

Supplementary
Submission
No 12a

**INQUIRY INTO SERVICES PROVIDED OR FUNDED BY
THE DEPARTMENT OF AGEING, DISABILITY AND
HOME CARE**

Name: Name suppressed
Date received: 12/07/2010

Partially Confidential

**Submission to the Inquiry into services provided or funded by the
NSW Department of Ageing, Disability and Home Care (ADHC)**

The Director
Standing Committee on Social Issues
Parliament House
Macquarie St
Sydney NSW 2000

RECEIVED

12 AUG 2010

**LEGISLATIVE
COUNCIL**

Dear Director and Standing Committee on Social Issues,

Please accept this submission, in confidence, into the inquiry of services provided or funded by the NSW Ageing, Disability and Home Care.

I am a paraplegic who broke his back in January resulting in T5 complete paraplegia (complete paralysis below the armpit level). At the start of 2007 my right shoulder joint suffered severe muscle detachment and septic arthritis resulting in only half of my bicep muscle and my deltoid muscle remaining functional. This situation required me to need help in the bathroom and getting dressed each morning. I am now receiving two hours a fortnight of help with housecleaning (from "Home Care") and 1 1/2 hours a week of personal help in the morning, on the days that my wife cannot help me (from "Catholic Healthcare"). Quite often my providers are unable to supply the assistance I need at the time of my choice. This causes considerable inconvenience and frustration within our household.

I would like to know who I can complain to when I am not happy with my service providers, and why it is not possible to get both my personal care and general help from the same provider. i.e. -- all recipients of help/care should be given clear guidelines as to their rights and responsibilities in relation to the assistance they are being provided. The disabled should have the right to know what services they are entitled to and whether they have a choice of providers.

Apparently there are numerous different entities that are funding the home care of disabled people. As a disabled person, I have no idea who funds my two different providers nor who I need to approach should I wish to change provider or the type and quantity of service I need.

The biggest problem appears to be the shortage of home care workers. I have heard that consideration is being given to training home care workers to a higher level of accreditation. I have never had any problem with home care workers due to their lack of training. All I need is a home care worker who is willing to help me in a manner as I ask. I am concerned that the threat of having to do a longer course of accreditation might turn many potential home care workers away, further exacerbating the current shortage of workers in this area. The pay is very low for home care workers. They would quite rightly expect higher pay should they have to do a longer course of accreditation prior to starting work. This would further increase the cost of providing this service resulting in less money to pay for the increased number of care workers needed.

Thank you for providing me the opportunity to make a submission to this very important and timely inquiry. I would be happy to appear as a witness in person to answer questions and/or provide further details to clarify the content of my submission.

Yours sincerely,