

Thank you for the opportunity to submit feedback for the AIGAC Review of MAC.

Please find below FEEDBACK Requested from Uniting Church Homes trading as Juniper client and daughter responses in highlighted yellow text to 10 questions.

In addition to considering how your experience relates to our review criteria, we are interested in understanding:

1. When did you become aware of My Aged Care and that services may be available to you? **From friends / people in the same stage of life / sometime GP.**
 - a. Did you know how to find My Aged Care when you needed an assessment, or needed to organise an assessment? **No – It is difficult to navigate unless tech savvy and the when use the phone to contact, spent a lot of time waiting and a further 45 minutes being triaged to appropriate department**
 - b. If you didn't know, how did you go around finding out? **Asked friends / family GP to assist.**
2. If you used My Aged Care to organise an assessment of care, how long ago was this? **Approximately 4 years ago**
3. Did you use the website, the phone line or did you use a face-to-face centre? **Phone call followed by a face to face interview.**
 - a. For whichever method you used, how easy was it to use? **Wait times and call backs are time consuming and 4- 6 weeks wait for in person assessment at that time.**
4. Were there any issues with availability/reliability of the My Aged Care system or phone line if used? **No**
5. If you used the Services Australia face-to-face centres – were you able to immediately receive assistance? **NA**
6. How long did it take to organise an assessment and confirm that an assessment was booked? **Approximately 4-6 weeks for the initial HCP Assessment Level 2 and 8 weeks for the upgrade to HCP level 3.**
7. Did anything stop you from getting an assessment or slow down achieving this? **Not on our behalf.**
8. Did anything stop you from accessing My Aged Care? **No / children of recipient would support with updates as seen on MAC.**
 - a. If you could not use My Aged Care, did you access an assessment another way? **No**
 - b. Did you seek the assistance of a navigator, care finder or advocate to use My Aged Care, and what was your experience? **No**
9. Did you organise this on behalf of someone else? **Yes**
10. What was your overall experience? **Satisfactory / Assessment thorough.**

We encourage you to provide us with any examples, data, references, or other additional information that you feel would support your submission.

This was for my mother who is 85 years old. Due to mobility and aged related decline without the support of me and our family, accessing services would have been difficult for her to coordinate independently. She is limited in terms of technological knowledge and during the assessment the questions and information requested was a lot for her to take on and seemed quite confronting.

Early on, my mother accessed only CHSP and was approved for HCO with an 18 month wait period. During this period of waiting, her provider at the time Catholic Homes attained an STRC referral and equipped her with better equipment, modifications and other services until the HCP 2 was allocated.

The support she has gained from her various providers and now including Juniper has assisted her greatly in accessing additional support she has needed. More recently, as her needs and condition changed, it was her

provider Juniper that accessed and liaised with MAC directly for increased HCP and supports she needed and now utilises after being assigned a HCP Level 3.

Once she was a member of a good provider, the road has been much smoother as she leans on Juniper for their knowledge and guidance in her home care pathway.



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