

**From:** [REDACTED]  
**To:** [IGAC Royal Commission](#)  
**Subject:** TRIM: Submission re Aged Care Reforms  
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Dear Sir/Madam

The aged care system is in dire need of reform. I am writing about the Home Care Provider system.

Regarding the third question re a rights centred system I can assure you that client's rights are not considered or understood.

The whole system is based on what is best for the providers.

I have prepared a list of issues regarding the providers. I have had experience with 4 providers and have found that they continue to be substandard in their duties..

1. Providers have extremely poor communication. They are rude. They are dismissive. They are defensive. They are unable to apologise for any mistake.

2. They are not equipped to communicate with the elderly. They intimidate the elderly to the point of bullying. They have a "we are the boss" attitude.

3. Clients are uncertain due to poor supply of information. Clients live with uncertainty.

4. This Provider centred system is the epitome of injustice to the elderly.

5. I have many examples of the above behaviours as both my 92 year old mother and myself are in the aged care system.

6. After speaking to many other elderly people I am aware of the stress that they are enduring.

7. It must change.

8. Suggestions re improving the Home Care System ~

:Home Care clients need community visitors/inspectors to engage with them on a fortnightly basis. They can share their issues and complaints which can then be taken back to the provider.

:Providers should have training in communication with the elderly. Having more consideration and compassion for the elderly.

Training in customer relations, manners, respect would also be of great benefit.

9. I also wish to bring up the issue of tradesmen and suppliers. They are charging exorbitant

amounts of money. They are taking advantage of the government. eg. a gardener may normally charge \$100.00 for a job. When the same job is done for a client under the Home Care system the gardener will charge \$350.00. A tradesman normally charging \$150.00 :to install a grabrail will charge \$400.00. The suppliers of equipment for the elderly increase their prices.

The greedy are taking advantage of the Home Care system and government is paying.

Yours Faithfully  
Melissa Ross.