

**PARLIAMENTARY INQUIRY QUESTION ON NOTICE**

**Aged Care Quality Safety Commission**

**Senate Select Committee on COVID-19**

**Australian Government's Response to the COVID-19 Pandemic**

**7 August 2020**

**PDR Number: IQ20-000449**

**Commission communication with residential aged care providers:**

**Written**

**Senator:** Rachel Siewert

**Question:**

From 9 July, the Commission started telephoning all residential aged care providers in Victoria to seek assurances from providers that covid response plans were developed and ready for immediate activation. This included confirmation that providers have arrangements in place to manage risks and staffing supply

- a. What were the outcomes of these telephone calls to providers?
- b. Did you undertake any follow up action for providers that identified concerns?

**Answer:**

In July 2020, the Commission conducted 735 telephone calls to monitor outbreak preparedness for all Victorian services, including those services along the Victorian borders with New South Wales and South Australia.

Some of the information gathered included the prevalence of shared rooms and bathrooms, access to PPE supplies and whether Outbreak Management Plans had been updated in line with newly developed resources and guidance for the sector. An analysis of these calls identified the need for further regulatory follow-up to address concerns stemming from information collected in the phone call. Commission actions currently being undertaken include:

- 36 site visits (these visits have been allocated to the Infection Control Monitoring program, and 6 have been completed as at 19 August 2020).
- 28 non-site assessment contacts to follow up on outstanding issues (90% complete as at 19 August 2020).
- Referral of information to the Department of Health (60 referrals)
  - o 5 referred to the national PPE Stockpile Team (complete).
  - o 55 referred to the DOH Liaison Team (complete).