



*Question on Notice 1: “Senator Pratt: How many incidents did Mable and HomeMade report through to the Aged Care Commission last year?”*

In the 2023-24 Financial Year, Mable Technologies did not itself report any incidents to the Aged Care Quality and Safety Commission (ACQSC). However, Mable sent 1,900 incident reports to its 170 approved provider partners for those providers to investigate during this period. Further, on three separate occasions during this period, Mable has encouraged clients to make reports. This reflects the posture that Mable takes in encouraging clients and approved providers to make reports, as they are in the best position to make a report given their knowledge and understanding of a consumer’s care needs and health and wellbeing.

Within the current system Mable as a non-approved provider is not able to access the system which would enable it to make a SIRS report. Therefore, Mable only makes reports on those occasions where the approved provider or client has chosen not to make a report.

In the 2023-24 Financial Year, HomeMade reported 22 Serious Incident Response Scheme (SIRS) incidents to the Aged Care Quality and Safety Commission. Since July 2024, HomeMade has made a further 11 SIRS reports. These 33 reports include both Priority 1 and Priority 2 Reports.

*Question on Notice 2: “Senator Pratt: I just want to clarify as I understand there is about \$30 million dollars in federal funding for federally funded services, can you perhaps take on notice, where you hold the top level responsibility as a registered provider for what proportion of Commonwealth Funds coming through the system and what level of regulation goes through each level of registration and compliance?”*

With apologies to the Committee, it was not clear to which entity this question was addressed. Nor was it immediately obvious where the \$30 million figure came from. Further, as was previously explained in our testimony, the term “registered provider” is not yet in force and is what is proposed for the new legislation currently under examination by the Committee. As such, Attain has sought to answer this question in relation to both approved provider HomeMade and the digital platform Mable.

In relation to HomeMade, HomeMade is the approved provider for approximately 3,213 clients and holds \$94.5 million in funds under management on behalf of these clients. HomeMade is responsible for ensuring safeguarding and excellent clinical outcomes for those clients. To this end, HomeMade recently passed its audit across all categories, as is required of every approved provider. In the new regulatory model, HomeMade would be a “registered provider” and would have the same obligations as all other registered providers.

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HomeMade is a self-managed provider, and not all of its clients choose to use Mable. To this end, HomeMade has a further 1,700 service providers (varying from sole traders to small and medium-sized businesses to larger businesses) onboarded onto its platform. When new clients join HomeMade, they can choose to use Mable, bring their own service providers, use non-Mable service providers already onboarded to HomeMade or – as many do – a combination of supports across these three categories.

In relation to Mable, 13,992 aged care clients chose to use the platform last financial year. These clients spent \$117.5 million in delivered care,<sup>3</sup> of which \$19.3 million was Mable revenue (obtained via fees) and \$98.2 million was paid through to sole traders that operate via the Mable platform. These clients were spread across more than 170 aged care approved providers. One of those providers was HomeMade, though the vast majority of Mable aged care clients do not use HomeMade. For each of those 13,992 clients the approved provider partner of Mable is the entity responsible for clinical outcomes and the management of those packages.

Please don't hesitate to contact me should you have any questions or concerns

Yours sincerely

**Emma Clark**  
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**Mable Technologies Pty Ltd**  
**Attain Healthtech**

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<sup>3</sup> Please note this includes a small proportion of private contributions paid by older persons, in addition to Government funding through Home Care Packages.

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