

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Supplementary Budget Estimates 2010-11, 22 October 2010

Question: E10-127

OUTCOME 4: Aged Care and Population Ageing

Topic: AGED CARE INDIGENOUS FACILITIES – THURSDAY ISLAND AGENCY VISIT

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Senator Boyce asked:

The department has written to the agency and has asked for information in relation to the visit. We have not received a response as yet. Will that information be made public when it is received? If it cannot be made public, could you advise me of that? If it can, can we have a copy of it when it arrives?

Answer:

As the information in the response from the Aged Care Standards and Accreditation Agency contains protected information under the *Aged Care Act 1997*, the Department is not intending to make the information publicly available.

However, the Department can confirm that during a support contact on 7 and 8 September to the Star of the Sea and Torres Strait Home for the Aged homes the Agency assessed that the non-compliance identified at the accreditation audit in early June 2010 had been corrected. The sustainability of these improvements could not be maintained and the homes experienced escalating problems centred around staffing issues which were then identified by the Complaints Investigation Scheme in early October 2010.

The Department continues to provide support to the Approved Provider to restore care and services to an appropriate level.