

14 September 2020

The Secretariat
The Senate Community Affairs Legislation Committee

By email: community.affairs.sen@aph.gov.au

Inquiry into the Aged Care Legislation Amendment (Financial Transparency) Bill 2020

We refer to a letter dated 10 September 2020 from the Committee's Acting Secretary inviting a response to a submission received from a former employee of our Company. We appreciate the opportunity to respond.

We disagree with the adverse comments made by the former employee in support of their personal objectives including for staff ratios within residential aged care.

The Company's primary duty and focus is the care and wellbeing of all residents. We take this responsibility extremely seriously and have in place appropriate processes, including clinical and quality monitoring, for compliance with mandatory legislative requirements and to meet our consumers' needs and expectations. We offer numerous ways through which we actively encourage residents, their families and staff to provide feedback and report concerns, including via an independent, external whistleblower service. Such information is reviewed, investigated and acted upon as appropriate to the circumstances.

Aged care homes are subject to independent audit by the Commonwealth aged care regulator. The home alluded to in the submission, achieved all expected outcomes during its triennial audit review in May 2018. It also received a 98.8% agreement score from surveyed residents and family members on the quality of care and services provided, as set out in the regulator's Consumer Experience Report.

The Company is financially responsible and publicly accountable for the Federal funding it receives. Financial results are released on a half-year and annual basis and subject to external review and audit. As we recently reported to our shareholders, over 100% of care revenue received from the Federal Government and residents was spent on costs associated with the provision of quality care and operating the business during FY2020. Accordingly, we remain committed and focussed on the care and well-being of our residents with whose lives we are gratefully entrusted.

Yours faithfully

Chris Price
CEO and Managing Director