



31 March 2020

Ms Brittany Law
Royal Commission into Aged Quality and Safety
[REDACTED]@royalcommission.gov.au

Dear Ms Brittany

Thank you for your correspondence dated 20 March 2020. I write to confirm matters raised as a result of evidence provided by both Ms Barbara Hamilton Ramsay and myself, to the Royal Commission into Aged Quality and Safety on Day 78, 16 March 2020.

Evidence included the following :-

1. Ms Ramsay stated she does not pay for the Virtual Social Centre

Feros Care obtained a Dementia and Aged Care Services Innovation Fund grant in 2017 (Agreement reference: 4-4ZOHILB) for a mobilisation pilot. We invited Ms Ramsay to join the pilot as a result of which she took part in our Virtual Social Centre. Ms Ramsay was accessing our Commonwealth Home Support Program social transport at the time we invited her.

2. My statement that Feros Care clients are transitioning over to being funded under HCP and CHSP funding as the grant is finalising.

I confirm that Feros Care has been transitioning our participants in the Virtual Social Centre pilot over to Home Care Package and CHSP funding, in line with both the CHSP and HCP funding guidelines. Those clients who do not have access to either funding program are invited to pay for the Virtual Social Centre service as a private client. We are also currently looking for other financial means (for example donations or philanthropic funds through our Be Someone For Someone loneliness campaign) to support financially disadvantaged seniors to access the Virtual Social Centre.

Lastly, I wish to express my gratitude for the opportunity to share Feros Care's technological advances with the Commission through the eyes of one of our clients. In our experience technology plays a vital role in supporting the ageing population, and I also found it a privilege to be able to share my experience and insights with you.

Yours Faithfully,

Jennene Buckley
Chief Executive Officer

Feros Care

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