

Submission
No 4

**INQUIRY INTO THE EXERCISE OF THE FUNCTIONS OF
THE LIFETIME CARE AND SUPPORT AUTHORITY AND
THE LIFETIME CARE AND SUPPORT ADVISORY
COUNCIL - FOURTH REVIEW**

Name: Mr and Mrs Mark Harris

Date received: 10/08/2011

9th August 2011

The Director
Standing Committee on Law & Justice
Parliament House
Macquarie Street
Sydney, 2000

To whom it may concern:

Fourth Review of the Lifetime Care & Support Authority

I am now a T3 paraplegic as a result of being run over by a Government bus in February of 2009. I spoke last year at the Third Review and brought up all of the troubles and issues I had been having with the authority. I also recommended that the Authority be changed to allow participants who were not at fault and mentally sound to opt out of LTCSA if they so desire.

Directly after the Third Review I had a meeting planned with my LTCSA coordinator an O.T. and a home modification specialist. At this point I had been with this coordinator for 6 months and he had never returned any of my phone calls and only contacted me once by email. Not surprisingly he did not turn up for the meeting and instead 2 other LTCSA representatives attended in his place. I was told that they were not replacing my coordinator and that he just couldn't get to the meeting. A couple of weeks later one of the LTCSA representatives took over as a temporary coordinator and a couple of weeks after that the other LTCSA representative became my coordinator.

When I found out that my new LTCSA coordinator is a senior coordinator I hoped that my experience with the Authority would improve, sadly this was not the case. I have found her unresponsive in getting back to my wife, father and myself. I will bring examples of this to the review.

I receive home care which involves a nurse visiting once a month to change my indwelling catheter and 3 hours per week for domestic cleaning. As LTCSA is in charge of who looks after these services and they want one company to do both I get stuck with a company that has trouble doing either competently. I had one, supposedly qualified, nurse get the catheter change wrong causing bleeding from my abdominal wall. Another nurse they sent had never done the procedure before and I was not prepared to be the guinea-pig. The cleaning is no better and I will show photo's at the review of what my house looked like after one cleaner had been. I have made several complaints to the service provider but most of these have fallen on deaf ears because the staff tell me that LTCSA is their customer so they will only respond to their requests. If I was able to opt out of LTCSA I would be able to hire a qualified nurse to do my

catheter change and a qualified cleaner to do my cleaning and if either one wasn't up to scratch I could do something about it.

I am still left feeling like I have to fight to get anything out of LTCSA and this means that they have now and will always have control over my life. I am sick and tired of arguing with LTCSA and having to share every personal detail with them. All I want is to have control of my own life and not have the added stress of dealing with LTCSA, as life in a wheelchair is hard enough.

I hope you will give serious consideration to my request to opt out of LTCSA as I am sure you would like the option of opting out if you were in my position.

Regards,
Mark Harris
