



Australian Government

**Royal Commission into Aged Care
Quality and Safety**

23 November 2018

Dear Aged Care Approved Provider

Royal Commission into Aged Care Quality and Safety

The Royal Commission into Aged Care Quality and Safety was established on 8 October 2018. The Letters Patent appoint us as Royal Commissioners, and outline the Commission's terms of reference. We attach a copy of the Letters Patent, which are also available, under the *Terms of Reference* tab, at the Commission's website: agedcare.royalcommission.gov.au.

The Royal Commission will hold a preliminary hearing in Adelaide in December 2018. There is a high level of community interest and provider anticipation about the Royal Commission and its work. We are keen to engage with aged care approved providers at the beginning of our process as the information you provide us may inform our direction and assist our deliberations.

We are, therefore, writing to aged care approved providers to invite an early written submission to the Commission in relation to each aged care service or outlet. We will start first with the larger providers, then approach the smaller providers for the same information.

We are keen to hear your views about where the Royal Commission might focus its attention—in particular, what areas you think need to be changed and how they might be changed. In addition to that, we have a number of specific questions we would like you to address, which are attached to this letter. Where you operate more than one service or outlet, we would be assisted if each of your services or outlets responded individually to each of the attached questions. As you would expect, the questions use the language of the terms of reference.

Your response should be comprehensive, but should not exceed 50 pages for each service or outlet. It should be submitted by e-mail as:

- a PDF file that is machine-readable and word-searchable; and
- an Excel file with the completed summary tables requested in questions 1(c) and 2(c) (a template is attached).

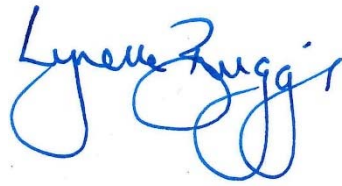
We ask that you e-mail your provider's response no later than **Monday, 7 January 2019**, to ACRCProviderResponses@royalcommission.gov.au. Your provider's response should also give the position and contact details (phone and email) of an officer from whom further information may be obtained in relation to the response. If you have any questions about this letter, please e-mail ACRCenquiries@royalcommission.gov.au.

Should you wish to make a further submission to the Royal Commission, there will be opportunities to do so after the preliminary hearing.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'J McGrath', with a stylized flourish at the end.

The Hon. Justice Joseph McGrath
Commissioner

A handwritten signature in blue ink, appearing to read 'Lynelle Briggs', with a large, circular flourish at the end.

Ms Lynelle Briggs AO
Commissioner

GENERAL INFORMATION

Name of approved provider

Name of service or outlet

Address of service (for home care providers, the address from which services are managed)

Contact officer (name, telephone number and e-mail address)

Ownership (e.g. church, company, charity name, etc.)

Type of service provider (profit, non-profit, government)

Type of service provided (residential care, home care, flexible care, etc.)

Number of people receiving services as at 30 June 2018

Number of full-time equivalent direct care staff (including staff on paid leave), in the following categories, as at 30 June 2018: nurse practitioner; registered nurse; enrolled nurse; personal/community care worker; allied health professional; allied health assistant

QUESTIONS

Question 1

- (a) Since 1 July 2013, have there been any occasions when your service or outlet has provided substandard care, including mistreatment and all forms of abuse?
- (b) If so, in relation to each such occasion:
 - (i) When did it happen?
 - (ii) What (in general terms) was the nature of the occasion of substandard care?
 - (iii) What action did your service or outlet take in response?
 - (iv) Was the substandard care the result of a systemic failure?
 - (iv) If so:
 - Had that systemic failure previously been reported and was it an issue during the most recent accreditation or quality review process before the occasion of substandard care?
 - Did the substandard care result in a notice of non-compliance or the imposition of sanctions?

- (c) Provide a summary table in the following form, showing the numbers of different areas of occasions of substandard care by year.

<i>Area of care</i>	<i>2013– 2014</i>	<i>2014– 2015</i>	<i>2015– 2016</i>	<i>2016– 2017</i>	<i>2017– 2018</i>
Dignity					
Choice and control					
Clinical care					
Medication management					
Mental health					
Loneliness, disengagement, disconnection, boredom					
Personal care					
Nutrition					
Restrictive practices					
End-of-life care					
Governance/management					
Other (please specify)					

An Excel template is attached. Each occasion may be counted as more than one type.

Question 2

- (a) Since 1 July 2013, has your service or outlet received any complaints or had complaints made about them in relation to substandard care, including mistreatment and all forms of abuse?
- (b) If so, in relation to each such complaint:
- (i) When did it happen?
 - (ii) What (in general terms) was the nature of the complaint?
 - (iii) What action did your service or outlet take in response?
 - (iv) Was the complaint the result of a systemic failure?
 - (iv) If so:
 - Had that systemic failure previously been reported and was it an issue during the most recent accreditation or quality review process before the complaint?
 - Did the systemic failure which led to the complaint result in a notice of non-compliance or the imposition of sanctions?

- (c) Provide a summary table in the following form, showing the numbers of different types of complaint by year.

<i>Area of care</i>	<i>2013– 2014</i>	<i>2014– 2015</i>	<i>2015– 2016</i>	<i>2016– 2017</i>	<i>2017– 2018</i>
Dignity					
Choice and control					
Clinical care					
Medication management					
Mental health					
Loneliness, disengagement, disconnection, boredom					
Personal care					
Nutrition					
Restrictive practices					
End-of-life care					
Governance/management					
Other (please specify)					

An Excel template is attached. Each complaint may be counted as more than one type.

Question 3

Since 1 July 2013, what (if anything) has your service or outlet done:

- (a) to ensure that the services it provides are of high quality and safe?
- (b) to ensure that those services are person-centred, including through allowing people to exercise greater choice, control and independence in relation to their care?
- (c) to improve engagement with families and carers on care-related matters?
- (d) to deliver aged care services in a sustainable way, including through innovative models of care, increased use of technology, and investment in the aged care workforce and capital infrastructure?
- (e) to take account of the wide diversity of older Australians and the barriers they face in accessing and receiving high quality aged care services?

Question 4

- (a) As at 30 June 2018, did your service or outlet provide services to people younger than 65?
- (b) If so:
 - (i) What special care arrangements (if any) has your service or outlet developed for people younger than 65?
 - (ii) How many people in each of the following age groups did your service provide services: under 20, 21–30, 31–40, 41–50, 51–60, and 61–65?
 - (iii) What was the nature of the underlying conditions, illnesses or disability involved for each person?
 - (iii) For each of those age groups, what are the reasons why young people were being provided with services by your service provider or outlet, as opposed to a provider that does not provide aged care services?

Question 5

Does your service or outlet experience difficulties in accessing health care for care recipients? If so, indicate what these difficulties relate to (indicate all that apply): primary care (i.e. GP services); hospital care; follow-up care for people discharged from hospital; mental health care; palliative care; dental care; other health services (e.g. podiatry); pharmaceutical services, including medication reviews; other (please specify).

Question 6

- (a) What further changes (if any) could your service or outlet make to provide services of higher quality and greater safety and to improve individual outcomes?
- (b) Can you identify any barriers to making these improvements?

Question 7

What changes (if any) to the interface between the aged care system and primary health, acute care and disability services and relevant regulatory systems would assist your service or outlet to provide services of higher quality and greater safety?

Question 8

What other changes (if any) to the aged care system would assist your provider to provide services of higher quality and greater safety to Australians, including to people with disabilities residing in aged care facilities and to the increasing number of Australians with dementia?