



31 October 2019

Statement on Royal Commission Interim Report

Quotes attributable to Ms Janet Anderson PSM, Aged Care Quality and Safety Commissioner

"The Aged Care Quality and Safety Commission welcomes the release of the Interim Report of the Royal Commission into Aged Care Quality and Safety.

The Royal Commission has heard compelling evidence from consumers and their loved ones of experiences of neglect and substandard care. These stories sadden us, and the larger picture they paint of the treatment of older people in our nation is a confronting one.

We will reflect carefully on the contents of the Interim Report and use it as an additional opportunity to consider the Aged Care Quality and Safety Commission's performance as a key player in the aged care sector, and to pursue improvements as and where required.

As the Royal Commission has progressed, the Commission has fully cooperated and supported its important work through responses to requests for information and the provision of witnesses. We have also been closely following the evidence before the Royal Commission and learning from the issues emerging.

The Commission commenced operation on 1 January 2019, bringing together the functions of the former Australian Aged Care Quality Agency and Aged Care Complaints Commissioner. From 1 January 2020, subject to legislative change, the aged care quality and safety regulatory functions of the Commonwealth Department of Health will transfer to the Commission. This will realise the intent that the Commission function as an integrated end-to-end regulator of aged care quality and safety.

Every older Australian receiving aged care deserves to receive safe, quality care that is best practice, tailored to their needs, and optimises their health and wellbeing. The Commission has an important role to play in holding aged care providers to account for the provision of such care, as required under the new Aged Care Quality Standards. We complement this role through our work in promoting consumer engagement, providing information and education, and seeking to resolve complaints about aged care providers.

The Royal Commission is making a critical contribution to enhancing quality and safety in aged care and we welcome its Interim Report.

If anyone has a concern about an aged care service, they should contact the Commission on **1800 951 822.**"

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