

PARLIAMENTARY INQUIRY QUESTION ON NOTICE
Aged Care Quality and Safety Commission
Senate Select Committee on COVID-19
Australian Government's response to the COVID-19 pandemic
29 September 2020

PDR Number: IQ20-000679

Complaints received by the Aged Care Quality and Safety Commission

Spoken

Hansard Page number: 4

Senator: Katy Gallagher

Question:

CHAIR: I've got a lot of questions, but, in the time available to me, I have a question for Ms Anderson. There were a number of media stories today. I want to work through some of the issues that were contained in those stories. In one today in, I think, The Australian, there was a story about 2,000 complaints being received between April and June this year—in that quarter. Can you give us a breakdown of those complaints across each state and territory and also how many of those complaints might have been connected to homes that had an outbreak or went on to have an outbreak? I wonder if that information is available to the committee.

Ms Anderson: Regrettably, possibly not in that level of detail today. I'm happy to provide that to you subsequently.

Answer:

Complaints received between 1 April – 30 June 2020

Jurisdiction	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Complaints	34	666	11	335	228	52	646	148	2,120

Source: Unpublished data as at 30 June 2020.

Based on the Department of Health's referenced list of 220 residential outbreaks, 277 of these 2,120 complaints related to services that had a COVID-19 outbreak or went on to have an outbreak.

PARLIAMENTARY INQUIRY QUESTION ON NOTICE
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Senate Select Committee on COVID-19
Australian Government's response to the COVID-19 pandemic
29 September 2020

PDR Number: IQ20-000680

Complaints resulting in or contributing to regulatory action

Spoken

Hansard Page number: 6

Senator: Katy Gallagher

Question:

CHAIR: People want to know that, as the regulator, you're getting complaints, dealing with them and responding. Part of that, surely, out of 2,000 complaints in a sector like aged care, where there are lots of concerns, would be to show that you have powers to deter situations that might lead to complaints in the first instance. Don't you see that as part of your job as the regulator—to play that role?

Ms Anderson: Absolutely. We're very interested in deterring, as we are with preventing and detecting and responding to noncompliance.

CHAIR: So, if there is no consequence, no warning, no sanction, when you've received more than 2,000 complaints, do you think that supports that picture?

Ms Anderson: Some of those complaints would have resulted in or contributed to regulatory action.

CHAIR: If you can provide me with evidence to support that, we will look forward to it.

Ms Anderson: I'm happy to take that on notice.

Answer:

Of the 2,120 complaints received by the Commission in relation to residential aged care in the April to June Quarter, 403 were referred to the Commission's Quality Assessment and Monitoring Group (QAMG) for further action.

The actions undertaken by QAMG varied based on risk.

As at 4 October 2020, 126 monitoring and assessment activities have been conducted by QAMG that were prompted and/or informed by the referral of one or more complaints received in the April to June Quarter.

Of these 126 monitoring and assessment activities, 56 activities involved an assessment of performance with the Aged Care Quality Standards and of these, 18 services had findings of non-compliance. Four (4) of these services have since been issued with Notices of Requirement to Agree to Certain Matters (NTAs), and one (1) has been issued with a Sanctions notice.

It is noted that it is highly likely that **additional regulatory action** taken in this period was informed by complaints that were received prior to April 2020.

PARLIAMENTARY INQUIRY QUESTION ON NOTICE
Aged Care Quality and Safety Commission
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Australian Government's response to COVID-19 pandemic
29 September 2020

PDR Number: IQ20-000683

Permanent and contracted staff members working on COVID-19 outbreaks

Spoken

Hansard Page number: 11

Senator: Rachel Siewert

Question:

Senator SIEWERT: Thank you. Ms Anderson, in response to a question on notice, you gave us the number of staff working in the commission. Sorry if I'm a bit confused. My understanding is that you had 59 staff in total.

Ms Anderson: Senator, this was the question where, from memory—do you have the number?

Senator SIEWERT: Yes, it's QON 430. You say the number of commission staff, including COVID task force staff, is 59.

Ms Anderson: Yes.

Senator SIEWERT: And then you say that included 88 new employees—

CHAIR: It's No. 533.

Ms Anderson: Thank you, Senator.

Senator SIEWERT: Sorry, it's a different number for me.

CHAIR: It's No. 533.

Ms Anderson: Yes. Your question was on how many staff are working on COVID-19 outbreaks. Yes, as we reported in response to that question, there are 15 staff in the response team and the task force, and the majority of the staff who are in my compliance operations area are also working on compliance enforcement approaches with COVID affected services. Then there are complaints staff who are managing the increased contacts coming through as a result of COVID-19. So that is a collated figure across the entire organisation. Obviously, it's dynamic.

Senator SIEWERT: Could you take on notice how many of those are on contract and how many are permanent staff.

Ms Anderson: Yes, certainly. It'll be point in time, but we're happy to do that for you.

Answer:

Of the 59 staff working on COVID-19 outbreaks, as at 21 August 2020 (QON 553), 44 were permanent staff and 15 were contracted staff.

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health

Senate Select Committee on COVID-19

Australian Government's Response to the COVID-19 Pandemic

29 September 2020

PDR Number: IQ20-000684

Supplementary funding provided to other aged care workers

Spoken

Hansard Page number: 20

Senator: Rachel Siewert

Question:

Senator SIEWERT: Thank you for that. I appreciate that there's ongoing consultation, but did you specifically have a consultation or talk to providers about the third iteration and extending the retention bonus to other workers at facilities?

Mr Lye: We had a general consultation, and certainly providers who had a workforce of both people who would be eligible and people who would be not eligible raised this as an issue. The government put the view and the minister indicated to those people that the supplements that were provided for the uplift for the whole of the sector were funds that providers who had a mixed workforce could choose to use towards extending the retention bonus to other workers if they thought there was a need. The purpose of the retention bonus was obviously about encouraging frontline workers who might have been concerned about contracting COVID to come to work.

Senator SIEWERT: Surely those other workers were also essential in running the facilities?

Mr Lye: That's right, but the purpose of the retention bonus, like the online training modules, was about targeting workers at the front line, who were most likely to be feeling at risk of contracting COVID. We had some early intelligence that people were worried about that at the start of the pandemic.

Senator SIEWERT: You touched on the fact that you did have feedback from providers, so there were providers who thought the retention bonus should be extended to other workers. Is that correct?

Mr Lye: There were, and there are examples of providers who have used the supplementary funding that the government has provided during COVID to do that very thing—to extend that to other workers.

Senator SIEWERT: Do you know how many have done that? Could you provide the information?

Mr Lye: I can try.

Answer:

The Department is aware this has occurred from anecdotal feedback. The Department does not capture payroll information from providers.

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Aged Care Quality and Safety Commission

Senate Select Committee on COVID-19

Australian Government's response to the COVID-19 pandemic

29 September 2020

PDR Number: IQ20-000685

List of facilities surveyed that had high cases of residents with COVID-19

Spoken

Hansard Page number:

Senator: Rachel Siewert

Question:

Senator SIEWERT: Yes, I do, if that's okay. I go to the evidence that you have given us previously about the number of services that you followed up following the self-assessment survey, which was 117 services, as of 4 August, that had had an outbreak of one or more and that you surveyed through the self-assessment process. You visited 13. How did you decide which ones to visit?

Ms Anderson: On the basis of risk. It would not have just been the information available to us through the responses to the self-assessment survey; it would be what we understood about them from complaints, what we understood about their previous compliance history and the level of trust we had in them as a provider to manage risk and indeed to respond to an outbreak were they to have one. So it is a risk engine that we operate. I don't mean to make it sound particularly sophisticated. We are building it over time, but it does take in information from a range of different sources, including other parts of the work that the commission does in order to understand the risk profile of a particular service at a point in time and put it in, essentially, a risk category. We have prioritised, and we continue to prioritise, intense engagement with those services that we identify as being at the highest risk.

Senator SIEWERT: How many of those were in the facilities with the highest numbers of residents with COVID?

Ms Anderson: I understand the correlation you're reaching for. I'm not going to be able to give you clarity on that in the way you're looking for it. It's a very dynamic picture, you'd appreciate. Risk doesn't arrive and then stay static. It moves, sometimes daily, on some sort of periodicity, and we have to engage with it as it moves and understand it, whether it remains reasonably stable or it is shifting over time. If I were to give you a number, that number would be right for a particular point in time but possibly would not be right for yesterday or tomorrow.

Senator SIEWERT: Can you give us the names of the 13 that were visited please?

Ms Anderson: I'll take that on notice, Senator. I'll be happy to do that.

Answer:

In relation to the response to QoN (IQ20-000450), which identified the number of services visited from 11 March 2020 to 19 March 2020, the 13 services visited were:

- Bupa Stirling
- Lark Ellen Aged Care
- Bupa Echuca
- Bupa Tumut
- Garden View Nursing Home
- IRT Thomas Holt Kirrawee
- Warrigal Care Warilla
- Glenlyn Aged Care Facility
- ACDMA Aged Care Services
- Lithgow Aged Care Limited
- Bupa Roseville
- Bupa Tamworth
- Columbia Aged Care Services - Oberon Village

PARLIAMENTARY INQUIRY QUESTION ON NOTICE
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Senate Select Committee on COVID-19
Australian Government's response to the COVID-19 pandemic
29 September 2020

PDR Number: IQ20-000688

220 aged care facilities with COVID-19 outbreaks and the Aged Care Quality and Safety Commission visits

Spoken

Hansard Page number: 15

Senator: Katy Gallagher

Question:

CHAIR: Of the aged-care facilities that have had outbreaks—I think it's 220 or thereabouts—how many have you visited?

Ms Anderson: I'd have to take that on notice. I don't have that to hand.

CHAIR: You don't keep a detail of how many facilities with COVID outbreaks you would have visited?

Ms Anderson: It's not in my papers today. It would certainly be available.

CHAIR: The ABC is reporting that you visited 30 of the 220. I just wanted to check whether that was correct.

Ms Anderson: I could come back to you on that.

Answer:

Of the 220 outbreaks in residential services identified in the Department of Health's data, as at 5 October 2020, the Commission had visited 36 of these residential services since their outbreak occurred.

A majority of the 220 outbreaks did not progress beyond the initial positive case/s. A further proportion of the outbreaks are still active which can affect the Commission's ability to access the site for the duration required.

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health

Senate Select Committee on COVID-19

Australian Government's Response to the COVID-19 Pandemic

29 September 2020

PDR Number: IQ20-000690

New Home-care places

Spoken

Hansard Page number: 24

Senator: Murray Watt

Question:

Senator WATT: I want to return to the issue about the home-care places. I will quickly go through some of the most recent announcements that the government has made about new places. In July 2020, they announced 6,105 new home-care places. Do you have figures there as to how many of those have been delivered?

Dr Hartland: I do not think I have a precise figure for you, Senator, but they are certainly rolling out as we speak. I would anticipate that most of them would now be in the system. I do not think that I have with me a reconciliation of that.

Senator WATT: What about the 10,000 new places that were announced in November 2019?

Dr Hartland: From the material that I have, it looks as if the 6,100 are all in the system, as is the 10,000.

Senator WATT: When you say 'all in the system', does that mean that there are, for instance, 10,000 people who are now receiving a home-care package?

Dr Hartland: Yes, they would be available.

Senator WATT: I might put some questions on notice to save some time.

Dr Hartland: We will come back and correct that if that is wrong. It was from a table that was produced for another purpose. So, if we are wrong on that, we will come back to you.

Answer:

Of the 10,000 Home Care Packages (HCPs) announced in November 2019, 6,625 had been released as of 30 September 2020. This includes the full 5,500 allocation in 2019-20 and 1,125 of the 4,500 allocation in 2020-21. The remaining 3,375 HCPs will be released by 30 June 2021. This means that 6,625 people have received a HCP at either their approved or interim level from the allocation announced in November 2020.

Of the 6,105 HCPs announced in July 2020, 1,530 had been released as of 30 September 2020, with the remaining 4,575 to be released by 30 June 2021.

The following table provides a breakdown of HCPs released as at 30 September 2020, by announcement.

Announcement	Total HCP allocation	2019-20		2020-21		
		Allocation	Released	Allocation	Released as of 30 Sep 2020	Remainder to release
November 2019	10,000	5,500	5,500	4,500	1,125	3,375
July 2020	6,105			6,105	1,530	4,575

Home care packages funded by the Government are released in a consistent, steady manner to assist the workforce (providers, My Aged Care Contact Centre etc.) accommodate additional demand.

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health

Senate Select Committee on COVID-19

Australian Government's Response to the COVID-19 Pandemic

29 September 2020

PDR Number: IQ20-000695

Providers who accessed the surge workforce

Spoken

Hansard Page number: 28

Senator: Rachel Siewert

Question:

Senator SIEWERT: In what instances does the surge workforce then engage?

Ms Laffan: For example, at the height of the issues in Victoria, aged-care providers tried to source their own workforce; they might have gone to other services as part of their provider group or gone to their own contacts in terms of workforce providers and were unsuccessful in getting staff on board, and that's when they came to us. I have a workforce team that has regular contact with all of our workforce partners, and we would be seeking support and the filling of shifts as part of that process.

Mr Lye: They would be required to have an outbreak management plan which had some level of contingency. This has been well discussed, I think, in this committee and elsewhere. People had to have a plan, but realistically, with an outbreak, they were only going to be able to staff so many positions, and then above and beyond that the surge workforce measure has assisted them.

Dr Murphy: It's important to note that, in significant outbreaks, we would expect and support them to staff well above their normal baseline staff. With some of these outbreaks, they would have had almost double the staff, because, when you're using PPE and nursing people in that situation, we expected them to be well staffed. We had some occasions in Victoria where there were as many staff as residents. We really did surge in the staff.

Senator SIEWERT: Does the information you are providing include the providers that you provided the support for? I just want to make sure that we get that information as well. Can you provide the providers that actually had to access the surge workforce?

Ms Laffan: We can provide that on notice—yes.

Senator SIEWERT: That's what I mean. Thank you.

Answer:

There are 146 residential Aged Care Services from NSW, QLD, TAS and VIC that have received workforce support for COVID-19 reasons between March-September 2020. This includes temporary surge workforce (Aspen Medical; Healthcare Australia; Recruitment Consulting Staffing Association; Mable; Torrens; HealthX) as well as support through the National Aged Care Emergency Response (NACER) and support from an Aspen Clinical First Responder.

Aged Care Provider	Name of Aged Care Service
Allity Pty Ltd	Avonlea Grange Hostel
Allity Pty Ltd	Glendale Aged Care
Allity Pty Ltd	Medina Manor
Allity Pty Ltd	Princeton View
Allity Pty Ltd	Riddell Gardens Hostel
Alpine Health	Alpine Health - Hawthorn Village (MPS)
Anglican Aged Care Services Group	Benetas St George's
Anglican Community Services	Newmarch House
Arcare Pty Ltd	Arcare Brighton
Arcare Pty Ltd	Arcare Burnside
Arcare Pty Ltd	Arcare Craigieburn
Arcare Pty Ltd	Arcare Maidstone
Arcare Pty Ltd	Arcare Sydenham
Assisi Centre Ltd	Assisi Centre Aged Care
Association for Christian Senior Citizens Homes Inc	Outlook Gardens Aged Care
Aurrum Pty Limited	Aurrum Healesville
Aurrum Pty Limited	Aurrum Plenty
Aurrum Pty Limited	Aurrum Reservoir
Australian Unity Care Services Pty Ltd	Campbell Place
Australian Unity Care Services Pty Ltd	Rathdowne Place
Baptcare Ltd	Baptcare - Karana Community
Baptcare Ltd	Baptcare - Strathalan Community
Baptcare Ltd	Baptcare Brookview Community
Baptcare Ltd	Baptcare The Orchards Community
Baptcare Ltd	Baptcare Wyndham Lodge Community
Blue Cross Community Care Services (Toorak) Pty Ltd	BlueCross Baradine
Blue Cross Community Care Services (Toorak) Pty Ltd	BlueCross Ruckers Hill
Blue Cross Community Care Services (Toorak) Pty Ltd	BlueCross The Boulevard

Blue Cross Community Care Services (Toorak) Pty Ltd	BlueCross Westgarth
Blue Cross Community Care Services (Toorak) Pty Ltd	BlueCross Willowmeade
Blue Cross Community Care Services Group Pty Ltd	BlueCross Riverlea
Bonnie Bridge Pty Ltd	Holmwood Aged Care Facility
Bupa Aged Care Australia Pty Ltd	Bupa Edithvale
Bupa Aged Care Australia Pty Ltd	Bupa Greensborough
Bupa Aged Care Australia Pty Ltd	Bupa Sunshine
Bupa Aged Care Australia Pty Ltd	Bupa Templestowe
Bupa Aged Care Australia Pty Ltd	Bupa Thomastown
Bupa Aged Care Australia Pty Ltd	Bupa Traralgon
Bupa Aged Care Australia Pty Ltd	Bupa Woodend
Churches of Christ in Queensland	Churches of Christ Care Arcadia Aged Care Service Essendon
City of Glen Eira	Rosstown Community
Coburg Aged Care Pty Ltd	Twin Parks Aged Care Centre
Doutta Galla Aged Services Ltd	Doutta Galla Avondale Heights Aged Care Facility
Doutta Galla Aged Services Ltd	Doutta Galla Footscray Aged Care Facility
Doutta Galla Aged Services Ltd	Doutta Galla Lynch's Bridge Aged Care Facility
Doutta Galla Aged Services Ltd	Doutta Galla Woornack Aged Care Facility
Doutta Galla Aged Services Ltd	Doutta Galla Yarraville Village Aged Care Facility
DPG Services Pty Ltd	Opal Gracedale
DPG Services Pty Ltd	Opal Hobsons Bay
DPG Services Pty Ltd	Opal South Valley
Edith Bendall Lodge	Edith Bendall lodge
Ejaz Nominees Pty Ltd	Deloraine Private Nursing Home
Embracia Victoria Pty Ltd	Embracia in Reservoir
Embracia Victoria Pty Ltd	Embracia Moonee Valley
Estia Investments Pty Ltd	Estia Health Ardeer
Estia Investments Pty Ltd	Estia Health Coolaroo
Estia Investments Pty Ltd	Estia Health Glen Waverley
Estia Investments Pty Ltd	Estia Health Heidelberg West
Estia Investments Pty Ltd	Estia Health Keilor
Estia Investments Pty Ltd	Estia Health Keysborough
Estia Investments Pty Ltd	Estia Health South Morang
Farewell Nominees Pty Ltd	Liferview Willow Wood

Fronditha Care	Fronditha Anesi Aged Care Services - Thornbury
Fronditha Care	Fronditha Thalpori Aged Care Services - St Albans
Glenn-Craig Villages Pty Ltd	Craigcare Berwick
Glenn-Craig Villages Pty Ltd	Craigcare Moonee Ponds
Glenn-Craig Villages Pty Ltd	Craigcare Pascoe Vale
HammondCare	HammondCare - Caulfield Village
Heritage Care Pty Ltd	Epping Gardens
Japara Aged Care Services Pty Ltd	Japara Bayview
Japara Aged Care Services Pty Ltd	Japara Central Park
Japara Aged Care Services Pty Ltd	Japara Elanora
Japara Aged Care Services Pty Ltd	Japara Goonawarra
Japara Aged Care Services Pty Ltd	Japara Millward
Japara Aged Care Services Pty Ltd	Japara The Regent
Japara Aged Care Services Pty Ltd	Japara Yarra West
Jewish Care (Victoria) Inc	Melbourne Hebrew Memorial Nursing Home
Jewish Care (Victoria) Inc	Jewish Care (Vic) Inc. Residential Homes, Windsor
Keilor Hostel for the Aged Association Inc	Holloway Aged Care Services
Kincsem Pty Ltd	Glenlyn Aged Care Facility
Little Sisters of the Poor Aged Care Ltd	Little Sisters of the Poor St Joseph's Home
Llandysil Pty Ltd	Edenvale Manor Aged Care Facility
Lynden Aged Care Association Inc	Lynden Aged Care
Martin Luther Homes Boronia Inc	Martin Luther Homes
McKenzie Aged Care Group Pty Ltd	Sutton Park Assisted Aged Care
MECWA	mecwacare John Atchison Centre
MECWA	Mecwaware Trescowthick Centre
Melaleuca Home for the Aged Inc	Melaleuca Home For The Aged
Menarock Aged Care Services (Templestowe) Pty Ltd	Emmavale Gardens
Menarock Aged Care Services (Victoria) Pty Ltd	Essendon Aged Care
Menarock Aged Care Services (Victoria) Pty Ltd	McGregor Gardens Aged Care
Menarock Aged Care Services (Victoria) Pty Ltd	Rosehill Aged Care Facility
Menarock Aged Care Services (Victoria) Pty Ltd	Willowbrae- Templestowe Hostel
Mercy Aged and Community Care Ltd	Mercy Health Bethlehem Home For The Aged
Mercy Aged and Community Care Ltd	Mercy Place Corben

Mercy Aged and Community Care Ltd	Mercy Place Dandenong
Mercy Aged and Community Care Ltd	Mercy Place East Melbourne
Mercy Aged and Community Care Ltd	Mercy Place Fernhill
Mercy Aged and Community Care Ltd	Mercy Place Keon Park
Mercy Aged and Community Care Ltd	Mercy Place Montrose
Mercy Aged and Community Care Ltd	Mercy Place Mordialloc
Mercy Aged and Community Care Ltd	Mercy Place Parkville
Mercy Aged and Community Care Ltd	Mercy Place Templestowe
Mercy Aged and Community Care Ltd	Mercy Place Wyndham
Milford Hall Pty Ltd	Chomley House Hostel
Mitchell House Inc	Mitchell House Hostel
Presbyterian Church of Victoria Trusts Corporation	Kirkbrae Kilsyth Nursing Home
Primary Caring Pty Ltd	Cumberland Manor
Queensland Health	North Rockhampton Nursing Centre
Regis Aged Care Pty Ltd	Regis Brighton
Regis Aged Care Pty Ltd	Regis Cranbourne
Regis Aged Care Pty Ltd	Regis East Malvern
Regis Aged Care Pty Ltd	Regis Fawkner
Regis Aged Care Pty Ltd	Regis Macleod
Regis Aged Care Pty Ltd	Regis Ringwood
Regis Aged Care Pty Ltd	Regis Shenley Manor
Respect Group Limited	Coroneagh Park Hostel
Respect Group Limited	Eliza Purton Home
Royal Freemasons Ltd	Gregory Lodge
Royal Freemasons Ltd	Royal Freemasons Bacchus Marsh
Royal Freemasons Ltd	Royal Freemasons Bendigo
Royal Freemasons Ltd	Royal Freemasons Springtime
RSL Care RDNS Limited	Bolton Clarke Fairview
Samkay Health Pty Ltd	Grace Villa Aged Care
Softwood Ridge Pty Ltd	Florence Aged Care Facility
St Basil's Homes for the Aged in Victoria	St Basil's Homes for the Aged in Victoria
The Baptist Union of Queensland	Carinity Karinya Place
The Community of Cypriots of the Northern Suburbs of Melbourne Inc	Grace Of Mary Greek Cypriot Elderly Hostel
The Community of Cypriots of the Northern Suburbs of Melbourne Inc	St Andrew's Hostel
The Old Colonists' Association of Victoria	Liscombe House
The Salvation Army (Victoria) Property Trust	James Barker House
Third Age Australia Pty Ltd	BlueCross Ivanhoe

Third Age Australia Pty Ltd	BlueCross Silverwood
Ti Tree Operations Pty Ltd	Village Glen Aged Care Residences - Mornington
Ukrainian Elderly People's Home	Kalya Care
Uniting Agewell Limited	Uniting AgeWell Box Hill
Uniting Agewell Limited	Uniting AgeWell Condare Court
Uniting Agewell Limited	Uniting AgeWell Kingsville
Uniting Agewell Limited	Uniting AgeWell Preston
Vasey RSL Care Ltd	Vasey RSL Care Brighton
Vasey RSL Care Ltd	Vasey RSL Care Frankston South
Vasey RSL Care Ltd	Vasey RSL Care Ivanhoe
Villa Maria Catholic Homes Limited	Villa Maria Catholic Homes Berwick Aged Care Residence
Villa Maria Catholic Homes Limited	Villa Maria Catholic Homes Corpus Christi Aged Care Residence
Villa Maria Catholic Homes Limited	Villa Maria Catholic Homes St Bernadette's Aged Care Residence
Wickro Pty Ltd	Melville Grange Hostel

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health

Senate Select Committee on COVID-19

Australian Government's Response to the COVID-19 Pandemic

29 September 2020

PDR Number: IQ20-000697

Submissions to the Aged Care Royal Commission

Spoken

Hansard Page number: 35

Senator: Katy Gallagher

Question:

CHAIR: Did you seek permission from the royal commission to allow a later submission, or was it just provided to you?

Dr Murphy: The royal commission have generally been very open—I can't remember the process—to getting post-hearing submissions.

Mr Lye: I think this is the first time that we provided a written submission following a hearing with them. I think we've done that on a number of occasions following other hearings. We'd need to check.

Answer:

On 13 August 2020, the Royal Commission invited all parties with leave to appear, including the Commonwealth, and to provide post-hearing submissions by 4 September 2020.

Following Sydney Hearing 2 – The response to COVID-19 in aged care, the Commonwealth requested and received a short extension of time to provide its post hearing submissions to the Royal Commission into Aged Care Quality and Safety. The Commonwealth's submissions were provided to the Royal Commission on 7 September 2020.

The Commonwealth routinely provides post-hearing submissions to the Royal Commission. These can be found on the Royal Commission website:

<https://agedcare.royalcommission.gov.au/hearings-and-workshops/post-hearing-submissions>. As at 12 October 2020, the Department of Health, along with other relevant agencies, contributed to 18 Commonwealth submissions to the Royal Commission.