

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 30 May 2017

Ref No: SQ17-000651

OUTCOME: Outcome 6 Ageing and Aged Care

Topic: Oakden Accreditation

Type of Question: Hansard Page 114, 30 May 2017

Senator: Griff, Stirling

Question:

Senator GRIFF: I appreciate that. We all have to move forward on this. In 2016, you collected care, recipient and staff surveys, I understand. Who conducted these surveys? Mr Ryan: I do not know specifically. Are you reading from one of our reports? When you say 'surveys', do you mean interviews? Senator GRIFF: It is stated as 'care, recipient and staff surveys'. Dr McCarthy: If that is one of the documents from the return to order, we have the return to order documents in another room and indexed. Would you find it helpful if we had those in front of us and I could speak from the documents? Senator GRIFF: No. On notice, what I would like to do is be able to receive copies of those, if I could. Mr Ryan: We believe that, other than the interviews that we have undertaken, the provider undertook its own surveys. We may well have cited them. We will take it on notice and we will provide whatever information. We have already tabled that information in the Senate according to the order, but I am happy to check and validate that.

Answer:

On 1-2 February 2016 two quality assessors from the Australian Aged Care Quality Agency conducted a re-accreditation audit of Makk and McLeay Nursing Home. As part of the audit, our quality assessors viewed a range of materials at the home including the care recipient and staff surveys which were conducted by Makk and McLeay. These care recipient and staff surveys were provided to our quality assessors as supporting evidence and were cited at the time of the re-accreditation audit.

The Australian Aged Care Quality Agency does not routinely retain copies of documents viewed during an assessment of a home and can confirm they do not have a copy of these surveys.