



To whom it may concern,

My name is Gaynor Lowndes and I am the CEO of HomeCare Australia, a Company I founded in 2011 to provide NDIS and Aged Care services via HomeCare Packages and now Support at Home.

I am deeply concerned about the impact the Support at Home Program will have on my currently 85 clients.

1. Co-contributions. How can you expect full pensioners to contribute to the cost of their services when many are barely able to live? Before you say, they have hardship provisions – why aren't you making NDIS participants who are on pensions to contribute? Doesn't seem very fair to me. In addition, we are already having clients refuse services because they can't afford the co-contributions. We will see the knock on effect of elderly people being admitted to hospital as a result of not receiving the care they need because they can't afford it.
2. Fixed Budgets. I have always had an issue with the unfairness of the aged care system compared to the NDIS system. Why are we not supporting our elderly Australians to the same extent as NDIS participants. I have NDIS participants on Budgets of over \$200,000 per year for mental health issues, yet our elderly Australians don't seem to matter.
3. I have been contacted by a First Nations person who is 55 and has been forced onto the aged care system rather Than NDIS where she should be. Even on a Level 8 SAH budget she won't get the services she needs.
4. Case Management 10% - how can a provider provide the case management as detailed in section 8 of the current provider manual when case management is set to 10%. I have spoken to many case managers in the sector who are being forced to case manage hundreds of participants because of this. How can they provide the case management the Government requires for 10%?
5. Pricing. Owing to the removal of the package management fee, we have had to increase our prices by \$30 per hour. We Are still in the lowest prices compared to our competitors but one of the points of the SAH system was that no one would be worse off than before but grandfathered clients are because of the price increases. Why was capped pricing not brought in on November 1? I don't know whether I can afford to stay in business because of the changes and yes I Can increase prices but morally I feel this is wrong.
6. Interim Funding. Great idea in principle but how can providers deliver Level 4 care with a level 2 budgets with no promise when they will receive full funding. The risk is too high for good providers in taking on interim funded Level 3 & 4 HCP and 5,6,7,8 SAH.

The Government has put providers in a very precarious position and I believe from talking with other providers that many will be forced to exit because of Support at Home.

I would love to know which providers were part of the design of the system. The Market knows that small providers take much better care of the elderly than large NFP. Indeed I am receiving daily calls from people currently with large providers looking for cheaper pricing because they can't afford the co-contributions.

Maybe the committee should look at the comments and questions I receive on my tik tok account when I try and explain Support at Home. This will give you an idea of the mistrust in the community and the disillusionment of case managers. If politicians had to navigate these systems on behalf of family members, they system would change I would have no doubt.



I ask again, why are we abandoning our elderly?

Yours sincerely

Gaynor Lowndes
CEO