

**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**

**7 August 2020**

**PDR Number: IQ20-000444**

**Question Subject:** Unannounced visits

**Type of Question:** Written

**Senator:** Katy Gallagher

**Question:**

1. How many unannounced visits took place in January, February, March, April, May, June, July and August?
2. When were unannounced visits paused? Please provide a date.
3. When did unannounced visits re-commence? Please provide a date.

**Answer:**

1. The Commission conducted 511 unannounced visits for the period between 1 January and 14 August 2020 and 266 short notice visits during the period 16 March 2020 to 14 August 2020. The following table provides a breakdown per month.

Activity Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug (to 14 Aug)	Total
Unannounced visits	121	103	71	-	-	46	61	109	<b>511</b>
Short notice visits	-	-	2	12	94	72	74	12	<b>266</b>

2. Visits continued throughout this period. Unannounced visits were paused from 16 March 2020 and replaced with 'short notice' visits during this period.
3. The Commission formally recommenced unannounced visits from 1 June 2020.

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**PDR Number: IQ20-000448**

**Reports of home care providers suspending services**

**Written**

**Senator:** Rachel Siewert

**Question:**

Have you received any reports of home care providers suspending services in any state or territory in Australia?

**Answer:**

Yes. The Aged Care Quality and Safety Commission has had reports of some services being suspended in NSW and VIC, including where some consumers made a decision to suspend their service due to the pandemic.

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**7 August 2020**

**PDR Number: IQ20-000450**

**Question Subject:** Nation-wide auditing

**Type of Question:** Written

**Senator:** Rachel Siewert

**Question:**

In March, the Commission started a nation-wide auditing for facilities that failed to meet infection control quality standards. In that process, did the Commission identify Victorian facilities that had failed to meet the infection control quality standards that now have covid-19 cases? Was any action taken to help these facilities improve their infection control practices?

**Answer:**

The Commission has undertaken at least three assessment activities with every Victorian residential aged care provider since March 2020.

All services have been assessed using the Commission's risk assessment and prioritisation process to identify those requiring further follow up action. In addition, from 1 March to 14 August 2020, the Commission conducted site visits to 86 services in Victoria for the purposes of monitoring COVID-19 readiness and/or monitoring compliance with the Aged Care Quality Standards. Across March to August, the Commission has continued to update its risk analysis as new information and intelligence is collected.

Of the 86 services visited, ten had/have one or more confirmed case(s) of COVID 19 (as at 14 August 2020).

The Commission has undertaken a range of activities to help providers improve their infection control planning and preparedness including self-assessment surveys, site visits, webinars, publishing resources and phone assessment contacts.

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### Aged Care Quality Safety Commission

### Senate Select Committee on COVID-19

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

### Written question received on 7 August 2020

PDR Number: IQ20-000454

#### Non-compliant services:

#### Written

Senator: Rachel Siewert

#### Question:

Since the start of this year, can you provide the number and names of services that have been found non-compliant with the required standards broken down by month and location?

#### Answer:

The Commission made 229 decisions of non-compliance with the Aged Care Quality Standards for Residential and Home Care services and Aboriginal and Torres Strait Islander (ATSI) services between 1 January and 4 August 2020 as detailed below:

**Table 1: Number of services not meeting the Quality Standards by month and location**

State	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20 (to 4 Aug)	Total
ACT	1	2	-	-	-	-	-	-	3
NSW	16	9	22	19	5	2	4	3	80
NT	-	1	2	-	-	-	-	-	3
QLD	10	5	4	7	1	2	1	2	32
SA	8	8	10	4	1	-	2	1	34
TAS	1	-	-	2	-	-	-	-	3
VIC	4	9	9	8	-	-	11	1	42
WA	8	7	5	5	4	-	2	1	32
<b>Total</b>	<b>48</b>	<b>41</b>	<b>52</b>	<b>45</b>	<b>11</b>	<b>4</b>	<b>20</b>	<b>8</b>	<b>229</b>

*The monthly figures are reflective of the date the decision was made – not the date of the visit. To give the Approved Provider the opportunity to respond to the evidence within the assessment team’s report, the delegate’s decision can be made up to a month after the visit has occurred.*

### **Names of Services**

- Names of residential services with findings of non-compliance are listed on the Commission’s website.
- Names of home services with findings of non-compliance are published on the Commission’s website from 1 July 2020.
- From 1 July 2020, services with findings of non-compliance with the Quality Standards can be accessed on the Commission website at:  
<https://www.agedcarequality.gov.au/aged-care-performance/non-compliance>