



Royal Commission into Aged Care Quality and Safety

Public Submissions

The Royal Commission into Aged Care Quality and Safety invites interested members of the public and institutions to make submissions to the Royal Commission using an online form, or the paper form at the end of this document. The Royal Commission will continue to accept submissions until at least the end of June 2019. A date for the closing of submissions will be announced in the second half of 2019.

The online form is designed to capture information that is relevant to the work of the Royal Commission and consistent with the areas of inquiry set out in the Royal Commission's Terms of Reference. That form is replicated on paper for use by persons who have no access to the Royal Commission's website.

Terms of Reference

The terms of reference for the Royal Commission are included in the Letters Patent, which the Administrator of the Government of the Commonwealth of Australia signed on 6 December 2018. These can be made available, if you would like to read them. Contact the Royal Commission to request them.

The Commissioners were appointed to be a Commission of inquiry, and required and authorised to inquire into the following matters:

- a. the quality of aged care services provided to Australians, the extent to which those services meet the needs of the people accessing them, the extent of substandard care being provided, including mistreatment and all forms of abuse, the causes of any systemic failures, and any actions that should be taken in response;
- b. how best to deliver aged care services to:
 - i. people with disabilities residing in aged care facilities, including younger people; and
 - ii. the increasing number of Australians living with dementia, having regard to the importance of dementia care for the future of aged care services;
- c. the future challenges and opportunities for delivering accessible, affordable and high quality aged care services in Australia, including:
 - i. in the context of changing demographics and preferences, in particular people's desire to remain living at home as they age; and
 - ii. in remote, rural and regional Australia;
- d. what the Australian Government, aged care industry, Australian families and the wider community can do to strengthen the system of aged care services to ensure that the services provided are of high quality and safe;
- e. how to ensure that aged care services are person-centred, including through allowing people to exercise greater choice, control and independence in relation to their care, and improving engagement with families and carers on care-related matters;
- f. how best to deliver aged care services in a sustainable way, including through innovative models of care, increased use of technology, and investment in the aged care workforce and capital infrastructure;
- g. any matter reasonably incidental to a matter referred to in paragraphs (a) to (f) or that [the Commissioners] believe is reasonably relevant to the inquiry.

The Royal Commission is using one form for all submissions. Not all questions will be relevant to every person or entity making a submission.



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The form includes questions about:

- you (e.g. your name, contact details, whether you identify as being from a particular group)
- your submission (e.g. what is it about, what type of care services does it address, is it about your own experiences or on behalf of someone else)
- any substandard aged care services delivery that you are aware of (including mistreatment and any abuse)
- which of the Royal Commission's Terms of Reference your submission is about. The form also enables you to provide the Royal Commission with other comments including your views on what changes you would like the Royal Commission to recommend.

You may make your submission anonymously and you may choose not to provide contact details. Your submission will still be reviewed by the Royal Commission. However, the Royal Commission will be unable to contact you if it needs to verify details in your submission.

Your submission may be made public unless you request that it not be made public, or if the Royal Commission considers it should not be made public. That will usually only occur for reasons associated with fairness. Submissions that are made public may include redactions made as the Royal Commission considers appropriate. You may request that, if your submission is made public, it is made public anonymously.

Completing as much of the form as possible will assist the Royal Commission to identify issues and trends. Your assistance is very much appreciated.

If you prefer to use the paper form, the Royal Commission would still like to hear from you. You can:

- write to the Royal Commission at GPO Box 1151 Adelaide SA 5001.
- telephone 1800 960 711 (between 8:00am-8:00pm AEDT Monday-Friday, except on public holidays).

Before you make a submission

Before you make a submission, please note that the Commission cannot resolve individual disputes. It cannot fix or award compensation or make orders requiring a party to a dispute to take or not take any action.

If you want to raise concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government, you may wish to visit the Aged Care Complaints Commissioner website.

Please note that from 1 January 2019, the Aged Care Quality and Safety Commission will commence and will take over the work of the current Aged Care Complaints Commissioner and the Australian Aged Care Quality Agency.

Making a submission

To make a submission to the Royal Commission, please complete the Submission Form below.

If you are concerned about the conduct of more than one aged care services provider you should complete a separate submission for each provider.

Thank you

It is not possible for the Commission to follow up every submission it receives. However, every submission will be recorded, and reviewed. The Commission thanks you for making a submission, and for assisting the Commission with its work.



Guidance on Making a Submission to the Royal Commission

The Royal Commission into Aged Care Quality and Safety wants to hear from you about any issue relevant to its Terms of Reference.

If you would like to provide a written submission, you may find one or more of the following questions a helpful starting point:

- What is the **quality** of the aged care services delivered by the provider to you or someone you know? Do you consider the care services provided were substandard? If so, why? Please provide as much detail as you can about any specific incidents or events which occurred.
- What are the challenges and how can the provider, or Australia generally, better deliver aged care services to **people with disabilities and/or persons living with dementia** and what are your primary concerns?
- What are the challenges and how can the provider, or Australia generally, better deliver aged care services to those who wish to **remain living at home and/or living in remote, rural and regional Australia** and what are your primary concerns?
- What are the challenges and how can the provider, or Australia generally, better ensure aged care services **are person-centred** and what are your primary concerns?
- What are the challenges and how can the provider, or Australia generally, improve the quality and safety of **end of life care** and what are your primary concerns?
- What are the challenges and how can the provider, or Australia generally, provide **high quality, safe and affordable aged care services** and what are your primary concerns?
- What do you think are examples of **good practice and innovative models** in delivering aged care services and why do you think these practices or models have been effective?
- What **changes** would you like the Royal Commission to recommend?

You do not need to address **all** of these questions, nor should you feel limited to them. They are provided only as guidance to the extent you find them helpful.

How your information will be used

The information you give to the Royal Commission is provided to help the Royal Commission with its work and will be used only for the purposes of the Royal Commission.

The Royal Commission may contact some individuals or entities that make submissions. The Commission will not contact everyone who makes a submission, but will ensure that all submissions are recorded, reviewed and used to inform the Commission's work.

The information you provide may be published by the Royal Commission during its proceedings or in its reports without revealing the identity of the person or entity who supplied the information. At the conclusion of the Royal Commission all of its records, including submissions will become subject to requests under the *Freedom of Information Act 1982* (the FOI Act). Royal Commissions are not subject to the FOI Act while they are in operation.

Further assistance

If you are unsure about what to include in your written submission, the Commission has prepared some guidance to assist. If you are having difficulty using the form or require an accessible format please contact the Royal Commission on telephone 1800 960 711 (between 8:00am-8:00pm AEDT Monday-Friday, except on public holidays).

If you have concerns that information that you are considering providing to the Commission may be defamatory, you should consider seeking independent legal advice.



Submission on Aged Care Safety and Quality

*MANDATORY FIELDS

1. QUESTIONS ABOUT YOU										
1.1	What is your name? <i>Note: submissions may be made anonymously.</i>									
1.2	What is your email address? <i>Note: you do not need to include an email address. Providing an email address will help the Royal Commission to contact you about your submission. If you include your contact details they will not be published by the Royal Commission.</i>									
1.3	What is your preferred contact phone number during business hours? <i>Note: you do not need to include a telephone number. Providing a telephone number will help the Royal Commission to contact you about your submission. If you include your contact details they will not be published by the Royal Commission.</i>									
1.4*	In which state or territory do you live?	ACT	NSW	VIC	TAS	SA	WA	NT	QLD	Outside Australia
1.5*	Do you live in a remote, rural or regional area?	Remote area		Rural area		Regional area		No		
1.6*	Date of submission (D/M/Y)	Day / Month / 2019								
1.7	If you have already made a previous submission to the Royal Commission, what is the reference number you were provided by the Royal Commission?									
1.8*	Who are you making this submission for? <i>Note: please select only one option for this question. If you wish to select multiple options, please complete a separate form for each option.</i>			Myself			Another person (<i>Go to question 1.8F</i>)			
				An aged care service provider [specify] <i>(Go to question 1.8D)</i>						
				A government or government entity (Commonwealth, State, Territory or Local) [specify] <i>(Go to section 2)</i>						
				Other [specify] <i>(Go to section 2)</i>						

1.8A <i>[answer only if answer to 1.8 is 'myself']</i>	What is your submission about? <i>Please select all that apply.</i>	Aged care services I have personally received	
		Aged care services provided by my employer	
		General feedback on aged care services not made on behalf of an aged care services provider or another person or organisation	
		Other [specify]	
1.8B <i>[answer only if answer to 1.8 is 'myself']</i>	Are you a person who is or who identifies as a member of one or more of the following groups? <i>Please select all that apply.</i>	People from Aboriginal and Torres Strait Islander communities	
		People from non-English speaking (culturally and linguistically diverse) background	
		People who are financially or socially disadvantaged	
		People who are veterans, including the spouse, widow or widower of a veteran	
		People who are homeless, or at risk of becoming homeless	
		People who are care leavers	
		People from the Lesbian, Gay, Bisexual, Transgender and Intersex community	
1.8C <i>[answer only if answer to 1.8A is 'Aged care services I have personally received']</i>	Have you made any of the following? <i>Please select all that apply, then go to section 2.</i>	Enduring power of attorney	Enduring power of guardianship
		Guardian	Advance health directive, advance care directive, health direction, advance consent decision
		Refusal of treatment certificate	Statement of choices
		Advance personal plan	Advanced care plan
		Unsure	
		Other [specify]	
1.8D <i>[answer only if answer to 1.8 is 'An aged care services provider']</i>	What is your relationship to the aged care services provider you are making this submission for?	Director	Office holder
		Legal Representative	
		Employee [please select from options to the right]:	Executive management / administration
			Director of Nursing
			Other employee [specify]
Other non-employee [specify]			

1.8E <i>[answer only if answer to 1.8 is 'An aged care services provider']</i>	Does the aged care service provider you are making this submission for provide services in remote, rural or regional area? <i>Please go to section 2 after answering this question.</i>		Remote area	Rural area	Regional area	No				
1.8F <i>[answer only if answer to 1.8 is 'Another person']</i>	What is your relationship to the person you are making this submission for?		Relative [please select below]:							
			Child	Spouse						
			Grandchild	Sibling						
			Father	Mother						
			Grandfather	Grandmother						
			Other relative [specify]							
			Friend	Legal guardian						
			Legal power of attorney	Legal representative						
			Other non-relative [specify]							
1.8G <i>[answer only if answer to 1.8 is 'Another person']</i>	To your knowledge, is the person you are making a submission on behalf of a person who is or who identifies as a member of one or more of the following groups? <i>Please select all that apply.</i>		People from Aboriginal and Torres Strait Islander communities							
			People from non-English speaking (culturally and linguistically diverse) background							
			People who are financially or socially disadvantaged							
			People who are veterans, including the spouse, widow or widower of a veteran							
			People who are homeless, or at risk of becoming homeless							
			People who are care leavers							
			People from the Lesbian, Gay, Bisexual, Transgender and Intersex community							
1.8H <i>[answer only if answer to 1.8 is 'Another person']</i>	In which State or Territory does the person you are making this submission for live?	ACT	NSW	VIC	TAS	SA	WA	NT	QLD	Outside Australia
1.8I <i>[answer only if answer to 1.8 is 'Another person']</i>	Does the person you are making this submission for live in a remote, rural or regional area?		Remote area	Rural area	Regional area	No				
1.8J <i>[answer only if answer to 1.8 is 'Another person']</i>	To your knowledge, does the person you are making this submission for have any of the following (regardless of whether or not you are the appointed attorney and/or guardian)? <i>Please select all that apply.</i>		Enduring power of attorney		Enduring power of guardianship					
			Guardian	Advance health directive, advance care directive, health direction, advance consent decision						
			Refusal of treatment certificate		Statement of choices					
			Advance personal plan	Advanced care plan	Unsure					
			Other [specify]							

2. THREE QUESTIONS ABOUT YOUR SUBMISSION TO THE ROYAL COMMISSION

2.1*

Which of the Royal Commission's terms of reference is your submission about?

Please select all that apply.

Substandard or unsafe aged care services delivered (including mistreatment, all forms of abuse and systemic failures)

Challenges and how to best deliver aged care services to people living with dementia

Challenges and how to best deliver aged care services to people over 65 with disability

Challenges and how to best deliver care for younger people (under 65) with disability

Challenges and opportunities to deliver accessible, affordable and high quality aged care services to those who wish to remain living at home and/or those living in remote, rural and regional Australia

Challenges and how to ensure aged care services are person-centred (including by allowing people to exercise choice, control and independence of care and improving engagement with family and carers)

Challenges about understanding what care is available, the assessment process, how to get care, and at the level of care needed

Challenges about the availability of post-hospital care and rehabilitation services or other support services that might assist living at home

Challenges and how to best deliver aged care services in a sustainable way (including through innovative models of care, use of technology and investment in the aged care workforce and infrastructure)

Challenges and how to ensure high quality and safe end of life care

Challenges associated with providing high quality, safe and affordable aged care services generally

Interface between aged care services and primary health services, acute care and disability services and regulatory systems (including how people transition from other care environments or between aged care settings)

Challenges about what to do with your home and your relationships when you enter residential care

Staff challenges in operating in the aged care system, and what might be changed in order to deliver better quality and safer services

Examples of good practice and innovative models in delivering aged care services

Other [specify]

2.2*	<p>What, if any, specific concern/s does your submission relate to?</p> <p><i>Please select all that apply.</i></p>	Physical abuse or assault	Sexual abuse or assault
		Emotional abuse	Financial abuse
		Discrimination of any kind	Staffing issues including ratios
		Neglect	Dignity
		Independence, choice and control over care	Clinical Care
		Medication management	Mental health
		Dental health	Loneliness, disengagement, disconnection and/or boredom
		Personal	Nutrition (including malnourishment)
		Restrictive practices	Governance arrangements and management support systems
		End of life care	No concerns
		Other [specify]	
2.3*	<p>What type of aged care services does your submission address?</p> <p><i>Please select all that apply.</i></p>	Care in an aged care home (nursing home)	
		Entry level help or care in people's own home (such as help getting dressed, transport, or help with meals and cooking)	
		More complex help or support in their own home (Level 1, 2, 3 or 4 home care package)	
		Short term care after a hospital stay	
		Short term care to help older people get their independence back after a setback	
		Short term care to give older people or their carer a break (respite care)	
		Services of any kind to a veteran (including care or help in their own home under the Veterans' Home Care Program)	
		Services of any kind to a person living with dementia	
		Care to a person with a disability living in an aged care home (nursing home) under the age of 65	
		Other [specify]	

3. YOUR SUBMISSION

3.1*

What would you like to tell the Royal Commission?

3.1 (cont.)	What would you like to tell the Royal Commission? (cont.)		
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3.2*	Are you providing any supporting material?	Yes	No
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4. PUBLICATION

4.1*	Publication <i>Note: your submission will be made public unless you request that it not be made public or the Royal Commission considers it should not be made public. That will usually only occur for reasons associated with fairness. Submissions that are made public may include redactions made as the Royal Commission considers appropriate.</i>	I agree to my submission being made public under my name	
		I agree to my submission being made public anonymously	
		I do not want my submission to be made public	