Royal Commission into Aged Care Quality and Safety



Russell Kennedy is a leader in the provision of legal services to the aged care sector, this combined with our extensive experience representing clients in Royal Commissions and Public Inquiries places us in a unique position to provide expert advice and representation to aged care providers in relation to the Royal Commission into Aged Care Quality and Safety.

This unique combination of expertise will enable us to advise you on the impact the Royal Commission may have on your organisation and what you should do next. We seek to assist you to protect your organisation, its reputation and to improve the quality of the outcomes from the Royal Commission.

Our Royal Commissions experience

Russell Kennedy has specialist expertise in representing interested parties in Royal Commissions and other relevant Public Inquiries such as Parliamentary Inquiries, Office of Police Integrity Inquiries, Ombudsman Inquiries and Coronial Inquests:

- **Royal Commission into the Home Insulation Program** We were retained by a Commonwealth Department to represent one of its employees in the Royal Commission. Victor Harcourt, Principal, acted in this matter.
- Royal Commission into Trade Union Governance and Corruption We represented the CEO of the Peter McCallum Cancer Institute in the Royal Commission. Ben Lloyd, Principal, acted in this matter.
- Royal Commission into the Metropolitan Ambulance Service We represented MAS in relation to legal
 advice and services and assisting MAS manage the broader response to media. Marika Hubble-Marriott,
 Principal, acted in this matter.
- **2009 Victorian Bushfires Royal Commission** We acted for the now Victorian Building Authority. We were also retained by the State to act for the then Chief Commissioner of Police in relation to her response to the anticipated adverse comment in the Royal Commission. Victor Harcourt, and Anthony Massaro, Principals, acted in these matters.
- Royal Commission into Institutional Responses to Child Sexual Abuse We acted for clients appearing before the Royal Commission, with respect to responding to requests for information and documents as well as preparing witness statements, and strategic input into responding to the issues of concern arising from the Royal Commission. Victor Harcourt, and Sarah Manly, Principals, acted in these matters.
- Royal Commission into misconduct in banking, superannuation and financial services industries We provided advice to a client about its strategic positioning and its risk strategy and policies. Sarah Manly, and Ben Lloyd, Principals and David Kazatsky, Senior Associate acted in these matters.

Lead Principal, Victor Harcourt has also acted for clients in inquiries by the Victorian Parliament into the CFA Training College at Fiskville, the Office of Police Integrity and the Independent Broad-based Anti-corruption Commission. He has also acted for aged care providers and State Government Departments in coronial inquests, including the inquest into the fire and deaths at Kew Residential Services.

Disability experience

The Royal Commission will look into the challenge of providing care to Australians with disabilities in residential aged care, particularly younger people with disabilities. A key objective of the NDIS was to reduce the number of young people living with disabilities in residential aged care and to divert further admissions. It has long been a challenge to support young people with disabilities that have high-level care needs to live in community settings or other age-appropriate settings. The intersection of the NDIS with residential aged care has not yet resolved the challenges.

Emma Turner, Principal, has extensive experience working with the disability services sector. Emma has been advising providers on legal risk management and regulatory compliance throughout the dynamic transition to the NDIS. Emma's unique experience means that Russell Kennedy is well placed to assist providers to respond to these terms of reference.



Employment and Workforce

A key issue that will be considered by the Royal Commission is staffing, qualifications and other workforce issues that impact upon the funding and quality of care delivered to residents. This will turn the spotlight on to the way providers manage their workforce and the framework for rostering to meet the needs of residents; as well as the barriers to the more effective deployment of human resources.

Russell Kennedy's Workplace Relations Employment and Safety team specialise in providing legal advice and representation to the aged care industry and disability sectors. Libby and Anthony's many years of experience means that they understand the areas of risk for providers and the strategies to mitigate that risk.

Our approach

Our deep understanding of the aged care sector, and our involvement in previous Royal Commissions places us in a unique position to assist you to navigate the challenges of a Royal Commission. Each stage of the process is impacted by the thoroughness of your preparation and developing responses to anticipated issues or areas of risk, we will work with you to ensure you are covered every step of the way.

You will need to be able to respond quickly to requests for documents, this will involve identifying them, reviewing them for relevance, coding and uploading them. We are very experienced in document management using the IT systems preferred by Royal Commissions. Preparation and a familiarity with the systems is essential to meeting your obligations to the Commission.

Another key aspect is the selection and appointment of counsel to provide advice and representation. You must have confidence that counsel can represent the interests of your organisation, and work effectively with the Royal Commission and its counsel. We can assist with that process.

Scoping and risk assessment

Review previous issues, concerns and complaints

Review historical and current workplace issues

Conduct an internal audit of what was implemented to improve current systems

Investigate historical issues and gaps and consider what issues might be brought to light

Review and conduct internal investigations

Review policies and practices

Document management

Engage stakeholders

Preparation

Get strategic advice and advice about the exposure to risk

Get legal advice to assess your evidence

Assess the best way to present the issues and complaints

Review how you have improved, overcome previous issues and what preventative steps the organisation is taking

Prepare witnesses

Implement new policies and procedures

Draft responses to the Commission if letters received

Conduct a review of corporate governance

Assess potential damage to reputation

Appearances

Assess the damage to reputation

Manage witnesses

Manage media and public relations

If an adverse finding is made, get advice on the best way to address the issue and review how the provider can improve/prevent this from happening again

Review

Assess the findings and implement Royal Commission recommendations specific to the organisation

Consider scope for restructuring, system change and policy updates

Manage adverse findings (if any)



Your Russell Kennedy Team



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Retained by a Commonwealth Department to represent one of its employees in the Royal Commission.



Represented former Chief Commissioner of Police, Christine Nixon to respond to anticipated adverse comments.

Represented the Victorian Building Authority which had been afforded 'whole of Government' representation, to protect its interests in responding to the Bushfires Royal Commission.



COMMISSION FOR CHILDREN AND YOUNG PEOPLE

Acted for a homecare organisation in a Commission for Children and Young People's inquiry into the death of a child under child protection.



Royal Commission into Trade Union Governance and Corruption

Represented the CEO of the Peter McCallum Cancer Institute in the Royal Commission into Trade Union Governance and Corruption.



PARLIAMENT OF VICTORIA

Environment, Natural Resources and Regional Development Committee

Advised clients in relation to the Inquiry into the CFA Training College at Fiskville.



Royal Commission into Institutional Responses to Child Sexual Abuse

Acted for a provider of Residential Aged Care, Retirement Living, In Home Care, Family, Children and Disability services with respect to responding to requests for information and documents; as well as preparing witness statements; and strategic input into responding to the issues of concern arising from the Royal Commission.



Royal Commission

into Misconduct in the Banking, Superannuation and Financial Services Industry

We acted for a not-for-profit organisation and assisted them with their strategic positioning and providing advice on their risk strategy and policies.



Represented the former Metropolitan Ambulance Service in the Royal Commission.



PARLIAMENT OF VICTORIA

Legislative Council Environment and Planning Committee

Advised clients in relation to Inquiry into fire season preparedness.



PARLIAMENT OF VICTORIA

Independent Broad-based Anti-corruption Commission Committee

Advised clients in relation to an Inquiry into external oversight of police corruption and misconduct in Victoria