

# Case Study

## Sydney North Primary Health Network Undertakes Supplier Information Health Check

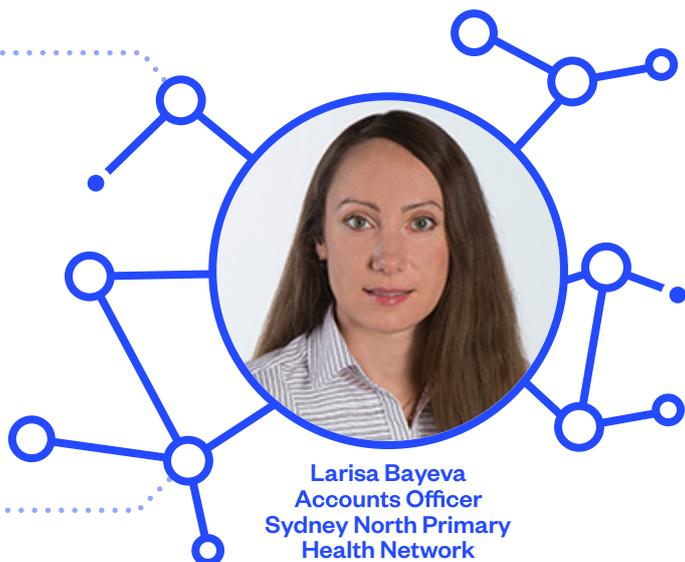
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### SUMMARY:

- Sydney North Primary Health Network found eftsure while looking to enhance and utilise the best practice internal financial control procedures.
- eftsure provides a further level of protection.
- Little additional input was required from Sydney North Primary Health Network and eftsure was easy to use.



**SYDNEY NORTH**  
Primary Health Network



**Sydney North Primary Health Network (SNPHN) operates the Northern Sydney PHN. SNPHN is a not-for-profit organisation focused on engaging and enabling over 900,000 people residing in Sydney's north to care for their own health, and effectively navigate the complex healthcare system.**

Primary Health Networks (PHNs) were established by the Australian Government in 2015 with the key objectives of increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes, and improving coordination of care to ensure patients receive the right care in the right place at the right time.

Delivering a better experience for health providers and better healthcare to the community is achieved by providing effective information, education, and networking opportunities for health professionals, establishing connections across the health system, and working with partners to improve the region's primary health outcomes.

SNPHN found eftsure while looking to continually improve its control procedures by adopting the best available technology. Larisa Bayeva, Accounts Officer at SNPHN, talks about the process they had, and where they wanted to be:

"The mission of our AP team is to pay only the company's legitimate invoices; be accurate and create sound internal control systems, therefore we were always looking for ways to improve our system."

SNPHN began by running an eftsure Health Check on all their supplier information, "We hold a very extensive vendor list, which requires constant review and data validation. eftsure has helped us to cleanse the supplier information that we hold and verify against," Ms Bayeva added.

eftsure works alongside an organisation's existing accounting processes and provides a final, impartial and secure level of checking that a receiver of a payment is the correct receiver before the funds are transferred. It utilises a simple but highly effective **'Know Your Payee'** technology to do this. Once implemented it is also very simple to use.

"Implementation of the eftsure product was relatively straight forward and their team provided SNPHN with great support through this process. Overall, we find the system very user-friendly. The main users of the system are the accounts officer and our CFO."

When asked about recommending the product, Ms Bayeva said: "I recommend the product given it creates an additional layer of financial control and gives our organisation and stakeholders more security."

The not-for-profit sector has a greater need for payment checks being accountable to funding bodies.

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**eftsure assists us by providing an additional level of payment control over and above existing internal and bank controls.**

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eftsure Co-Founder and CEO, Ian Mirels, talks about the NFP sector: "Fraud is rampant in all sectors and NFP should protect themselves along with others.

The NFP sector also has higher compliance procedures – when it comes to auditing and many of our NFP clients are attracted by our **COMPLYsure** offering which assists with this.

“We encourage any not-for-profits who would like to undergo a health check of their supplier information, like the Sydney North Primary Health Network did when they started, or anyone who would like more information on our **COMPLYsure** offering, to get in touch.”

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For more information on eftsure or to book a demo, please visit [www.eftsure.com.au](http://www.eftsure.com.au) or call 1300 985 976.

