

# Why are Home Care Recipients so Angry?

27th February 2023 Sydney NSW  
Helen Bonyng

There has been a lot of anger in the home age care community recently, but what are they angry about?



They are ignored by Anthony Albanese MP, Anika Wells MP and Mark Butler MP. Letters and emails go unanswered and on social media comments are removed and they are blocked.

They want to be included in the new age care reforms due June 2024. They want to be part of consultations and listened to.

## **Nothing about us without us**

A recent manual for Home Care Package (HCP) providers, January 2023 names certain exclusions.

A link to this manual is in the following article. [https://www.theguardian.com/australia-news/2023/feb/14/new-home-care-package-rules-limit-claims-but-labor-government-denies-they-amount-to-cuts?](https://www.theguardian.com/australia-news/2023/feb/14/new-home-care-package-rules-limit-claims-but-labor-government-denies-they-amount-to-cuts?CMP=Share_iOSApp_Other&fbclid=IwAR1e1DtF_1G4JGtWcp41IOjW4DUdGGwG7WqExLycVuFAQhNnqJndnWopnHQ)

[CMP=Share iOSApp\\_Other&fbclid=IwAR1e1DtF\\_1G4JGtWcp41IOjW4DUdGGwG7WqExLycVuFAQhNnqJndnWopnHQ](https://www.theguardian.com/australia-news/2023/feb/14/new-home-care-package-rules-limit-claims-but-labor-government-denies-they-amount-to-cuts?CMP=Share_iOSApp_Other&fbclid=IwAR1e1DtF_1G4JGtWcp41IOjW4DUdGGwG7WqExLycVuFAQhNnqJndnWopnHQ)

Anika Wells on numerous occasions has said that these are not new but are to make things clearer for providers. However we would like to give examples of these and why they are so important to us and should still be included.

1. HCP recipients would like to be able to claim maintenance and servicing of heating and cooling. Many receiving HCP have conditions which do not allow their bodies to regulate temperature. Eg SCI, MS, Parkinson's and MND plus ageing in general. [https://www.theguardian.com/australia-news/2023/feb/24/inability-to-cool-homes-in-summer-heat-making-almost-90-of-centrelink-recipients-ill-survey-finds?CMP=share\\_btn\\_link](https://www.theguardian.com/australia-news/2023/feb/24/inability-to-cool-homes-in-summer-heat-making-almost-90-of-centrelink-recipients-ill-survey-finds?CMP=share_btn_link)

**"Great leaders make it clear that they welcome challenges, criticism, and viewpoints other than their own. They know that an environment where people are afraid to speak up, offer insight, and ask good questions is destined for failure "**

Travis Bradberry

2. They would like to retain the ability to claim vitamins, minerals, nutritional supplements and non PBS medications, many of which are recommended by medical practitioners to ensure better health and less likelihood of a hospital stay which would cost the government more money.

3. They would like to have help to make home gardens more accessible like raised garden beds. Mental and physical health is proven to be so much better when they can enjoy the outdoors.

4. They would like to get a swimming pool cleaned. This would save money on the transport and a physio to go to a public pool. Better value from their meagre funds, to say nothing of the health and wellbeing it would provide.

5. They love their pets, which give them great comfort, so would like to be able to claim for pet care which they can no longer do themselves. It is good for a person's mental health and wellbeing.

6. They would like to claim for a hairdresser and a manicure every few weeks, to enable them to get a haircut and keep nails healthy. This is all part of personal health and hygiene.

7. Lastly but by no way least there should not be a situation where recipients have to choose between care and equipment. This is the situation now as package funds are eaten away by the means test, fees and the constant reports required to say what you can and can't have. Every request needs a report for even the simplest items, often costing more than the item.

They ask that all the above items be funded by the HCP which is essential to keep older people in need of support at home, in relative comfort, thus avoiding entering residential care and saving the government a big chunk of the age care budget. Some may argue that such goods and services should be covered as everyday living expenses but many older people live from week to week and HCP recipients are already means tested for their contribution.

So is it too much to ask that as Australians get older they can still enjoy their lives? Everyone ages, it is a shock ahead for every living soul if this is how Australia treats its elderly. It is time to show respect and empathy and allow them to contribute to the decisions that affect their lives

## **You should be angry too.**

For more information please visit <https://agedcarein-home.com/>

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