

# Checklist - General

## The Royal Commission into Aged Care

### Managing your involvement in the Royal Commission

- Decide on a team within your organisation to be involved in preparing for the Royal Commission.
- Ensure a system is in place for staff, Board members, care recipients etc to receive communications and updates about the Royal Commission and the preparations of the organisation.
- Formulate a thorough system for managing your documents across the organisation to ensure the information is accessible if called upon by the Royal Commission in a short timeframe. Consider whether a third party information system provider is necessary.
- Consider what consultants or third party assistance you might need eg legal, clinical nurses, project management.
- Scope which areas of focus will be the subject of the Royal Commission eg complaints, staffing levels and qualifications, accreditation history, behavioural management, governance etc.
- Prioritise which areas of focus your organisation should address and in what order.
- Check your insurance policy and review whether the legal expenses incurred will be covered by insurance.

### Stakeholder engagement

- Identify a spokesperson in your organisation to represent your organisation for all enquiries and circulate this information organisation wide so that everyone knows this is the person they should refer enquiries to.
- Develop a staff and care recipient communication plan which sets out what information will be circulated.
- Consider if you require a consultant to assist your organisation develop a media protocol.

### Collating documents and information

- For each area of focus, list all the documents and information you anticipate the Royal Commission will expect you to produce or know about. For example, with complaints, all the complaint reports and how they were handled and their resolution. This list will be extensive and organisations will spend a significant amount of time collating the data and extracting the key information.
- Compile any submissions or papers your organisation has contributed to in the past, for example, to the Tune Review or Senate inquiries, to gauge an idea about your organisation's role in the reform landscape.
- Establish a position on the key reform and regulatory issues that the Royal Commission will be raising.
- Begin considering how your organisation has been transferring and preparing itself for the new Quality Standards and other regulatory changes and incorporate this into the information you're compiling.

### Analyse your Risk Profile

- For each area of focus, review the documents and information you have compiled and highlight the trends or patterns. For example, that your organisation has a high rate of complaints, and most of them are about behavioural management. Communicate the outcome of this analysis to your executive team and Board.
- Devise a strategy and action plan for addressing the risk areas and further areas of improvement.

### Continuous Improvement

- Identify those facilities within your group that have weak spots and turn your attention to those facilities immediately with the action plan.
- Develop a matrix which attests to any improvements in those risk areas since the issues were raised and which tracks the continuous improvement planned.

### Preparation for Response to Royal Commission requests

If called on by the Royal Commission to produce documents and appear, you must:

- Seek legal advice regarding offences and expectations of complying with requests.
- Prepare witness statements and supporting documents.
- Ensure key personnel and employees are prepared for interviews/hearings if called.

### Disclaimer

The information contained in this guidance is intended as general commentary only and should not be regarded as legal advice. Should you require specific advice on the topics discussed, please contact the firm directly.