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Hon Mark Butler MP
Minister for Health and Aged Care
Email: Minister.Butler@health.gov.au

22 April 2024

Dear Minister Butler

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.

We have concerns regarding aged care assessment services, which are currently transitioning to a single assessment service model. Whilst it is well reported there is a significant waiting list for aged care assessments, we believe fundamentally these services must wherever possible remain in the public system and not be privatised.

Concerns around the quality of, and delay in acquiring assessments we believe is symptomatic of several years of inadequate funding, and a service model which has been subject to ongoing short-term contracts. This has led to a situation where workers lack job security and local health districts the ability to recruit to permanent positions and expand their functions to meet growing need.

Current ACAT teams operated by local health services have the potential to offer the public a consistent and high-quality service and are already well embedded in primary care, with established networks of expertise. However, they should be offered permanency, to allow them to build and sustain an adequate, secure workforce, and provided enhanced funding to expand their services.

We hope that you will consider our input when awarding contracts and in pursuit of additional services.

Margaret Zanghi

Margaret Zanghi
President, QACAG Inc.

cc. Minister Anika Wells.