

FAO: Senator Pocock

RE: Senate Inquiry into Aged Care, item (h) – any other matters

This is an impassioned plea to the Australian Government Department of Health, Disability and Ageing to relax the requirements around supporting evidence for Support At Home purchases in order to support the sector prepare for the November rollout. Full article including reasoning for the suggested deferral is in the outlined in the LinkedIn post below. This would be a very beneficial outcome to the sector and show Government in a strong light without compromising the integrity of the Support At Home objectives – in fact it will most definitely support them as it will remove the need to divert funds from provision of care to manual admin. Just to put some practical numbers around my email below, for a medium sized Service Provider, they may have ~2500 separate purchase instances per month. So if it takes 10 mins to find, convert to PDF, login and upload each attachment, that equates to over 400 hours per month just for this activity. Assuming an effective 30 hours per week, this means they would need something like 3 FTE for this one task alone, so ~\$250k per annum redirected from care provision. Extrapolate this across all providers and the effort/cost associated with this one manual task (for no benefit) will seriously dilute the intended care provision for older Australians.

I hope this quantification helps any potential advocacy to relax this requirement at least for the first part of Support A Home in November.

Thank you in advance for your consideration.

[This is an impassioned plea to Australian Government Department of Health, Disability and Ageing to relax the requirements around supporting evidence for Support At Home purchases to support the... | David Spurgeon](#)

Regards,

David Spurgeon

General Manager, Transformation

