

Thank you for inviting feedback on MyAgedCare.

It's been a few years since I engaged with MyAgedCare on behalf of my mother.

I found the site very complex and in order to understand the system I undertook a short course in the city with a not for profit organisation.

The course was held in the middle of the day which required me to take time off work. However, I found it extremely worthwhile because a range of experts spoke about various aspects of the system such as finance, legal and care providers.

Having learnt something of the system I felt more confident to arrange an assessment for my mother who was deemed to have need for home care.

That did not help because she could not get the help she needed to be able to remain living at home safely. The complaint from aged care providers was that there was a shortage of care staff.

As a consequence my mother saw no other option but to go into an aged care facility, after a doctor said she could no longer live at home safely.

Whatever happens to the review outcomes of MyAgedCare serious efforts should be made to simplify it, with clear instructions that help customers through the system.

I understand that the system cannot guarantee care staff are available due to current shortages but the system currently gives a sense of false hope.

Obviously going into a residential aged care facility is the most expensive option. I would have thought that efforts to reduce the risks of this expensive option would be a priority for government.

Thanks for the opportunity.