retain clients and poach from competition is nothing short of disgusting. It's impossible to cover all that is wrong with both the Aged Care and Disability sectors in this submission. What I will say is, I haven't always been a care provider. After a top end business management career I opted for a change because I wanted to help people less fortunate than myself. We all agree that Aged care and Disability is not an an easy fix, but the Australian Government needs to start recruiting the right people with the right experience to tackle the problems and to make changes that need to happen. The NDIS bill is a perfect example. Out of control and needs to be addressed. The Government is focussing on the wrong areas in its attempt to reduce the NDIS budget.
19	I believe working for Mable independently has given the client more options and a more client centred approach. For me as a worker I have more freedom and choice in my working experience rather than working for a industry employer. It is a win win situation for everyone. Yours sincerely.
20	I really like using the Mable app to source my support workers as I am able to ask for exactly what I need and they are not restricted by silly rules like not being able to move anything when cleaning!
21	it has been my good fortune to have a care support worker who i hired independently from the mable platform i have a level 1 package waiting for level 2 and i self manage in comparisen with the help provided by traditional providers i much prefer this situation as you get to know your care worker she knows what needs to be done etc with traditional providers you take what you are given so it could be a different person every time and that is very un settling to a older person i find also that the worker you hire independently is much more caring and aware of your needs, thank you.
22	I love working through Mable because I have more control of my work place and the clients I service, also my worth as a mature carer, also I feel more valued, I also feel a sense of fulfilment and value to those I care for.

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24	Organisations like Anglicare, Australian Unity and other full service providers gouge customers because they can. Self Managed packages offer affordability and limit gouging. Let's Get Care and Mable allow flexibility and provide value for the vulnerable. Regulate the full service providers or make the options easier to manage.
25	Mable is a excellent model you are your own boss get to pick who you would like to work with knowing your skills excellent hourly rates depending on your previous background and work the days and hours that fit your own lifestyle.
27	Being able to choose who I want to come into my life to help me with my needs as an older person with a disability can make a huge difference to my quality of living. I can negotiate wages with a good support worker, so that we are mutually happy, and therefore they'll stay around longer. Using Mable to find a good support worker has been a godsend. Having a choice as to who comes into my home that I can trust is extremely important to me. I wouldn't like the idea of someone else choosing a support worker that I can't connect with, or can't trust.
28	I currently undertake work through Mabel and find that I can choose the hours and times I work and where I work. Mabel send plenty of jobs through which match my profile so the system works extremely well. I enjoy what I do and I get to meet people with various disabilities who need my care.
31	I worked in aged care for over 10 years and recently replaced my poorly paid, task-oriented, micromanaged job with services built on relationships, purpose and satisfaction, through an independent platform. I have friends leaving aged care for similar reasons and are now finding more meaningful and fulfilling work through independent platforms. I had the opportunity to apply for several jobs when I relocated to a new region, but the wage was unsatisfactory in comparison to my independent work. These organisations keep advertising repeatedly without success. I have a Bachelor in diversional therapy and gained further knowledge and skills over the years. I refuse to be paid \$20 something an hour with an organisation that treats me like fodder and has despicable management. The aged care system is broken and the people we care for have little dignity under this archaic system.
32	I was a partner in the Aged Care Navigator Trials up to June 2021, and a Navigator for a further 6 months. I visited over 40 towns in rural and remote Queensland and northern NSW and interacted with more than a 1000 people. I developed a Training Course for Local Champions to enable them to help older Australians navigate the Aged Care system. The Aged Care Act and Aged Care Laws should be referred to when considering employment of care workers. The proposed changes (July 2023) to Home Care Programs will impact on the proposals in respect to this Aged Care Employment Study. Impacts on • Quality of Care - The Quality and Safety Commission is authorised to oversee the standards • Consumer Choice – 2017 Legislation enacted Consumer Choice in Home Care Packages, with conditions that care workers meet requirements, namely insurance, Police Check and an ABN. • Job Creation – unavailability of workers is the weak point in Aged Care Programs. Incentives are needed to attract local workers. In rural and remote settings, consumers need to be educated in identifying and engaging local care workers who meet their needs. Providers could be more helpful in making their clients aware of this opportunity. • Employment Conditions – some providers have made it more difficult for workers by not covering travel time to clients, although the home care package is charged at rates as per My Aged Care. Also, the level of pay is far too low (this is currently being argued at The Fair Work Commission) • Worker Preferences – this is a question for workers, but I believe that if more workers knew of different models of caring eg worker platforms or by being a sole trader, they may be encouraged to stay in the industry. • Innovative models of Care – there is nothing new in supply of workers. One difficulty is the reluctance of Providers (in the Commonwealth Home Support Program) to engage workers from platforms, even though there is funding available, and the Provider cannot fulfil its commitments to clients through lack of suitable workers. • Accountability of Providers – Providers are

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	<p>responsible for the health and well being of their clients, no matter who delivers the care. There are providers who never assess the progress of the clients. This should be a mandatory requirement from the Quality and Safety Commission, with unannounced • Costs of Care – the Dept of Health releases the National Summary of Home Care Package prices every quarter, showing approved service providers costs are up to 40% more than direct care workers charges. This is a very important consideration for consumers Approved Services Providers are unable to provide enough Care Workers to meet the needs of clients in many service areas Operation Manuals to include how Consumers can Choose Care Workers Providers in both Home Care Programs must immediately engage with Care Worker platforms to overcome this crippling shortage of care workers in the industry</p>
33	<p>This type of work allows me to work the hours I need and to fit in with my family commitments. I work in aged care facilities and advocate for the aging population to live within the family home for as long as they can with "outside help" as their extended family are often working and busy with their own younger families. This should apply to all aged care facilities and Home Care Package recipients.</p>
34	<p>Although I would dearly like to make a submission priority of other responsibilities in a retirement village in which I and my wife live preclude me doing so. I am aged 91 and my wife aged 88 was diagnosed with onset of Parkinsons Disease in 2012. Shortly after I was recognised as her primary carer. Since then we have accessed HACC domestic assistance, transitioning to a Level 2 HCP in 2017, both with "recognised" aged care providers. The approved Level 4 was wait listed. The care through L2 HCP was satisfactory due to an arrangement restricting Admin to 20% of package. After an unsatisfactory experience of a 2 week respite period with the provider we terminated our agreement in August 2018 and moved the Lets Get Care (LGC) as provider and Mable as our source of carers. I assumed responsibility for interviewing and managing the Home Care Workers (HCW), mainly Personal Care Assistants (PCA). At the same time the HCP was upgraded to Level 3. With a reduction of Admin costs to 13% of the HCP there was an increase in care hours and, more importantly, the same 3 PCA on a regular schedule. In May 2019, after a severe attack of shingles, my wife had to move into Residential Care where she remained for 8 months. On her insistence and family approval she returned home in January 2020. At the same time her HCP was finally upgraded to the approved Level 4. Although her Parkinsons continued its adverse progression she was still reasonably mobile albeit using an electric wheel chair and mobility scooter. This changed markedly in January 2022 when she lost the ability to transition and the use of a floor lift became essential and her care needs increased dramatically. Throughout the challenging period our interactions with the provider (LGC) have been easy and the assistance of our Care Coordinator first rate. When necessary, more highly qualified care personal have been available through Mable and the ability to interview and chose persons who fit my wife's personality is most beneficial. Throughout the years we have used LGC/Mable the continuity of personal involvement between my wife and her carers has been a major benefit. My role has not been simple but being fully retired I have had the time, the interest and the knowledge of technology to be able to "self manage".</p>
35	<p>i am an aged care contractor. i love being able to pick and choose my work load and days. but as contractors are required to bid for individual services to provide, i am sure there is a huge travel inefficiency. I work in the country. I would love for the brokers to be allowed to bundle willing clients in the same geographical area into blocks of 2 to 7 hours of work on the same day. the clients get to specify which day(s) are acceptable. of course this wont work in all cases, but i get the impression the powers that be from my main broker that this would be perceived as acting like an employer. i wont pick up a 1.5 hr job in a town i have to travel to. if i apply for 2 x 1.5 hr jobs, i may win only 1, or not be able to schedule them together. this could be the difference between service being available or affordable for those who live on farms or in tiny towns.</p>

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36	<p>I am disappointed in the payment process. Timesheets are submitted on the day of supporting the clients. Timesheets are approved by the following day. Invoices are delayed and so is the payment process. I have 21 invoices waiting for payment from 2 weeks ago. Clients are government funded and I do not understand why there is such a delay with payments being made to workers. I am self employed and to try and budget and pay rent, bills etc is difficult. I do not receive any Centrelink benefits and being a support worker is my only income. Debts are increasing and I have received a notice to vacate my rental property as I can not pay my rent on time due to lack of payments. This needs to be investigated and amended immediately. Invoices should be paid within 7 days.</p>
37	<p>Community Colleges Australia (CCA) wishes the Productivity Commission to take into account the following: Australian not-for-profit adult and community education (ACE) providers excel in aged care training. Specifically, they:</p> <ul style="list-style-type: none"> • Constitute an important part of the nation's aged care training infrastructure, training 23% of NSW, 19% of VIC (and 13% nationally) of government-funded VET aged care students, a total of 8,435 students in these qualifications in 2019 (NCVER 2020). • Specialise in delivering the Certificate III Individual Support, the most popular training package for ACE provider students nationally, with more than one-third of them enrolled, including almost every member of CCA. • Over-perform in engaging vulnerable and disadvantaged groups and individuals in education and training programs – an essential outreach function to sustain the desperately needed expansion of Australia's aged care workforce. <p>Relevant links: - https://cca.edu.au/cca-proposes-support-programs-for-ace-aged-care-trainers-students-and-workers/ - https://cca.edu.au/australias-ace-sector-ready-to-assist-growth-in-aged-care-workforce/ - https://chsp.delegateconnect.co/talks/how-australia-s-adult-and-community-education-providers-can-support-the-growth-of-a-quality-trained-aged-care-workforce - https://cca.edu.au/cca-report-highlights-how-nsw-ace-providers-reach-vulnerable-and-disadvantaged-students/</p>