



Response to the Aged Care Royal Commission

The aged care sector plays an important role in the Australian community and economy.

Over the past several months, the aged care sector has been a critical topic in the collective Australian conversation. In September, the Prime Minister announced the government's decision to establish a Royal Commission into Aged Care Quality and Safety ('The Commission'). The terms of reference were announced in October which provide a comprehensive scope for The Commission, including the consideration of:

- The quality of aged care services provided in Australia, the failures of the system and a response to this
- The delivery of services to those with disabilities or dementia in aged care service (including younger people)
- Future challenges of how services will be delivered in the context of changing demographics and the needs of remote, rural and regional Australians
- The role of the Australian Government in strengthening the aged care system and effecting change across the board
- The need to shift to a more person-centric model that allows greater flexibility of choice and moving away from a one size fits all approach
- How to deliver services that are sustainable, innovative in their approach, use technology and attract investment

The Commission will shortly be seeking submissions from relevant stakeholders. Following review of the submissions, the Commission may issue notices to produce documents, require certain organisations to provide written statements addressing specific issues and subpoena organisations and individuals to attend public hearings.

The Commission will deliver an interim report by 31 October 2019 and the final report is due by 30 April 2020.

Contact us

Please contact your Broker to discuss any questions or requirements you have about these issues.

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What you need to know

The Commission has broad power to collect evidence and compel witnesses to attend and assist in their inquiries.

We understand the additional demands this will place on a business' time and resources. To protect your business and best prepare for the Commission, it is important to:

- Understand the terms of reference which can be located on The Commission's website
- Ensure document management systems are in place and in order, in the event that you need to locate and provide information to The Commission
- Review incident management and escalation guidelines
- Review the communications and media guidelines so employees are aware of procedures when contacted by media outlets
- Ensure all relevant incidents are recorded and reported to insurers in a timely manner so as to not prejudice your position under any relevant insurance policy
- Ensure an effective framework of support for clients/residents and employees
- Obtain legal advice should you have queries or concerns

Issues such as these emphasise the need to ensure that good records and notes are kept on activities and observations potentially impacting upon the business during the Royal Commission.

Aon has a genuine focus on aged care as a key industry sector and as such our team of aged care specialists is committed to client advocacy.

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