

To whom it may concern

I have been attached to the health care industry for a number of years and have observed people 'battle' through difficult situations with minimum support. Resources have been reduced for immediate availability and relevant information does not reach the needy.

The wait process! Leaves carers and the people being cared for, too late to arrive to give a quality care outcome. The outcome from the lack, which is seen so often, is the carer becomes unwell, tired and unable to continue caring.

I am a 'carer' of an ageing parent, my educational background, thank goodness, has provided me with the knowledge and the ability to provide quality care. However, my application for a 'Carers' Allowance' was refused!

My parent is keen to live independently with support services; delivered meals, 3 x weekly shower/ hygiene, 1 x fortnightly domestic support.

I visit and attend daily; take to Doctor appointments, shopping, hygiene on days when service not provided, house maintenance etc, etc. I undertake the role 3 weeks out of 4, for the 4th week (my work commitment) (my parent now resides in respite care which is exceptional).

I am very grateful and appreciate the services provided, however I am fortunate, because of my 'background' to be able assess when my parent's need changes and deal with the situation appropriately; my parent then resides with myself.

What do we need to make quality change!

- No wait for Assessment
- No wait to access packages
- Dollar provision to allow time to those in paid positions, to explain and reassure families and 'patients' that access to support's for their requirement is available NOW, be that Community or residentially based
- An increase in the numbers of a paid 'health' work force to meet the needs of longevity
- Education: Place the right person in the right position