



Hon Anika Wells MP  
Minister for Aged Care  
Email: [Minister.Wells@health.gov.au](mailto:Minister.Wells@health.gov.au)

1 November 2024

Dear Minister Wells

**RE: Single Assessment Services**

The Quality Aged Care Action Group Inc. (QACAG) is a grassroots activist group. Our membership includes individuals who have experience of aged care and organisational allies. We are also an organisational member of the NSW Aged Care Roundtable.

Ongoing concerns from our members have been raised regarding aged care assessments and changes happening across NSW because of the transition to a single assessment service.

Whilst we acknowledge the Royal Commission into Aged Care Quality and Safety highlighted the need to streamline assessment services, changes are not happening quickly enough and are having unintended consequences on the quality of services end users are experiencing.

Our members have first-hand experience of the aged care system and have reported concerns about the following:

- Aged care assessments for home services unable to occur until after hospital discharge, delaying commencement of much needed support.
- People at home requiring entry to the system being overwhelmed with paperwork, with little direction and support.
- People being told there is an 18 month wait list for services and advised to seek private unregulated services as a result.
- Amalgamation of several ACAT teams into a single assessment framework resulting in loss of nursing expertise with senior nurses being removed from the skills mix.
- Insufficient resourcing of existing ACAT teams over multiple years.
- Poor care coordination where home care services have been received e.g., all services delivered on the same day rather than when people want them (lack of co-design).
- Phone assessments which have lacked ability to offer a full assessment, and which fails to acknowledge the importance of direct observation of the person and home environment.
- Home care services being restricted as to what they can do so unfit for purpose e.g., cleaning agencies refusing to clean above head height.
- Lack of investment in adequately resourcing and expanding publicly run assessment services over an extended period and decision to offer additional services to an open tender process resulting in less coordinated care pathways.

We urge you to give attention to these important areas as a matter of priority.

Kind regards

*Margaret Zanghi*

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President, QACAG Inc.