

**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**  
**4 August 2020**

**PDR Number:** IQ20-000424

**Self-assessment processes**

**Spoken**

**Hansard Page number:** 13

**Senator:** Rachel Siewert

**Question:**

Senator SIEWERT: Did any of those self-assessments for those hundred identify that they had issues?

Ms Anderson: We haven't looked specifically at that. I can certainly come back to you with that information.

Senator SIEWERT: What was the process undertaken to look at those self-assessments, and did you go into those facilities that you didn't think were adequate and have another look at them?

Ms Anderson: Yes, we did. We looked at all the responses across Australia, we rated them and we risk assessed them. We identified a subset where we were concerned about the responses they'd provided and we either contacted them again and had a further conversation or, in some instances, we went and visited them.

Senator SIEWERT: Were any of these hundred that now have infections—

Ms Anderson: I would need to do that reassessment daily with the numbers—which are growing—of affected facilities. I'm more than happy to come back to you with a point-in-time assessment of that.

**Answer:**

As at 4 August, there were 97 residential services and 20 home care service providers (total of 117 services and providers) with one or more confirmed case(s) of COVID-19.

Survey responses were received from 112 of these services and providers (with the other 5 being followed up). In response to a question about service readiness in the event of a COVID-19 outbreak, 78 reported 'satisfactory', 1 reported that they were in need of improvement, and the balance reported 'best practice' or that they were not delivering services.

Informed by regulatory intelligence including self-assessment survey responses, the Commission undertook site visits at 13 of the above 117 services between 1 March and 4 August 2020.