

Dear Daryl

Thank you for your time the other day.

As discussed in our meeting on Wednesday 19th of January at 4pm I have had some very disturbing dealings within the aged care sector recently and really need your help to ensure my horrific situation was not in vain and that someone in your position with the power to be heard can speak for our very vulnerable aged folk.

I have included in this email a letter that encapsulates the horror of what we as a family experienced last year and I include the case id of Aged Care Complaints INvestigation Scheme that investigated our experience.

It has been my experience that there is a lot of legislation and "charters of rights" for the aged care sector but fundamentals are missing from the care equation.

Some suggestions I would like to put forward through you to the Federal Minister for Aged Care, parliament and the current productivity commission into "Caring for older Australians" are:

- * Give the Aged Care Complaints Investigation Scheme and the Aged Care Commissioner the ability to issue breach's of the Aged Care Principles 1997 with a financial penalty not just a nasty letter. Without meaningful and material fines or punishments the basis of the Aged Care Principles 1997 is majorly flawed.

- * Aged Care contracts are more confusing than mobile phone contracts. Can they be made very, very simple? The current contracts are simply not appropriate for people entering an "aged care" situation.

- * Care milestones or "formal parent/ teacher style" care meetings with carers should be mandatory once a quarter. Just like preschools, schools and day care centres have mandatory reports that have to be provided to carers. Aged care establishments should be made to provide care reports on their residents.

- * Care planing should be just that, care that provides care horizons or milestones for families to make caring decisions in a more orderly and stressless environment. Eg if a facility is only low care and realise that its ability to care long term for a resident isn't going to be met. The facility should notify the family or resident in plenty of time to make a considered and orderly migration to a higher care facility.

- * Create a "my Schools" website for aged care placements that ranks and provides information about breach's etc. These facilities end up being peoples homes and it is unfair to move frail aged people surely if more information is readily available providers will be more willing to up there game.

- * A tenancy tribunal should be created to hear aged care related issues like security of tenure issues. As a 35 year old renter I have more rights and protection over my rental accommodation than my 92 year old grandmother in aged care does. This is simply an unacceptable situation.

- * That GP's should be paid much more for visiting nursing homes and for providing the complex care that aged patients need. This would ensure continuation of care and free up hospitals as aged care patients would not get dumped on the hospitals when GP's are un able to see them. The reason GP's often abandon there patients when they enter care facilities is that it is simply not financially viable for them to continue seeing patients