



## Incident at HammondCare Hammondville, NSW

### Statement from Liz Hefren-Webb, Aged Care Quality and Safety Commissioner

22 June 2026

The Aged Care Quality and Safety Commission is working to understand the events leading up to and surrounding a serious incident involving the assault of a resident at HammondCare Hammondville.

It is shocking to learn of any incident in a residential aged care service that has a serious impact on someone living there.

Aged care residents have a right to receive safe, quality care, and aged care providers have clear legal responsibilities to prevent, minimise the risk of, and respond effectively to any incidents that may impact residents. This will be the focus of the Commission's investigation of the incident.

If we find that the provider has not met their legal obligations, we will take action to hold them to account. If at any time we find an immediate or severe risk to other residents living at the service, we will move quickly to ensure that they are safe.

Anyone with concerns about an aged care service should contact the Commission on 1800 951 822 or visit [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au).

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