



**Royal
Commission
into Aged
Care Quality
and Safety**

**Interim Report:
Neglect**

**Volume 3
Appendices**

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Appendix 1: Community Forums

Appendix 1: Community Forums

Introduction

The Royal Commission is holding public forums to hear directly from members of the Australian community about their experiences of, and ideas about, aged care. The community forums provide an opportunity for Australians to tell their stories or share their views with the Royal Commission in a more accessible setting than formal hearings.

Participants at community forums provide extremely valuable information to support the Royal Commission's inquiry. Participants hear about the work in progress. They offer their ideas on current aged care services and what is important to consider for the future.

At the time of completing this Interim Report, the Royal Commission had held nine community forums, with 167 people giving statements. We look forward to holding further community forums in the months to come.

Preparing for community forums

The Royal Commission promotes community forums widely: on its website; through its email list; via national and state-wide advocacy bodies; and through advertisements in local media. Where appropriate or necessary, additional promotion may occur. For example, the Royal Commission engaged a local culturally knowledgeable organisation to assist with promoting and delivering the community forum in Broome in June 2019.

Members of the public can register to attend or speak by phone or online. There is time for about 20 speakers at each forum. There are often more people interested in speaking than the time allows, and speaking places are allocated primarily based on the order of registration.¹

The Royal Commission's Community Engagement team contacts each person who has expressed an interest in speaking. For those who speak, Royal Commission staff offer further guidance to help them make the most of the opportunity to speak.

For those who do not secure a speaking place, the Community Engagement team provides a number of alternative options to engage with the Royal Commission. These include making a submission, speaking to staff at the forum or through the phone line, or providing written feedback at the forum.

¹ Where there is high demand for a speaking position, the Royal Commission's priority is to enable older people or their family members and friends with direct experience of aged care to make a statement. When this information is provided, it assists in the selection of speakers. The Community Engagement team may also assign one speaking position per group or family.

Structure of community forums

Each community forum begins with a brief opening statement from the attending Royal Commissioner, outlining the purpose of the Royal Commission and providing an update on recent activities.

Speakers make statements of up to five minutes and are encouraged to provide written versions of their statements. At the end of each community forum, the Commissioner present sums up what participants have said.

Royal Commission staff assist speakers and other participants with any questions. Counselling and support staff are available to assist participants who experience distress as a result of telling their story or hearing the stories shared by others and can also refer participants to services for longer term assistance. Interpreters are available to speakers, when possible. At the Broome community forum, for example, there were two interpreters, one of whom spoke Kimberley Kriol while the other spoke eight different local Aboriginal languages. Where possible, Auslan interpreters and hearing loops are available to assist deaf and hearing impaired participants.

Participants can also provide written submissions or other materials to staff at the forum. They can also share their written views on a question sheet, which asks:

- What are the current problems or challenges in aged care?
- What can be done to achieve high quality, safe, person-centred aged care into the future?
- How can we build a culture of dignity and respect for older people?

The question forms also include space for any other comments.

Staff are available before the forum, during the break, and after the forum to speak to members of the public about their experiences or to answer questions about the Royal Commission.

Members of the media may attend but are advised not to identify participants or attribute statements without a person's specific agreement.

Community forum experiences

The community forums give a direct and immediate picture of the community's experience of aged care. There have been a number of recurring themes and stories:

- substandard care—speakers gave many examples of poor care, medication misuse, adverse events, and neglect of older people's needs
- dignity and respect—the importance of maintaining dignity and respect for people in aged care, and numerous instances of disrespectful and dehumanising treatment

- disempowerment in the complaints process—in particular, families described their numerous efforts to have care improved, their resultant feelings of powerlessness and distress, and their frustration with the complaints processes
- staffing issues—staffing levels, training of aged care staff, remuneration and attitudes to aged care as a career
- providing culturally safe care
- guardianship issues and enduring powers of attorney misuse
- financial distress—the costs of care and difficult financial decisions arising from aged care.

While the forums conducted so far raised similar themes each was distinctive, shaped by the location, the specific stories, and the participants.

Many participants found the community forums an emotional experience. They expressed anger, frustration, grief, and deep sadness, both about their own experiences and the stories told by others. Some participants also expressed gratitude about positive experiences and their hope about opportunities for improvement.

In many cases, forum participants spontaneously shared stories with each other, supported each other through the experience of speaking at the forum and expressed gratitude to their fellow community members for sharing their stories.

Bankstown community forum

The first community forum was held on 1 March 2019 in Bankstown Sports Club at Bankstown in Western Sydney (NSW), with Commissioner Briggs attending. There were 22 speakers and about 270 people attended. While two of the speakers described positive experiences with aged care services, the majority raised concerns about the quality and safety of aged care.

Speakers provided examples of poor medication management, serious pressure injuries, falls and inadequate hydration and nutrition. A speaker described finding her mother-in-law with extensive bruising:

[W]e saw heavy bruising on her face. When we got her home I undressed her and saw...she was black from one end of her to the other...My mother-in-law said that she had been left alone in the bathroom in the shower chair and had fallen onto the floor...I wrote a detailed letter to the Director of Nursing and was told that 'old people bruise easily'. I suppose they do if you drop them onto concrete.

Another speaker talked about finding her mother dehydrated in a residential care facility:

I was told that they have not been able to get [her] to take in any fluids...Nor had they called a GP to examine her. She was barely speaking by then and prior to that week she had been walking by herself, assisted by a walker...She was in hospital for... nearly five weeks—being treated for severe dehydration as well as several infections and pressure sores...The hospital found out that my mother had not toileted for up to five days, hence her stomach pains. There were limited or no records kept of [her] fluid intake...the facility was not even aware that she had developed pressure sores.

A personal care worker employed in home care explained that she is often the only person who goes into the house. She commented that she was trained to note changes in people's mental and physical health, but that she could not do this properly during 15-minute visits.

One speaker described the risk to the mental health of nurses and her own depression after being bullied when unable to meet unrealistic work expectations. Several speakers raised concerns about the adequacy of training of aged care staff members, particularly in caring for people with dementia.

Recurring concerns about the quality of care included:

- overuse of antipsychotic medication for dementia patients to 'keep them controlled, quiet, managed and, in some instances, tolerated'
- relying on a limited number of continence pads rather than providing assistance with using the toilet.

Several speakers described poor reactions by aged care providers when responding to concerns and complaints. One speaker described being informed by the Chief Executive Officer of the facility that his mother had been abused, and then told, 'to move on and get over it'. Another speaker reflected on cultural differences:

It's an all-Chinese nursing home, containing staff and residents who are culturally reluctant or scared to complain...[the air conditioning] was not fixed for years—senior management told us no-one had complained and they did not know, which we find hard to believe...residents were at times left sweltering in 30-plus degree heat...one resident's bathroom measured 40 degrees on a heatwave day.

Several speakers mentioned that residents and family members are fearful of making complaints due to possible repercussions.

Two speakers from the deaf community raised concerns about the availability of appropriate assistance to navigate the aged care system. In particular, they spoke about the importance of access to Auslan interpreters, particularly when making important decisions about their care, as well as when dealing with wills and bequests.

A number of speakers had experience as nurses or personal care workers, including in aged care. They raised particular concerns about nursing staff members being diverted from care to administration. One speaker said:

A registered nurse's job is to monitor change in patients but there is constant pressure to do paperwork and get funding.

Another said:

Managers are too busy doing paperwork and they're not on the floor. Get rid of paperwork and prove what you can do. It's not about sitting at a computer while somebody needs to go to the toilet.

There was cynicism expressed about behaviour of some aged care providers. For example, one family member heard from an aged care worker that they were to 'make up and exaggerate' the behaviour and needs of residents to get more funding subsidies, and another described the 'fudging' of numbers of staff recorded on duty. One speaker saw changes in staffing before a visit from the regulator:

employees would come out of the woodwork to make it look better, right before a visit.

Several spoke of their difficulties in accessing services, including through My Aged Care, and of the long waiting lists for home care services and inadequate support for family carers.

My financial paperwork was lost four times. January 2018 My Aged Care cancelled mum's home care package [and] did not advise why, after many phone calls [I] was advised [they] did not have my financial paperwork. I then personally handed it in, they lost it, then I had faxed it and it was lost yet again and then I faxed it a second time...Finally it was in the system April 2018.

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Several also spoke of financial stress around aged care, including a speaker who reflected on the particular experience of older women facing homelessness. One family member gave up her employment to care for her mother, and was experiencing severe financial hardship:

when we have given up our careers, spent our super, when we are close to 60 and cannot return to our former careers, we have nowhere to turn to for help. Carers are the silent sufferers of the global dementia pandemic.

A number of speakers emphasised the importance of respect and dignity for older people as a foundation for aged care:

Elderly people were once part of the fabric of society and just because they have become ill and frail and no longer independent, does not mean they deserve less care or respect. It should be the opposite.

The final speaker spoke about the importance of person-centred care, and encouraged a conversation about love in aged care:

Residents want someone to listen to them, for someone to sit on their bed and have someone hold their hand.

Bendigo community forum

The second community forum was held on 5 March 2019 in Bendigo Town Hall at Bendigo in Victoria, with Commissioner Briggs attending. There were 20 speakers and about 250 people attended.

Several speakers suggested that people in the community lack knowledge about aged care services and about how to navigate the very complex system. One speaker, a volunteer who supports families, explained that an applicant may have to speak to nine different services to access care:

I trust this complicated process will be simplified.

One speaker described her struggle to obtain community services to help her keep her father, who had dementia and feared residential care, at home. She was unable to access residential respite for a break. She was also unable to access home-based palliative services at the end of her father's life, when he was admitted to a palliative care unit:

As carers, we carry the burden of the system and funding failures...in the absence of system reform, these failures will continue.

Another speaker described a broken resource system. He said that he found it necessary to accept residential care for his father while waiting for home care services, but his father subsequently became despondent and died. Another speaker expressed concerns about the significant gap in respite care services in the community, where lack of relief from

caring can lead to ill health for the family carer. One speaker suggested that concern in the community about entering residential care can lead to a reluctance to plan for care needs and services in later life.

The quality of residential aged care services received particular focus. One speaker considered the physical care in his mother's facility as adequate, but described the transition to care with loss of connection to friends and community as 'like stepping off a cliff'. The speaker said that there was a total absence of assistance to help his mother adapt. He observed that staff members are stretched thinly and unable to respond to the loneliness that residents experience, or to give a personalised response to their care needs:

Aged care facilities should be homes first, workplaces second, and institutions third.

One speaker spoke about both his parents, who live in the same facility. The speaker described how his father, affected by a stroke, would hear his wife, who has dementia, wailing down the hallway. His father would ring the bell for help:

No-one would come...he felt useless.

As a result, the speaker explained, the family organised for private care to be provided for 11 hours a day, six days a week. Over a two-year period, they advocated to the facility for their mother to be weaned off her medication. This eventually occurred, resulting in her laughing and smiling, and generally being happier. The speaker described person-centred care as more than physical care, with a need to focus on a person's wellbeing:

We took matters into our own hands. Their home is where they should feel safe and loved.

Other speakers also provided examples of inadequate care of people with dementia. One speaker described how the manager of an aged care home insisted that her mother be lifted with a lifting machine due to mobility issues, which caused her mother to become withdrawn. Physiotherapy at the facility only provided for pain relief and not, despite requests, re-enablement. The family invested in private physiotherapy and equipment for 18 months. Their mother was able to walk again and her cognition improved:

We were able to do this for mum because we never gave up. It should be about living, not waiting to die.

Two separate speakers stated that injuries to family members were not detected in a timely fashion, resulting in undetected pain and increased infection. Several described significant mistakes being made in the medication provided to people. In one instance, the medication was meant for a resident in the adjoining room. In another, medication mismanagement resulted in the person not eating. This led to significant weight loss.

One speaker advocated for changes in legislation to protect vulnerable people in aged care services who receive injuries as a result of poor care. Another speaker described the everyday neglect of her mother with respect to hygiene and nutrition. The speaker's mother subsequently died of sepsis. The speaker said she felt the facility treated her like a troublemaker when she raised care issues:

I was bullied and intimidated by management...before my mother passed away I was told that she was taking up too much of the staff's time.

A number of speakers raised the issue of adequate staffing. One speaker, calling for mandatory staff levels, said that staff are constantly rushed off their feet. Another believed that poor staffing levels place residents at risk because staff struggle to carry through basic care tasks and are stressed:

Very hard working, well-intentioned staff doing the best they can in challenging circumstances.

Several spoke about the need for more staff skills and knowledge, with different speakers making the following suggestions:

- capability improvements through more training
- the screening of staff for qualifications and personality suited to caring
- closer monitoring of staff who carried out their care tasks poorly
- staff training in dementia care, such as understanding that pain may be a cause of distress
- greater emphasis on staff giving attention to the information provided by family members, who know the person and their needs.

Another concern was that of reduced care options for younger people. One younger person with a disability described her struggle to stay at home, which required her periodic admittance to a residential aged residential care facility. She described this experience as confronting and humiliating, with her dignity and privacy not respected, and inferred that she would end her life if that became the only option ahead:

If my funding and supports do not...enable me to stay at home, I've made a decision not to go to aged care. I'm not going there again.

One person spoke of the incompetent management of diabetes and a lack of assistance with meals for their sister, who had Down's syndrome. The speaker's sister died of pneumonia. Earlier, the family had been so distressed that they considered kidnapping her from the facility but believed that they would be in trouble with the law.

Other speakers described their distress at the type and limited amount of care for their family member and in particular the lack of personalised holistic care:

To watch what she's going through is life-destroying.

Several speakers described the need to become advocates on behalf of a family member to ensure that basic care needs and rights were met. One speaker explained that they felt they had no voice in representing the needs of their family member. To be able to speak up on behalf of their family member receiving residential care, they had needed to educate themselves about the *Aged Care Act 1997* (Cth) and about rights:

We fought for our dad, because he mattered, because people matter, because human rights matter.

Many speakers acknowledged the grief, anxiety and emotional trauma experienced by families:

Our story is filled with heartache, like many of you here.

Several speakers spoke of priorities in aged care being out of balance. One suggested that the facility providing care to their family member focused on meeting organisational needs rather than patient needs, while another speaker expressed concern about the financial motivations of aged care organisations:

The thing is, there should be care before profit.

Wollongong community forum

The third community forum was held on 13 March 2019 in WIN Stadium at Wollongong in New South Wales, with Commissioner Briggs in attendance. There were 20 speakers and about 187 people attended.

Speakers discussed person-centred care, care of residents with dementia and palliative care. A particular theme was the need for a skilled and kind workforce as a pathway to quality and safe care for older people in aged care facilities. This included calls for improvements in the training of registered nurses, enrolled nurses and personal care workers. Some speakers referred to the need for improvements in provider leadership.

The main workforce issues that speakers identified related to training needs, a requirement for increased numbers of staff for residents, and better pay rates. A general practitioner who had worked in aged care for 22 years raised workforce as a 'crucial issue':

We need more registered nurses, better trained aged care registered nurses, and better paid aged care registered nurses. We also need better trained enrolled nurses and better trained carers.

Another speaker made several points about improving the status, training and salaries of all workers in aged care, including:

- requiring registered nurses to have postgraduate qualifications in gerontology and reward them accordingly
- recommending senior classifications for registered nurses with specialist qualifications in wound care, continence, palliative care and so on
- providing incentives for care workers to increase basic qualifications to Certificate 4 level and remunerate accordingly
- considering Certificate 4 as entry level qualification in the future.

A number of speakers emphasised the importance of better training, with particular focus on dementia, trauma, and behavioural management:

Beyond the RNs, the enrolled nurses and carer staff are usually poorly skilled in aged care specific challenges such as dealing with challenging behaviours in dementia, such as agitation or aggression. Because of this, there is often a push from both RN and other staff to use strong pain medications or sedation or even antibiotics when they are not necessary in order to do 'something' about behaviours.

Speakers provided examples of poor person-centred care, ranging from waiting lengthy periods for care packages, lack of focus on prevention of harm from falls, problems with ulcers or oral health issues, dependence on staff, and random care episodes that did not meet their relative's needs of timely assisted meals and help with hygiene, going to the toilet and hydration. One speaker stated that each aged care facility needed to have, or have access to, at least one specialist in palliative care. Another speaker described a need for leadership in practice with end-of-life care, which should extend beyond the last few days and hours. Two speakers referred to the need for gender-specific personal care.

Several speakers raised the issue of carer stress associated with lack of communication from staff. These speakers worried about possible adverse consequences if they spoke to the facility on behalf of their relative, including the possibility of them being isolated or banned from visiting the facility:

There must be a recognition that the services provided by carers such as myself, are saving the country a fortune, but often at great personal cost...The knowledge that we could access a home where we would be expertly, gently and lovingly cared for in our community, would relieve so much stress and greatly enrich the remaining years of our lives.

Another theme for many speakers related to improved service integration, including better processes for communicating and resolving issues. One speaker suggested better service integration and coordination between governments, as operators can be very cautious due to over-regulation. Similarly, one speaker reported that the National Disability Insurance Scheme had suggested going to My Aged Care, but My Aged Care then said that they couldn't help. Another speaker suggested that negotiating the network of government and provider red tape was more stressful than her husband's dementia. Another

speaker stated that the system assumed, incorrectly, that people had family support. What the community needs, one speaker suggested, is a transparent, dependable and affordable system, with personalised support to navigate the bureaucracy.

One speaker described how a family member was neglected, abused and forgotten when the family expected that she would be comfortable and safe. She died within six weeks of entering the aged care facility. A different speaker cited an example of unprofessional behaviour where confidentiality and privacy were ignored at a service provider meeting. Another speaker referred to the 'forgotten Australians', people who as children were placed into institutional or other out-of-home care. The speaker recognised that these people would face particular challenges if they returned to residential care as an older person. A different speaker suggested the need for video cameras in common areas and residents' bedrooms, or for families to have cameras to monitor activities of daily living.

Several speakers who had worked, or continue to work, in aged care reflected on their experiences. This included being told not to get attached to the residents. They described the increasing complexity of caring for residents, including the need to provide higher levels of care, to deal with complex medications, and to work with limited preparation or training. A health professional observed that there is no standardised information technology system in residential aged care facilities. A different speaker commented that some things had not changed: the high workloads, the shortage of staff, and the pay. Another speaker stated that they had serious concerns for their safety and that of their fellow workers, compounded by management's attitude.

Maidstone community forum

The fourth community forum was held on 3 May 2019 in White Knight Receptions Maidstone, at Maidstone in Victoria, with Commissioner Briggs and Commissioner Tracey in attendance. There were 18 speakers and about 260 people attended. Three young disabled people, together with their family members or carers, spoke about the experience of living in residential aged care. Other speakers focused on inadequate care, staffing ratios, complaints processes, and the rights of residents and carers. Several people spoke about the experiences of younger people in residential aged care:

My daughter spent 12 months in aged care at age 18 after a craniotomy for to a brain tumour and strokes. At 28 [years] she was unable to speak or move...Our observations and reading notes accessed through Freedom of Information convince us that aged care is no alternative for young people...She often waited half an hour for a worker to arrive when she buzzed...Her room was next to the pan room and the smell was sickening at times. Friends stopped visiting. It was a depressing place. A staff member pulled us aside one morning and told us that some of the staff were not treating her well. We already knew that but any concerns fell on deaf ears. Residents were not being treated equally. We observed bullying and neglect of 'difficult' residents who weren't silent and compliant.

One young person, assisted in her verbal communication by a support worker, described living in a nursing home for six years. She explained that people are constantly screaming and that there is no stimulation. She finds it hard to come up with ideas of what to do, and just sits quietly on her own. She explained that life has changed so much for her. She used to like to paint and to be outside: 'now all that is unreachable'. As a vegetarian, she finds there is lack of food choices, and that the food is the same every day. With the National Disability Insurance Scheme plan, she used to have up to 500 hours of therapy, but now only has 60 hours:

They said no one would be worse off under the NDIS but that is not my experience.

This speaker spoke of a desire to end her life, saying she would do so if her arms would allow it.

A speaker in her thirties spoke with the assistance of communication device. Following a stroke after an operation, this speaker's only option, because of a lack of disability funding, was an aged care facility. From her 18 months in the facility, the speaker described having little autonomy about decisions such as her daily routine, activities and food. She found some staff patronising, and said they treated her as being unable to make her own decisions. According to this speaker, the most important thing was for staff 'to truly listen and support us to drive the process of our lives'. She believed that better trained and better educated care support workers were required to meet complex needs.

One speaker spoke of her experiences with home care services:

I have travelled from rural New South Wales to speak today because I am disgusted by the corrupt, inconsistent behaviour of providers and their care staff...

This speaker explained that she had changed providers because workers lied about hours worked and because transport was not provided. However, the situation did not improve:

the next provider I went to was unreliable. Staff did not turn up for necessary showers...sometimes no staff for a couple of days and that meant no personal care on those days...so I changed providers again...every statement with that provider was incorrect...

The speaker expressed concern that she would be forced into residential care, defeating the whole purpose of home care allowing her to remain in her own home: 'I am blessed I have a family who care but many don't.'

One speaker noted what they regarded as inadequate or poor residential care, with insufficient focus on the quality of life of residents:

I have observed my mum sitting in her seat for her meal and have it put in front of her without any acknowledgement or even a smile...my impression and feeling of this facility is one of a business on a budget waiting for turnover with little thought to promote the quality of care for these aged people in their final years.

The speaker said that aged care should not just be 'a place to die'.

Another speaker raised concerns about his wife's care in a residential facility, including dirty toilets and the misuse of medication. He stated that the User Rights Principles should offer protection from all types of abuse. However, the Principles were ineffective in supporting rights of care recipients because the facility treated them 'flippantly':

the 'Charter' is in reality a toothless tiger. It is not in its current form affording protection to the people it purports to defend...In the absence of a 'charter', what does the resident have in their corner? Who speaks for these poor souls, some with dementia, when their basic rights are denied them? The government complaints department just took the word of the facility as fact and were unhelpful.

Another speaker found the local advocacy service to be very supportive but observed that the service had little power to make changes.

A representative of Carers Victoria, a state-wide advocacy group for carers, spoke about the need to acknowledge relationships between family carers and people for whom they care. This speaker stated that care provided by family and friends is the backbone of the Australian aged care system, and noted that carers need acknowledgement as people with their own needs. The speaker said that the obligations on providers is not consistent with the *Carers Recognition Act 2012* (Vic). In addition, carers, family and friends are notably absent from the new Charter of Aged Care Rights. The speaker concluded that improved recognition of carers would promote safer and better quality care for people using the aged care sector.

Some speakers connected better care with higher levels or ratios of staff to residents, and with improved training. One speaker said that lack of staff led to neglect. This speaker considered the Australian Government's complaint, accreditation and advocacy systems to be ineffectual. She described starting a petition to mandate skilled staff to resident ratios, which had to that point attracted 312,000 signatures. Another speaker advocated for better training, including specific care for lesbians and other minorities because aged care staff members do not know how discrimination works. One more speaker commented that staff ratios need to be informed by complexity of the needs of the residents. She had observed staff members who wanted to help but did not have the necessary skills. Another speaker suggested that the aged care system of safety is 'impotent' and would benefit from a focus on the sort of safety models that exist in health care systems.

Several speakers suggested empowering families to assist with care, along with the need for the community to engage more with older people living in aged care. Some speakers suggested ways to bring younger people into aged care roles through credits towards Higher Education Contribution Scheme (HECS) debt and for universities to look beyond Australian Tertiary Admission Rank (ATAR) scores for community involvement. According to one speaker, all personal care workers should be registered with the Australian Health Practitioner Regulation Agency. Another speaker thought staff should have a university qualification to provide dementia care and that salaries should reflect that. Another speaker commented on the need for appropriate rewards and a clear long-term career path for staff.

Finally, a speaker commented that the ‘government needs to stop giving aged care licences to unsuitable people who lack empathy, compassion, experience and the values needed to be entrusted with the care of our elderly’.

Broome community forum

The fifth community forum was held on 19 June 2019 in the Broome Civic Centre at Broome in Western Australia, with Commissioner Briggs in attendance. The Broome community forum commenced with a Welcome to Country provided by Jimmy Edgar, a Karajarri man and descendent of a Yawuru Elder. There were 13 speakers, predominantly Aboriginal and Torres Strait Islander people. About 50 people attended. Two speakers had an additional person stand up with them to make their statement. A number of the speakers travelled long distances across the Kimberley region to share their experiences about aged care in remote areas of Western Australia.

Speakers told about the need for cultural safety, enabling people to fulfil their cultural responsibilities to their families and communities and to have the choice to remain on Country. They emphasised the importance of treating Elders with respect. Speakers referred to Elders as ‘knowledge holders’ and ‘living treasures’.

One speaker commented that the Stolen Generations Elders did not want to go back to institutionalised care:

They were removed from everything from a very early age and re-programmed; let us not put them through this trauma again toward the end stage of their lives.

Another drew on his history as an Aboriginal Elder and Japanese descendant to tell the story of multi-racial Australia and shed light on the fear that older people with such experiences have about further institutionalisation.

Speakers provided examples of substandard care and neglect, financial abuse of elders, and a sexual assault.

Several people commented on issues and challenges facing Aboriginal people due to low income, the high costs of food and services in regional areas, living below the poverty line, and the need for safe houses. One speaker said that the economic status of Aboriginal people needed to be looked into when considering how to deliver aged care services in remote areas.

According to one speaker, many Aboriginal people have a fear of moving out of their homes and going out of their Country to a strange place, particularly because residential aged care services are not culturally well informed.

Several speakers commented on the need for providing services for Aboriginal people by Aboriginal people. As one person put it:

There could be more done around training and/or upskilling more Indigenous people in Palliative Care so that when and if our Stolen Generation Elders do need to go to these Aged Care Facilities, the least we can assure them is that there will be familiar faces for them.

If we have more local people trained and employed across all levels, not just in junior roles, we may start to see a difference. We still need these facilities in our communities but we also need them to be run better so our Elders see it as an option and not a sentence.

One speaker suggested implementing measurable outcomes into service agreements that reflected the cultural requirement and the complexities of living remotely. Another speaker suggested the implementation of a cultural audit.

Speakers commented on aged care issues, including access and equity, the complexity of systems, assessment barriers, and the need for face-to-face services with local providers. One speaker explained that they were unable to navigate myGov, even though they have a Masters and a Bachelor of Applied Science. This speaker questioned how an Aboriginal person who has English as a third language would navigate this sort of online system:

ACAT is not an easy process and is used more as a barrier than a pathway to accessing care. Language is exclusive and not easily understood.

One speaker advised that some people choose to not access care because they do not understand the packages or because of the high costs.

One speaker, whose mother is happy with the care received from her home care package, commented that the communication from the centralised service was confusing and lacked empathy. She considered that there needed to be more focus on ensuring that people understood the system, not helped by the use of acronyms in monthly statements. Another speaker said that fees for a person in residential care were raised without informing Centrelink to increase deductions, causing additional difficulty to a grieving daughter:

After losing her mother and going through 'sorry time', the carer (daughter) was advised that there was an outstanding invoice. There are always many other service providers that are involved in the overall care of our Elders but communication between these services and the relevant family member is not always as good as it could be. We also need to ensure that families are not further traumatised when their loved ones pass away with issues that should be dealt with as they arise.

Other people made the point that many people are not eligible for services and may fall through the cracks, and noted limited services for young people on disabilities. One speaker said the Aged Care Funding Instrument does not take into account the

complex needs of Aboriginal people in regional, rural and remote areas. Another speaker said support is inadequate and that some services written into agreements and contracts do not happen.

Several speakers talked about challenges with respite, and one speaker explained that the delivery of dementia services to Aboriginal and Torres Strait Islander populations faced serious challenges.

One speaker commented on the complaints process:

maybe have a more open process where complaints can be made to an independent party so they are addressed.

Several speakers praised the work of many professionals who work in aged care in remote and regional services in the community.

Townsville community forum

The sixth community forum was held on 18 July 2019 in Rydges Hotel South Bank at Townsville in Queensland, with Commissioner Briggs in attendance. There were 20 speakers, with about 180 people attending. Speakers provided examples of inadequate care, poor medication management, and inadequate care coordination. Some people talked about the gaps in care for Aboriginal and Torres Strait Islander people, the Forgotten Australians, people from culturally and linguistically diverse backgrounds, and people with a disability.

One speaker talked of the inadequate care her father received prior to his death in a residential facility:

My family considers his death was premature as a result of the aged care facility not providing adequate care for him. My father was found on the floor on a number of occasions when he had fallen, sometimes only wearing an adult nappy and shirt, and was eventually found with a broken ankle. We will never know how many times he fell nor how long he was left on the floor each time as the record keeping at the facility was not accurate.

This speaker described how the family lodged a complaint just before her father's death, but was advised after his death that no further action would be taken by the Complaints Commissioner. Family members found this extremely upsetting. A new process was initiated following a request for a review and the report identified significant concerns impacting all residents:

The audit indicates that there are insufficient staff, staff do not have time to attend to residents' needs, and processes are not effective to ensure that staffing is maintained to meet residents' needs...how many times can a facility not meet Standards before there are serious consequences?

One speaker described the lack of emotional care for her mother 'in terms of her loneliness and social engagement. Frequently, she was left isolated and ignored in her room'. The speaker's mother also received poor personal care:

Mum endured the most distressing lack of, and inconsistencies with, toileting support. I had growing concerns when Mum's pullup was frequently soaked with urine when I would change her for bed. The nursing home then committed to a toileting schedule. However, toileting support never lasted for more than two consecutive days before it petered out. During this supposed toileting support, a diary entry for June 2015 says 'Mum had long pants on inside out and back to front, no pull-up on, was smeared with faeces on her hands and needed a shower' and in July says 'Arrived at 2pm – toilet filthy, faeces on toilet seat (cased on the rim of the seat), faeces on all towel in the room and wearing a filthy pull-up.'

This speaker also described visiting her mother on a weekend when being informed that she had been prescribed morphine for back pain:

On arrival at Mum's room, she was lying across the middle of the bed with her legs hanging over, crying out in pain and repeatedly saying that she 'wanted to die'. She could not move from that position. After 10 minutes, I asked for the doctor to attend earlier and when he didn't arrive I asked a care worker to call an ambulance. She said she wasn't allowed to, so, at 9:28am, I called an ambulance myself and mum was taken to hospital. She had a broken back.

This speaker considered that a camera should be in every room 'when a family requests it, or mandated for residents' rooms where there are no family who visit'. She considers there needs to be the establishment of 'an authority, with real power, for families to report concerns, and not condone and ignore them'.

Three speakers regarded getting an Aged Care Assessment Team visit, a Home Care Package, accessing Residential Aged Care facilities, and using the My Aged Care Portal as complicated:

My mum is elderly and has health issues, there is no way that she would have been able to do all of the work involved with getting Dad a Nursing Home place within the 35 days outlined by the hospital staff as well as deal with the reality that she has 'separated' medically from her husband of 54 years, the grief and emotions that she is experiencing every day is mentally and physically exhausting.

From memory, approximately four years ago my husband was approved for a level 4 care package. I received notification about six months after his death last year that a package was available. How does that happen in a system which has sifted through everything about us? I felt guilt, frustration and sadness as he diminished despite our best efforts.

How our aged persons are best served by the online 'My Aged Care' and a telephone helpline baffles me. Great people when you can get in touch with them but an awful system! The shortcomings were a constant source of angst for me. I can imagine how older, more technically challenged people must struggle.

On the question of care for Aboriginal and Torres Strait Islander people, speakers referred to specific needs and the gaps they have encountered in aged care services. One speaker stated that although cultural values from some places do not fit with Aboriginal and Torres Strait Islander people, they have to 'just put up with it' because there are not many affordable options available to them in their own parts of the country. These situations, the speaker suggested, would not be tolerated in mainstream nursing health care.

Another speaker noted that English is not a first language for some Aboriginal people, and may be a third or fourth language. These people may have a cohort of identified health and ageing conditions, including hearing issues, dementia, confusion, communication issues, assertiveness issues, grieving for their family and Country, and so on. They may find themselves 'in a foreign routine where enclosure inside a building, noise and rush, rush, rush is the norm':

Too often there is not enough resources to take them outside to even connect with Country, sunshine, fresh air, nature, sounds of birds etc. I have found far too often, their culinary preferences are unavailable on the menu and many residents of Indigenous heritage are too often, not made a priority and are left in a soiled bed (their budget didn't allow for more incontinent aids etc.), to wait, last to receive care or left for the next shift—there is not enough assertive presence in the facility to assert for them.

Australia's care and standards for Indigenous peoples in aged care facilities are, in general, a disgrace to our nation and need monumental review in the near future not the 'who knows when' future... they are human beings who deserve the same rights and entitlements as any other Australian.

A number of speakers considered that the needs of culturally and linguistically diverse residents in residential aged care was neglected. Some people raised communication as a major issue for culturally and linguistically diverse people: 'care ultimately rests a lot on communication'. One speaker noted that some people with dementia may revert to using their mother tongue, leaving them unable to voice their needs.

Other issues raised included the need for understanding of cultural perspectives and a requirement for service providers to receive cross cultural training and cultural awareness training. One speaker talked about isolation and loneliness and cultural inhibitions, while another suggested that, 'Nursing homes could be marked as suitable for people from a particular ethnicity or culture.' Another speaker saw the culturally and linguistically diverse background of care staff as adding to the challenges in the care environment:

Too often care delivery is delivered by 'caring' carers with a limited command of English. There is a high proportion of non-English speaking background staff in Aged Care and whilst their intentions are usually honourable, there are issues with their standard of knowledge and skills to enable them to deliver the standards of care expected in Australia.

One speaker highlighted issues facing Forgotten Australians, who had an 'entrenched mistrust of systems' due to their previous experience in institutions. A return to institutionalised living could trigger 'loss of power and independence again' and memories of past trauma. The speaker stated that such people needed extra support following their entry into residential aged care facilities, not just 'a tick and flick type form about their wellbeing treatment'.

A disability advocate made the following comment:

I have witnessed in my eight years attending residential aged care facilities in Townsville and surrounding areas, insufficient staff levels to adequately care for the residents both aged and young, and more so for those with disabilities. There is also a gap in the skills of the staff and there are some staff who should not be working in the sector, sadly.

Several speakers advocated for closed-circuit television cameras in aged care facilities, indicating this would assist with the quality and safety of care. However, one speaker acknowledged this would not be an easy road, while another speaker suggested it should be on family request. Another speaker thought closed circuit television cameras could perhaps be considered for residents who did not have any family visits.

Some speakers raised instances of medication mismanagement, such as mistakes that caused falls or drowsiness or where residents had to wait over an hour for pain relief.

One speaker commented that the facility where his mother lives is driven by an economic imperative, despite being not-for-profit. The economic objective is met, the speaker said, through cutbacks to staffing and to the quality of staff because of the shift from a regular to a casual workforce. This same speaker spoke of medication mismanagement, missed meals and the facility's inability to know the special needs of his mother or even respond to her call bell. He reported that his mother had said she wanted to die and had looked with interest at euthanasia laws.

Adelaide community forum

The seventh community forum was held on 12 August 2019 in the Adelaide Town Hall at Adelaide in South Australia, with Commissioner Tracey in attendance. There were 20 speakers and about 400 people attended. Many of the speakers referred to instances of harrowing care that caused distress to both residents and their families, and the need for more empathetic, better qualified or better trained carers.

Five speakers talked about their experience at the Oakden Older Persons Mental Health Service. One speaker, who had a family member at the previous Oakden facility, stated:

The impact of reality that this could be or could have and probably will happen to a loved one or you at some stage is felt by everyone.

Another speaker strongly advocated for preventing what they had experienced ever happening again:

Since the horrors of Oakden have aired, I have worked closely with the current SA Government on various projects to ensure that what Dad went through was not in vain. I would prefer that he not be remembered as a victim of abuse, but rather be instrumental in the catalyst for change.

Many speakers questioned the empathy, qualifications, training and pay levels of the carers and staff they encountered in aged care. One speaker stated:

It seems that for many of the staff, it is just a job with no responsibility or care. There are some that are very capable, sympathetic, fun loving and caring; however, and unfortunately, these seem to be the silent minority. If only they could have more influence on their colleagues, this might improve but it seems they are so busy doing the right thing for the residents they just don't have the time.

We can plead for higher staff numbers. We can call for a higher nurse to carer ratio, but I don't believe this will in itself change much. I believe if everyone performed their duties competently and diligently then even with the existing staffing there would be a large improvement in performance. One of the critical elements currently missing is accountability. Too many of those involved in providing care for the aged are not held accountable for their areas of responsibility. This must change and that change must come from the top down to those providing first level care. The top being Facility Managers, CEOs and even the Federal Minister.

Another speaker said:

It's getting harder and harder for everyone to care for our elderly in the way they deserve when you don't have time to care for residents properly. We used to have time to talk with residents, sit down and do their nails, not just clean them, and take them for walks. But now, we don't have the time. The carers are run off their feet and don't have the few extra minutes to get to know their residents.

One speaker was disturbed by the way the Aged Care Funding Instrument is calculated, suggesting that because providers do a self-assessment, there is self-interest.

Individual speakers made reference to power of attorney, the Office of the Public Advocate and the South Australian Civil and Administrative Tribunal. One speaker stated that after the family had repeatedly asked the facility questions about their mother's medication, the speaker lost guardianship to the Office of the Public Advocate. Another speaker stated that their parent was vulnerable and that there were family abuse issues, but that the

South Australian Civil and Administrative Tribunal had refused to appoint an independent guardian. A different speaker said that a social worker had made a submission for the public trustee to look after the affairs of the speaker's parent, even though the family had a valid power of attorney. One woman stated that her husband had frontal lobe dementia and that facility staff had blocked the family from visiting him. The family reported this situation to the South Australian Civil Administration Tribunal.

Other speakers raised issues with complaints processes. One speaker stated that deaths had occurred which should have been avoided through proper care and the facility did not have a complaints system, which led to anger among family members. Another speaker said they had complained to all staff at a particular facility, all the way up the chain, as well as to the Australian Competition and Consumer Commission, the Australian Health Practitioner Regulation Agency, the police, and elsewhere. One person said that they complained to the Aged Care Quality and Safety Commission about a particular medication being given to a family member, and that after 48 hours the drug was ceased. Another person stated that the Commission was not working effectively following its last restructure.

One speaker believed his parents, who were both in a high care facility, chose to end their own lives by not eating, drinking or taking medications. He stated that they had died alone in their room. The facility did not inform the family what was happening and told the family they had 24 hours to clear the room.

Another speaker said there was a need for regulation in balanced with compliance, the need for profit and the need for individual human dignity.

An Aboriginal woman described herself as 'so angry', but said 'anger won't fix this':

Our elderly come to you to live safe, comfortable, happy lives 'til they die. Let's make these places somewhere we would all be happy to let our mums die irrespective of race or what they did in their younger years. Every elderly person in Australia has the right to die with dignity, grace and respect.

Two of the speakers had nothing but praise for the facility where their family member resided.

Brisbane community forum

The eighth community forum was held on 19 August 2019 at the Brisbane Convention and Entertainment Centre in South Bank at Brisbane in Queensland, with Commissioner Briggs in attendance. There were 20 speakers and about 260 people attended.

Speakers focused on a range of topics, such as the following: challenges with My Aged Care (including the complaints systems, both current and past); guardianship aspects and the use and misuse of enduring power of attorney; dementia care; the cost of care; challenges for people with a disability; people from culturally and linguistically diverse backgrounds; people with a vision impairment or blindness; and the importance of family advocacy.

One speaker commented on what he called ‘the entire debacle’ of his experience with My Aged Care and the Aged Care Assessment Team (ACAT):

It is a very complicated system and difficult to understand even for a university educated person—I despair for the elderly with no one to help or advocate for them.

The bureaucracy around aged care services is beyond comprehension; and the waste of money and resources filling in paperwork aggravating. My Aged Care does not focus on the person needing the care, but on their systems. Once, the wait time for an assessment to get someone to assist him to put a plastic bag on his arm prior to a shower, when his arm was in a cast, was 6 weeks, by which point the cast would be off.

From a ‘consumer’ perspective, My Aged Care is simply woeful. Not one of the many people to whom I have spoken has ever said ‘let me have a look into this and try and find a solution’. They tick a box, and hang up.

One speaker, who had experienced challenges with enduring power of attorney, the aged care complaints system and the Queensland Civil and Administrative Tribunal, said:

My mother suffered for eight years, and died in the most horrific and painful way. This could have been prevented if she was cared for properly. My life will never be the same again.

Another speaker said they had lost confidence in the Complaints Commission because they received an acknowledgment of the complaint but with another person’s complaint information. According to the speaker, the complaint assessor was difficult to contact and unresponsive, requiring the speaker to follow up and undertake significant research to prove staff were lying.

One speaker highlighted poor responses from the aged care complaints system, along with insensitivity to the needs of Forgotten Australians:

My understanding of the role of an Aged Care Commission is to uphold high standards for all residents in care, however my experience was that they did not want to know about any troubles experienced by my mother, a ‘Forgotten Australian’. I was passed from person to person and the process was made exceedingly difficult and traumatic for me.

One speaker identified access barriers for deaf older people:

Most Deaf Australian Elders are able to access free medical interpreters for their limited health, allied health and GP appointments through National Auslan Booking Services known as ‘NABS’. However, the Deaf Australian Elders are having greater difficulties and uncertainty over their futures for receiving support services and facilities for the Deaf needs...due to gaps and breakdowns of government funding systems in different areas, such as Health, Medicare, NDIS/NDIA, My Aged Care,

Seniors support, Hospital (Public and Private Hospitals) and Education (for further study if the Deaf Australian person age 65+ wishes to study at TAFEs/colleges or universities)... These Deaf people from the Australian Deaf Elders group have to be fully reliant on their hearing adult children or relatives or senior hearing signing family members to provide free basic sign language interpretation for their simple appointments/errands even (though) they are entitled to free qualified Auslan interpreters with NAATI licences.

Several speakers described the failures in care experienced by vulnerable family members in care. One speaker said that her mother's needs were not understood and there were constant instances of inadequate care, such as unsafe positioning, becoming chilled when in front of an air conditioner, hygiene issues such as soiled clothes, and rough handling resulting in bruising.

Another speaker believed there was a lack of humanity in the institutional delivery of aged care, and emphasised the importance of family advocacy to ensure that the needs of the older person was met:

The 'aged care' we have experienced could be characterised as often lacking in 'care'. These shortfalls place a heavy burden on us to always be 'on guard' – to always double-check, to play detective, to second-guess. They are thieves stealing away our time with our dad, forcing us to spend it scrutinising the very institutions entrusted with his care.

Rockhampton community forum

The ninth Royal Commission into Aged Care Quality and Safety community forum was held on 20 August 2019 in Callaghan Park Functions and Events Centre at Rockhampton in Queensland, with Commissioner Briggs in attendance. There were 12 speakers, with approximately 60 people in attendance.

Many speakers told of their concerns about residential care facilities, including the lack of activities and the lack of choice for residents. They also provided examples of sub-standard medical care and neglect. One speaker noted the lack of activities, apart from 'TV all day'. Another speaker explained how her mother had to shower at 6am in winter: 'She was told that she didn't have a choice in the matter that was when the personal care was done.' Another speaker said that their mother had lost 24 kilograms while in recovery at a residential aged care facility, noting that the family supplemented meals almost daily. Another speaker said that:

The residential aged care facility withheld all recovery treatment to my friend and there was no consequence for this.

One family member said that their loved one had a pressure sore in their sacrum area. The wound deteriorated 'and smelt bad'. The wound was subsequently identified as a severe septic infection that required strong intravenous antibiotics and a 10-day hospital visit.

Another speaker stated that her friend's death was referred to the Coroner as a reportable death:

But where is protection for elderly if there are no real consequences for residential aged care facilities when treatment is withheld? My friend experienced multiple care failures and there was total neglect.

Speakers commented on the Aged Care Quality and Safety Commission, including the complaints process:

We made a complaint to the Complaints Commissioner. It was an intimidating process and the family felt let down. We were told the Complaints Commission could not help with the problems. Why would they say this? The Complaints Commission did not check back with the aged care facility and there was no follow-up to see if matters were addressed. The family needed to monitor care and if they didn't, our father would not be alive.

Another speaker suggested that:

ACQSC should be able to identify criminal behaviours and have people responsible prosecuted. This will go a long way to building a culture of respect for the elderly.

Speakers also questioned the rights charter and legal system. One speaker suggested that the Charter of Aged Care Rights should mean that 'older people are protected and we don't have to be here'. Another person stated that the legal system 'doesn't respect and protect elders'.

One speaker discussed the affordability of care and related financial issues:

More communication is needed between facilities, residents and families. Forums are needed for families to advise them about choices when a resident's savings have run out.

According to some speakers, older people want to stay living at home, with concerns raised about transition care and home care packages:

Home Care Packages don't cut the mustard. Level 4 HCP doesn't provide anywhere near the 24 hour a day support need for people living with dementia.

There is an inability to get home care packages and palliative care packages in a timely way.

Speakers commented on staffing issues in aged care, including the lack of staff, staff being underpaid, staff not having a career path and staff receiving inadequate training.

A dentist highlighted how poor dental health had an impact on overall health, noting the need for oral care plans. The speaker stated that university trials had shown that dental treatment in residential aged care facilities and in home care reduced costs. Another speaker discussed food safety for 'robust food safety programs, as safe and nutritious food is an important aspect of aged care'.

Several speakers commented upon the need for inclusive access to services, including the need for aged care facilities to focus on the whole person. Another speaker emphasises the importance of respect:

Mum is not the same person as she was 50 or 60 years ago—or even 2 years ago—but she is still an amazing woman with a lot to contribute. All older people deserve respect.

The question of respect also arose in the context of end-of life-care:

We need quality end-of-life care. We need medication available in RACF to provide pain relief and help families to understand loved ones' needs.

One speaker said that Aged and Disability Advocacy was very helpful. Another speaker noted examples of good care abroad, such as Green House homes in the US and dementia villages in the Netherlands.

Appendix 2: Roundtable Discussions and Participants

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Younger People in Residential Aged Care

22 November 2018	Quay West Suites 26 Southgate Ave Southbank VIC 3006
Commissioner Attending	Ms Lynelle Briggs AO
Attendee	Attendee's Role
Mr Alan Blackwood	Policy and Innovation Manager, Young People in Nursing Homes – National Alliance
Mr Luke Bo'sher	Chief Executive Officer, Summer Foundation
Ms Sarah Krause	Connect Coordinator, Youngcare
Dr Bronwyn Morkham	National Director, Young People in Nursing Homes – National Alliance
Dr George Taleporos	Policy Manager, Summer Foundation

Commonwealth Agencies

27 November 2018	International Visualisation Centre 19 Young Street Adelaide SA 5000
Commissioner Attending	Ms Lynelle Briggs AO
Attendee	Attendee's Role
Ms Gayle Anderson	First Assistant Secretary, Client Engagement and Support Services Division, Department of Veterans' Affairs
Ms Christina Bolger	Executive Director, Regulatory Policy and Performance, Australian Aged Care Quality Agency
Ms Pam Christie	Executive Director, Industry Engagement and Communication, Australian Aged Care Quality Agency
Ms Helen Grinbergs	Acting First Assistant Secretary, Aged Care Royal Commission Taskforce, Department of Health
Ms Sarah Kelly	Office of the Aged Care Complaints Commissioner
Ms Rae Lamb	Aged Care Complaints Commissioner
Dr Margot McCarthy	Deputy Secretary, Population Health, Sport and Aged Care Quality, Department of Health

Mr Nick Ryan	Chief Executive Officer, Australian Aged Care Quality Agency
Ms Samantha Taylor PSM	Registrar, National Disability Insurance Scheme Quality and Safeguards Commission
Ms Catherine Walsh	Executive Director, Client Programs, Client Engagement and Support Services Division, Department of Veterans' Affairs
Mr Andrew Whitecross	Group Manager, National Disability Insurance Scheme Market Reform, Department of Social Services

Aged Care Statisticians

27 November 2018	International Visualisation Centre 19 Young Street Adelaide SA 5000
Commissioner Attending	Ms Lynelle Briggs AO
Attendee	Attendee's Role
Ms Justine Boland	Program Manager, Health and Disability Branch, Australian Bureau of Statistics
Mr Mark Cooper-Stanbury	Head, Disability and Ageing Unit, Australian Institute of Health and Welfare
Ms Louise York	Senior Executive, Community Services Group, Australian Institute of Health and Welfare

Consumer Representatives

27 November 2018	International Visualisation Centre 19 Young Street Adelaide SA 5000
Commissioner Attending	Ms Lynelle Briggs AO
Attendee	Attendee's Role
Ms Linda Bateman	Manager, Aged and Health Support, Returned and Services League Victoria
Ms Sue Elderton	National Policy Manager, Carers Australia
Mr Bob Ellis	National Vice President, Vietnam Veterans' Federation of Australia
Mr Ian Henschke	Chief Advocate, National Seniors Australia
Mr Tony Lawson	Chair, Consumers Health Forum of Australia
Ms Maree McCabe	Chief Executive Officer, Dementia Australia
Mr David Panter	Board Member, Australian Council of Social Services
Mr Mal Thiele	National Vice President, Vietnam Veterans' Federation of Australia
Mr Ian Yates AM	Chief Executive Officer, COTA Australia

Home Care	
27 February 2019	Adina Apartment Hotel Sydney Town Hall 511 Kent Street Sydney NSW 2000
Commissioners Attending	Hon Richard Tracey AM RFD QC, Ms Lynelle Briggs AO
Attendee	Attendee's Role
Ms Fiona Duncan	National Operations Manager, Aged Care Management Australia
Prof Michael Fine	Honorary Professor, Department of Sociology, Macquarie University, New South Wales
Ms Claire Hargreaves	Manager, Social Policy, Municipal Association of Victoria
Ms Ronda Held	Chief Executive Officer, Council on the Ageing Victoria
Dr Anna Howe	Consultant Gerontologist (retired)
Ms Mary Karras	Chief Executive Officer, Ethnic Communities Council of New South Wales
Ms Esther Kerr-Smith	Group Executive of Finance Australia, Australian Unity
Mr Paul Sadler	Chief Executive Officer, Presbyterian Aged Care New South Wales and Australian Capital Territory
Mr David Salisbury	General Manager, Consumer and Small Business Strategies, Australian Competition and Consumer Commission
Ms Pat Sparrow	Chief Executive Officer, Aged and Community Services Australia
Prof Hal Swerissen	Visiting Fellow, Grattan Institute, Victoria
Ms Sue Thompson	Chief Executive Officer, McLean Care, New South Wales
Dementia	
4 March 2019	Collins Street Tower Level 3 480 Collins Street Melbourne VIC 3000
Commissioners Attending	Hon Richard Tracey AM RFD QC, Ms Lynelle Briggs AO
Attendee	Attendee's Role
Prof Henry Brodaty	Head, Memory Disorders Clinic, Prince of Wales Hospital, Sydney; Co-Director of Centre for Healthy Brain Ageing, New South Wales
Prof Joseph Ibrahim	Head, Health Law and Ageing Research Unit, Department of Forensic Medicine, Monash University, Victoria
Dr Stephen Judd	Chief Executive Officer, HammondCare, New South Wales

Ms Jennifer Lawrence	Chief Executive Officer, Brightwater Care Group, Western Australia
Ms Maree McCabe	Chief Executive Officer, Dementia Australia
Mr James Nelson	Carer and dementia advocate
Ms Lucy O'Flaherty	Chief Executive Officer, Glenview Community Services, Tasmania
Ms Kate Swaffer	Chair and Chief Executive Officer, Dementia Alliance International
Prof James Vickers	Director, Wicking Dementia Research and Education Centre, University of Tasmania, Tasmania

Commonwealth Agencies

29 April 2019	Realm Hotel 18 National Circuit Barton ACT 2600
Commissioners Attending	Hon Richard Tracey AM RFD QC, Ms Lynelle Briggs AO
Attendee	Attendee's Role
Ms Janet Anderson PSM	Commissioner, Aged Care Quality and Safety Commission
Ms Glenys Beauchamp PSM	Secretary, Department of Health
Ms Pam Christie	Executive Director, Industry Engagement and Communication, Aged Care Quality and Safety Commission
Dr Margot McCarthy	Deputy Secretary, Department of Health
Mr Nigel Murray	Assistant Secretary, Funding Policy and Prudential Branch, Residential and Flexible Aged Care Division, Department of Health
Dr Lisa Studdert	Deputy Secretary, Department of Health
Ms Ann Wunsch	Executive Director, Quality Assessment and Monitoring Operations, Aged Care Quality and Safety Commission

Culturally and Linguistically Diverse Communities

30 April 2019	Sir Stamford at Circular Quay 93 Macquarie Street Sydney NSW 3000
Commissioner Attending	Ms Lynelle Briggs AO
Attendee	Attendee's Role
Dr Bianca Brijnath	Adjunct Associate Professor, National Ageing Research Institute, Victoria
Ms Ada Cheng	Chief Executive Officer, Australian Nursing Home Foundation, New South Wales

Dr Jonathan Crichton	Senior Lecturer in Applied Linguistics, University of South Australia, South Australia
Ms Anna Maria Harrison	Chief Executive Officer, Umbrella Multicultural Community Care Services, Western Australia
Ms Danijela Hlis	Dementia and Cultural and Linguistically Diverse Advocate, Tasmania
Ms Penni Michael	General Manager Business Development, MiCare, Victoria
Dr Lillian Mwanri	Public Health Physician; Associate Professor, Discipline of Public Health, Flinders University, South Australia
Ms Mary Patetsos	Chairperson, Federation of Ethnic Communities' Council of Australia
Ms Assunta Polito	Home Care Coordinator, CORE Community Services, New South Wales
Ms Leyda Suttor	Village Manager, Scalabrini Village, Drummoyne, New South Wales

Lesbian, Gay, Bisexual, Transgender and Intersex

30 April 2019	Sir Stamford at Circular Quay 93 Macquarie Street Sydney NSW 3000
Commissioner Attending	Ms Lynelle Briggs AO
Attendee	Attendee's Role
Ms Brenda Appleton	Chair, Transgender Victoria and Co-Chair, Lesbian, Gay, Bisexual, Transgender and Intersex Taskforce, Victoria
Dr Catherine Barrett	Director, Celebrate Ageing, Victoria
Ms Samantha Edmonds	National Project Manager, Silver Rainbow, National LGBTI Health Alliance
Mr Corey Irlam	Director, Advocacy and Government Relations, Council on the Ageing Australia
Ms Samantha Jewell	Executive Manager, Lifeview Residential Care, Victoria
Ms Robyn Lierlon	Diversity Manager, ECH Inc, South Australia
Dr Anthony Lyons	Associate Professor, Australian Research Centre on Sex, Health and Society, La Trobe University, Victoria
Ms Karen Price	Deputy Chief Executive Officer, ACON, New South Wales

Workforce	
2 May 2019	Sir Stamford at Circular Quay 93 Macquarie Street Sydney NSW 3000
Commissioner Attending	Ms Lynelle Briggs AO
Attendee	Attendee's Role
Ms Annie Butler	National Secretary, Australian Nursing & Midwifery Federation
Ms Carolyn Cooper	Chief Executive Officer, Aged Care Team, BUPA Australia
Ms Leanne Cover	Chief Executive Officer, Canberra Institute of Technology, Australian Capital Territory
Ms Judy Gregurke	National Manager, Aged Care Reform Council, Council on the Ageing Australia
Mr Gerard Hayes	National Secretary and Branch Secretary, Health Services Union, New South Wales, Australian Capital Territory and Queensland
Ms Natalie James	Workplace Relations Advisor, Deloitte
Mr Darren Mathewson	Executive Director, Strategy and Policy, Aged & Community Services Australia
Prof Kostas Mavromaras	Professor of Economics, University of Adelaide, South Australia
Ms Maureen McCarty	Director, Workforce Data and Analysis and Planning, Health Workforce Division, Department of Health, Australian Capital Territory
Ms Helen Miller	Senior Manager, Aged and Community Services, LiveBetter, New South Wales
Mr Stephen Muggleton	Group Chief Executive Officer, Bolton Clarke; Board Director, Leading Age Services Australia
Prof John Pollaers OAM	Chancellor, Swinburne University, Victoria
Ms Carolyn Smith	Branch Secretary, United Voice, Western Australian Branch

Aboriginal and Torres Strait Islanders	
28 May 2019	Hilton Adelaide 233 Victoria Square Adelaide SA 5000
Commissioners Attending	Hon Richard Tracey AM RFD QC, Ms Lynelle Briggs AO
Attendee	Attendee's Role
Mr Graham Aitken	Chief Executive Officer, Aboriginal Community Care, South Australia
Ms Wendy Ashwin	Aboriginal Health Co-ordinator, Windsor Park Aged Care Home, Hall and Prior, Western Australia
Ms Venessa Curnow	Executive Director, Aboriginal and Torres Strait Islander Health, Torres and Cape Hospital Health Service, Queensland
Ms Rachel Dunn	Chief Executive Officer, Karadi Aboriginal Corporation, Tasmania
Dr Emma Fitzsimmons	General Practitioner, Danila Dilba Health Service, Northern Territory
Mr Matthew Moore	General Manager, Aged and Disability Services, Institute for Urban Indigenous Health, Queensland.
Mr Gary Morris OAM	Chief Executive Officer and Co-Founder, Booroongen Djugun, New South Wales
Ms Noeleen Tunny	Acting Director Policy and Advocacy, Victorian Aboriginal Community Controlled Health Organisations
Ms Patricia Turner AM	Chief Executive Officer, National Aboriginal Community Controlled Health Organisations

Commonwealth Agencies: Younger People in Residential Aged Care and Carers	
1 July 2019	Rydges Capital Hill Hotel 17 Canberra Ave Forrest ACT 2603
Commissioners Attending	Hon Richard Tracey AM RFD QC, Ms Lynelle Briggs AO
Attendee	Attendee's Role
Ms Gayle Anderson	First Assistant Secretary, Client Engagement and Support Services, Department of Veterans' Affairs
Ms Glenys Beauchamp PSM	Secretary, Department of Health
Mr Peter Broadhead	Acting Group Manager, National Disability Insurance Scheme, Transition Oversight, Department of Social Services
Ms Fiona Buffinton	First Assistant Secretary, In Home Aged Care Division, Department of Health
Ms Kathryn Campbell AO CSC	Secretary, Department of Social Services

Mr Mark Cormack	Deputy Secretary, Policy and Programs, Department of Veterans' Affairs
Ms Elizabeth Cosson AM, CSC	Secretary, Department of Veterans' Affairs
Mr Michael Francis	Deputy Chief Executive Officer, Participants and Planning Experience, National Disability Insurance Agency
Ms Trish Garrett	Acting First Assistant Secretary, Cancer, Hearing and Support Division, Department of Health
Ms Helen Grinbergs	Acting First Assistant Secretary, Aged Care Royal Commission Taskforce, Department of Health
Mr David Hallinan	Deputy Secretary, Ageing and Aged Care, Department of Health
Ms Sarah Johnson	Scheme Actuary, National Disability Insurance Agency
Mr Michael Lye	Deputy Secretary, Disability and Carers, Department of Social Services
Ms Emma-Kate McGuirk	Branch Manager, Carer and Disability Payments Branch, Department of Social Services
Mr Scott McNaughton	Deputy Chief Executive Officer, Government Communications and Stakeholder Engagement Group, National Disability Insurance Agency
Mr Nigel Murray	Assistant Secretary, Funding Policy and Prudential Branch, Department of Health
Ms Vicki Rundle	Acting Chief Executive Officer, National Disability Insurance Agency
Mr George Sotiropoulos	Group Manager, Disability, Employment and Carers, Department of Social Services
Dr Lisa Studdert	Deputy Secretary, Population, Health, Sport and Aged Care Royal Commission Taskforce, Department of Health
Mr Andrew Whitecross	Group Manager, National Disability Insurance Scheme, Market Reform Group, Department of Social Services

Appendix 3: Witnesses

Appendix 3: Witnesses

Adelaide Hearing 1					
Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given	
1. Barbara Spriggs	1-1	11-Feb-19	Statement of Barbara Elizabeth Spriggs	11-Feb-19	
2. Clive Spriggs	1-2	11-Feb-19	Statement of Clive Robert Spriggs	11-Feb-19	
3. Ian Yates AM	1-3	11-Feb-19	Statement of Ian Garth Yates	11-Feb-19	
4. Prof John McCallum	1-4	11-Feb-19	Statement of Professor John McCallum	11-Feb-19	
5. Justine Boland	1-6	12-Feb-19	Statement of Justine Louise Boland	12-Feb-19	
6. Louise York	1-7	12-Feb-19	Statement of Louise York	12-Feb-19	
7. Mark Cooper-Stanbury	n/a		n/a	12-Feb-19	
8. Craig Gear	1-8	12-Feb-19	Statement of Craig Gear	12-Feb-19	
9. Paul Versteege	1-9	12-Feb-19	Statement of Paul Versteege	12-Feb-19	
10. Susan Elderton	1-11	12-Feb-19	Statement of Sue Elderton	12-Feb-19	
11. Assoc Prof Edward Strivens	1-14	13-Feb-19	Statement of Edward Strivens	13-Feb-19	
12. Prof Deborah Parker	1-15	13-Feb-19	Statement of Deborah Parker	13-Feb-19	
13. Annie Butler	1-16	13-Feb-19	Statement of Annie Butler	13-Feb-19	
14. Glenys Beauchamp PSM	1-23	18-Feb-19	Statement of Glenys Anne Beauchamp	18-Feb-19	
15. Janet Anderson PSM	1-38	18-Feb-19	Statement of Janet Mary Anderson	18-Feb-19	
	1-39	18-Feb-19	Corrigendum to the statement of Janet Mary Anderson		
16. Dr Harry Nespolon	1-40	18-Feb-19	Statement of Dr Harry Nespolon	18-Feb-19	
17. Maree McCabe	1-44	19-Feb-19	Statement of Maree McCabe 31 January 2019	19-Feb-19	
18. Patricia Sparrow	1-45	19-Feb-19	Statement of Patricia Lee Sparrow	19-Feb-19	
19. Sean Rooney	1-46	19-Feb-19	Statement of Sean Thomas Rooney	19-Feb-19	
	1-47		Second statement of Sean Thomas Rooney		

Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
20. Nicolas Mersiades	1-50	19-Feb-19	Statement of Nicolas George Mersiades	19-Feb-19
21. Claerwen Little	1-51	20-Feb-19	Statement of Claerwen Eleanor Little	20-Feb-19
22. Melissa Coad	1-52	20-Feb-19	Statement of Melissa Coad	20-Feb-19
23. Matthew Richter	1-54	20-Feb-19	Statement of Matthew Graham Richter	20-Feb-19
	1-55	20 Feb 19	Supplementary statement of Mr Richter	
24. Dr Anthony Bartone	1-56	20-Feb-19	Statement of Dr Anthony Bartone	20-Feb-19
	1-57		Additional statement of Dr Anthony Bartone	
25. Gerard Hayes	1-60	21-Feb-19	Statement of Gerard John Hayes	21-Feb-19
26. Kaye Warrener	1-61	21-Feb-19	Statement of Kaye Frances Warrener	21-Feb-19
27. Margaret Harker	1-62	21-Feb-19	Statement of Margaret Jane Harker	21-Feb-19
28. Barrie Anderson	1-63	21-Feb-19	Statement of Barrie Anderson	21-Feb-19

Adelaide Hearing 2

Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
29. Lynda Henderson	2-1	18-Mar-19	Statement of Lynda Henderson	18-Mar-19
	2-3	18-Mar-19	Video of Lynda Henderson and Veda Meneghetti	
30. Raelene Ellis	2-4	18-Mar-19	Statement of Raelene Ann Ellis	18-Mar-19
31. BE	2-9	18-Mar-19	Statement of BE	18-Mar-19
32. Paul Sadler	2-12	18-Mar-19	Statement of Paul Michael Sadler	18-Mar-19
33. Josef Rack	2-15	19-Mar-19	Statement of Josef Rack	19-Mar-19
34. Caroline Ford	2-23	19-Mar-19	Statement Signed by David Moran and Caroline Ford on behalf of Southern Cross Care	19-Mar-19
35. David Moran	2-23	19-Mar-19	Statement Signed by David Moran and Caroline Ford on behalf of Southern Cross Care	19-Mar-19
36. Clare Hargreaves	2-25	19-Mar-19	Statement of Clare Lynette Hargreaves	19-Mar-19

Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
37. Sally Warren	2-26	19-Mar-19	Statement of Sally Francis Warren	19-Mar-19
38. Heather Jackson	2-27	19-Mar-19	Statement of Heather Virginia Jackson	19-Mar-19
39. Anna Hansen	2-28	19-Mar-19	Statement of Anna Gabrielle Hansen	19-Mar-19
40. Rosemary Dale	2-29	19-Mar-19	Statement of Rosemary Anne Dale	19-Mar-19
41. Gregory Holmes	N/A	19-Mar-19	N/A	19-Mar-19
42. BC	2-33	20-Mar-19	Statement of BC	20-Mar-19
43. Marie Dowling	2-34	20-Mar-19	Statement of Marie Dowling	20-Mar-19
44. BA	2-36	20-Mar-19	Statement of BA	20-Mar-19
45. Mary Patetsos	2-37	20-Mar-19	Statement of Mary Patetsos	20-Mar-19
46. Ruth Harris	2-76	21-Mar-19	Statement of Ruth Harris	21-Mar-19
47. Graeme Barden	2-78	21-Mar-19	Statement of Graeme Barden	21-Mar-19
48. Rita Kersnovske	2-80	21-Mar-19	Statement of Rita May Kersnovske	21-Mar-19
49. Dr Lisa Studdert	N/A	21-Mar-19	N/A	21-Mar-19
50. Anthony Speed	N/A	21-Mar-19	N/A	21-Mar-19
51. Prof Hjalmar Swerissen	2-86	21-Mar-19	Statement of Professor Hjalmar Swerissen	21-Mar-19
52. Fiona Buffinton	2-89	22-Mar-19	Statement of Fiona Kathryn Buffinton dated 11 March 2019	22-Mar-19

Sydney Hearing

Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
53. Merle Mitchell AM	3-1	6-May-19	Statement of Merle Valma Mitchell AM	6-May-19
54. Darryl Melchhart	3-3	6-May-19	Statement of Darryl Hilda Melchhart	6-May-19
55. George Akl	3-4	6-May-19	Statement of George Akl	6-May-19
56. Eresha Dassanayake	3-6	6-May-19	Statement of Eresha Dilum Dassanayake	6-May-19
57. Lillian Reeves	3-8	6-May-19	Statement of Lillian Reeves	6-May-19
58. Michelle McCulla	3-9	7-May-19	Statement of Michelle Lauren McCulla	7-May-19
59. Natalie Smith	3-10	7-May-19	Statement of Natalie Sonya Smith	7-May-19

Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
	3-11	7-May-19	Supplementary statement of Natalie Sonya Smith	
60. Jayanthi Kannan	3-12	7-May-19	Statement of Jayanthi Kannan	7-May-19
61. Dr Miles Burkitt	3-13	7-May-19	Statement of Dr Miles Burkitt	7-May-19
62. Dr Kenneth Wong	3-14	7-May-19	Statement of Dr Kenneth Wong	7-May-19
63. Kee Lau	3-15	7-May-19	Statement of Kee Ling Lau	7-May-19
64. DM	3-20	8-May-19	Statement of DM	8-May-19
65. DL	3-21	8-May-19	Statement of DL	8-May-19
66. Richard Farmilo	3-22	8-May-19	Statement of Richard Farmilo	8-May-19
	3-23	8-May-19	Supplementary statement of Richard Farmilo	
	3-83	17-May-19	Second supplementary statement of Richard Farmilo	
67. Cheryl Lee	3-26	8-May-19	Statement of Cheryl Lee	8-May-19
68. Dr Margaret Ginger	3-27	8-May-19	Statement of Dr Margaret Ann Ginger	8-May-19
69. Kathryn Nobes	3-28	8-May-19	Statement of Kathryn Jill Nobes	8-May-19
70. DF	3-32	8-May-19	Statement of DF	8-May-19
71. Marian Anderson	3-33	8-May-19	Statement of Marian Anderson	8-May-19
72. DI	3-35	13-May-19	Statement of DI	13-May-19
73. DJ	3-36	13-May-19	Statement of DJ	13-May-19
74. Maureen Berry	3-38	13-May-19	Statement of Maureen Mary Berry	13-May-19
75. Glenn Rees	3-40	13-May-19	Statement of Glenn Eric Rees	13-May-19
76. Amy Tinley	3-44	13-May-19	Statement of Amy Tinley	13-May-19
77. Tamar Krebs	3-45	14-May-19	Statement of Tamar Chayen Krebs	14-May-19
78. Jonathan Gavshon	N/A	N/A	N/A	14-May-19
79. Jennifer Lawrence	3-46	14-May-19	Statement of Jennifer Lawrence	14-May-19
80. Lucille O'Flaherty	3-47	14-May-19	Statement of Lucille Claire O'Flaherty	14-May-19
81. Prof Constance Pond	3-48	14-May-19	Statement of Professor Constance Dimity Pond	14-May-19
82. Prof Elizabeth Beattie	3-49	14-May-19	Statement of Professor Elizabeth Ruby Anne Beattie	14-May-19
	3-50	14-May-19	Supplementary Statement of Professor Elizabeth Ruby Anne Beattie	
83. Dr Peter Foltyn	3-51	14-May-19	Statement of Dr Peter Foltyn	14-May-19

Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
84. Assoc Prof Lynette Goldberg	3-52	14-May-19	Statement of Associate Professor Lynette Ruth Goldberg	14-May-19
85. Prof Brendan Murphy	3-55	14-May-19	Statement of Professor Brendan Francis Murphy	14-May-19
86. Elizabeth	3-57	15-May-19	Statement of Elizabeth	15-May-19
87. Margaret Bain	3-58	15-May-19	Statement of Margaret Ellen Bain	15-May-19
88. Susan Walton	3-59	15-May-19	Statement of Susan Marie Walton	15-May-19
89. Suzanne Wilson	3-60	15-May-19	Statement of Suzanne Wendy Wilson	15-May-19
90. Dr Juanita Breen (formerly Westbury)	3-61	15-May-19	Statement of Dr Juanita Westbury	15-May-19
91. Assoc Prof Stephen Macfarlane	3-68	15-May-19	Statement of Associate Professor Stephen Macfarlane	15-May-19
92. Prof Joseph Ibrahim	3-70	16-May-19	Statement of Professor Joseph Elias Ibrahim	16-May-19
93. Christina Bolger	3-75	16-May-19	Statement of Christina Mary Bolger	16-May-19
94. Amy Laffan	3-78	16-May-19	Statement of Amy Elizabeth Laffan	16-May-19
95. Josephine Mond	3-79	16-May-19	Statement of Josephine Mond	16-May-19
96. Prof Henry Brodaty AO	3-80	17-May-19	Statement of Professor Henry Brodaty AO	17-May-19
97. Trevor Crosby	3-82	17-May-19	Statement of Trevor Douglas Crosby	17-May-19
98. Kate Swaffer	3-84	17-May-19	Statement of Kate Swaffer	17-May-19

Broome Hearing

Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
99. Madeleine Jadai	N/A	N/A	N/A	17-Jun-19
100. Faye Dean	4-2	17-Jun-19	Statement of Ms Faye Dean	17-Jun-19
101. Ryan Hammond	N/A	N/A	N/A	17-Jun-19
102. Yvonne Grosser	4-3	17-Jun-19	Statement of Yvonne Grosser	17-Jun-19
103. Craig Barke	4-4	17-Jun-19	Statement of Craig Robin Barke	17-Jun-19
104. Tamra Bridges	4-5	17-Jun-19	Statement of Tamra Jade Bridges	17-Jun-19

Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
105. Prof Leon Flicker AO	4-6	17-Jun-19	Statement of Professor Leon Flicker	17-Jun-19
106. Dr Martin Laverty	4-7	18-Jun-19	Statement of Martin John Laverty	18-Jun-19
107. Graham Aitken	4-8	18-Jun-19	Statement of Graham John Aitken	18-Jun-19
108. Ruth Crawford	4-9	18-Jun-19	Statement of Ruth Ann Crawford	18-Jun-19
109. Belinda Robinson	4-10	18-Jun-19	Statement of Belinda Jayne Robinson	18-Jun-19
110. Rejane Le Grange	4-11	18-Jun-19	Statement of Rejane Antoinette Le Grange	18-Jun-19
111. Dr Michael Preece	4-12	18-Jun-19	Statement of Dr Michael Stephen Preece	18-Jun-19
112. Dr Kate Fox	4-13	19-Jun-19	Statement of Dr Kate Suzanne Fox	19-Jun-19
	4-14		Second statement of Dr Kate Suzanne Fox	
113. Roslyn Malay	4-15	19-Jun-19	Statement of Roslyn Malay	19-Jun-19
114. Venessa Curnow	4-16	19-Jun-19	Statement of Venessa Michelle Curnow	19-Jun-19

Perth Hearing

Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
115. Noleen Hausler	5-9	24-Jun-19	Statement of Noleen Joy Hausler	24-Jun-19
116. Rachel Musico	5-10	24-Jun-19	Statement of Rachel Ann Musico	24-Jun-19
117. Diane Jones	5-11	24-Jun-19	Statement of Diane Jones	24-Jun-19
118. Julie Reed	5-12	24-Jun-19	Statement of Julie Reed	24-Jun-19 25-Jun-19
119. Mark Sudholz	5-13	25-Jun-19	Statement of Mark Andrew Sudholz	25-Jun-19
120. Jason Burton	5-14	25-Jun-19	Statement of Jason Burton	25-Jun-19
121. EA	5-15	25-Jun-19	Statement of EA	25-Jun-19
122. Chris Mamarelis	N/A	N/A	N/A	25-Jun-19
123. Carolyn Jubb	5-16	25-Jun-19	Statement of Carolyn Gai Jubb	25-Jun-19
124. Kevin Chester	5-17	25-Jun-19	Statement of Kevin Charles Chester	25-Jun-19
125. Kate Rice	5-18	25-Jun-19	Statement of Kate Rice	25-Jun-19

Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
126. Bryan Lipmann AM	5-19	25-Jun-19	Statement of Bryan David Lipmann	25-Jun-19
127. Anthony O'Donnell	5-1 5-20	30-May-19 25-Jun-19	Statement of Anthony Patrick O'Donnell Video: Examination of Anthony Patrick O'Donnell	25-Jun-19
128. Stuart Woodley	5-21	26-Jun-19	Statement of Stuart Woodley	26-Jun-19
129. Gaye Whitford	5-22	26-Jun-19	Statement of Gaye Margaret Whitford	26-Jun-19
130. Emma-Kaitlin Murphy	5-23	26-Jun-19	Statement of Emma-Kaitlin Murphy	26-Jun-19
131. Anna Urwin	5-24	26-Jun-19	Statement of Anna Christine Urwin	26-Jun-19
132. Patti Houston	5-25	26-Jun-19	Statement of Patti Annie Houston	26-Jun-19
133. Hon Dr Kay Patterson AO	5-26	26-Jun-19	Statement of The Hon Dr Kay Christine Lesley Patterson AO	26-Jun-19
134. Dale Fisher	5-27	26-Jun-19	Statement of Dale Allyson Fisher	26-Jun-19
135. Matthew Moore	5-28	26-Jun-19	Statement of Matthew John Moore	26-Jun-19
136. Dr Mike Rungie	5-29	26-Jun-19	Statement of John Michael Rungie	26-Jun-19
137. Dr Craig Sinclair	5-30	26-Jun-19	Statement of Craig Bowman Sinclair	26-Jun-19
138. Shannon Ruddock	5-32	27-Jun-19	Statement of Shannon Maree Ruddock	27-Jun-19
139. Joshua Cohen	5-33	27-Jun-19	Statement of Joshua Bedford Cohen	27-Jun-19
	5-34	27-Jun-19	Statement of Joshua Bedford Cohen	
140. John Leong	5-35	27-Jun-19	Second Statement of John Leong	27-Jun-19
	5-36	27-Jun-19	Statement of John Leong	
141. Prof Jennifer Tieman	5-37	27-Jun-19	Statement of Jennifer Joy Tieman	27-Jun-19
142. Dr Jane Fischer	5-38	27-Jun-19	Statement of Jane Fischer	27-Jun-19
143. Dr Elizabeth Reymond	5-39	27-Jun-19	Statement of Elizabeth Nancy Reymond	27-Jun-19
144. Dr Lisa Trigg	5-40	28-Jun-19	Statement of Lisa Jane Trigg	28-Jun-19

Darwin and Cairns Hearing				
Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
145. Dr Meredith Hansen-Knarhoi	6-2	08-Jul-19	Statement of Dr Meredith Hansen-Knarhoi	08-Jul-19
146. Mildred Numamurdirdi	6-2	08-Jul-19	Video statement of Mildred Numamurdirdi	08-Jul-19
147. Sarah Brown	6-3	08-Jul-19	Statement of Sarah Louise Brown	08-Jul-19
148. Kim McRae	6-4	08-Jul-19	Statement of Kim Maree McRae	08-Jul-19
149. Donna Chee	6-5	08-Jul-19	Statement of Ms Donna Ah Chee concurred in by Dr Boffa	08-Jul-19
150. Dr John Boffa	6-5	08-Jul-19	Statement of Ms Donna Ah Chee concurred in by Dr Boffa	08-Jul-19
151. Olga Havnen	6-6	08-Jul-19	Statement of Olga Havnen concurred in by Dr Giles	08-Jul-19
152. Dr Sarah Giles	6-6	08-Jul-19	Statement of Olga Havnen concurred in by Dr Giles	08-Jul-19
153. Michelle McKay	6-7	08-Jul-19	Statement of Michelle McKay	08-Jul-19
154. Lyndall Fowler	6-9	09-Jul-19	Statement of Lyndall Helen Fowler as amended	09-Jul-19
	6-10	09-Jul-19	Statement of Lyndall Helen Fowler to Royal Commission Into Safety and Quality of Aged Care	
155. Kristy Taylor	6-11	09-Jul-19	Statement of Kristy Lee Taylor as amended	09-Jul-19
156. Sophoronia Briguglio	6-12	09-Jul-19	Statement of Sophoronia Briguglio	09-Jul-19
157. Dr Robert Bird	6-14	10-Jul-19	Statement of Dr Robert Keith Bird dated 27 June 2019 Supplementary Statement of Dr Robert Bird dated 22 July 2019	09-Jul-19
158. Anamaria Ng	6-15	10-Jul-19	Statement of Anamaria Ng	10-Jul-19
159. Dr Eric Tay	6-16	10-Jul-19	Statement of Eric Tiong Yew Tay	10-Jul-19
160. Paul Cohen	6-17	10-Jul-19	Statement of Paul Stephen Cohen as amended	10-Jul-19
	6-18	10-Jul-19	Supplementary Statement of Paul Stephen Cohen	10-Jul-19
161. Donato Smarrelli	6-19	10-Jul-19	Statement of Donato Smarrelli	10-Jul-19
162. Lisa Backhouse	6-20	11-Jul-19	Statement of Lisa Maree Backhouse	11-Jul-19

Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
163. Assoc Prof Peter Gonski	6-21	11-Jul-19	Statement of Associate Professor Peter Neil Gonski	11-Jul-19
164. Prof Johanna Westbrook	6-22	11-Jul-19	Statement of Johanna Irene Mary Westbrook	11-Jul-19
	6-23	11-Jul-19	Supplementary statement of Johanna Irene Mary Westbrook	11-Jul-19
165. Prof Michael Murray AM	6-24	11-Jul-19	Statement of Michael John Murray as amended	11-Jul-19
166. Dr Joan Ostaszkievicz	6-25	11-Jul-19	First Statement of Joan Ostaszkievicz	11-Jul-19
	6-26	11-Jul-19	Second Statement of Joan Ostaszkievicz	11-Jul-19
	6-27	11-Jul-19	Corrigendum of Joan Ostaszkievicz	11-Jul-19
167. Catherine Sharp	6-28	11-Jul-19	Statement of Catherine Anne Sharp	11-Jul-19
168. Sally Hopkins	6-29	11-Jul-19	Statement of Sally Jeanne Hopkins	11-Jul-19
169. Prof Geoffrey Sussman	6-30	11-Jul-19	Statement of Professor Geoffrey Sussman and Ms Hayley Ryan	11-Jul-19
170. Hayley Ryan	6-30	11-Jul-19	Statement of Professor Geoffrey Sussman and Ms Hayley Ryan	11-Jul-19
171. Jo-Ann Lovegrove	6-31	12-Jul-19	Statement of Jo-Ann Mayse Lovegrove	12-Jul-19
172. Dr Janet Sluggett	6-32	12-Jul-19	Statement of Janet Kathleen Sluggett	12-Jul-19
173. Catherine Maloney	6-33	12-Jul-19	Statement of Catherine Mary Maloney	12-Jul-19
174. Sharai Johnson	6-34	12-Jul-19	Statement of Larrakia Nation Aboriginal Corporation	12-Jul-19
175. Michelle McCall	6-34	12-Jul-19	Statement of Larrakia Nation Aboriginal Corporation	12-Jul-19
176. Anna Morgan	6-34	12-Jul-19	Statement of Larrakia Nation Aboriginal Corporation	12-Jul-19
177. Johanna Aalberts-Henderson	6-36	15-Jul-19	Statement of Johanna Aalberts-Henderson	15-Jul-19
178. Robert Van Duuren	6-37	15-Jul-19	Statement of Robert Van Duuren	15-Jul-19
	6-38	15-Jul-19	Supplementary Statement of Robert Van Duuren	

Witness	Exhibit Number	Date Tendered	Title	Oral Evidence Given
179. Jan Rice	6-39	15-Jul-19	Statement of Jan Rice	15-Jul-19
	6-40	15-Jul-19	Additional statement of Jan Rice	
180. Petronella Neeleman	6-41	15-Jul-19	Statement of Petronella Dorothea Neeleman	15-Jul-19
	6-42	15-Jul-19	Supplementary statement of Petronella Dorothea Neeleman	15-Jul-19
181. Nicholas Hall	6-43	16-Jul-19	Statement of Nicholas Michael Zane Hall	16-Jul-19
182. Timothy Deverell	6-44	16-Jul-19	Statement of Timothy John Deverell	16-Jul-19
183. Lindy Twyford	6-45	16-Jul-19	Statement of Lindy Maree Twyford	16-Jul-19
184. Maggie Beer AM	6-46	16-Jul-19	Statement of Maggie Beer	16-Jul-19
185. Dr Sandra Iuliano	6-47	16-Jul-19	Statement of Dr Sandra Iuliano	16-Jul-19
		16-Jul-19	Corrigendum to Statement of Dr Sandra Iuliano	
186. Robert Hunt	6-48	16-Jul-19	Statement of Robert Hunt and Sharon Lawrence on behalf of the Dietitians Association of Australia	16-Jul-19
187. Sharon Lawrence	6-48	16-Jul-19	Statement of Robert Hunt and Sharon Lawrence on behalf of the Dietitians Association of Australia	16-Jul-19
188. Adrienne Lewis	6-49	16-Jul-19	Statement of Adrienne Alexis Lewis	16-Jul-19
189. Dr Frances Batchelor	6-50	16-Jul-19	Statement of Frances Anne Batchelor	16-Jul-19
190. Elise Scott	6-51	17-Jul-19	Statement of Elsie Marion Scott	17-Jul-19
191. Lisa Jones	6-52	17-Jul-19	Statement of Lisa Jayne Jones	17-Jul-19
192. Natasha Chadwick	6-53	17-Jul-19	Statement of Natasha Jane Chadwick	17-Jul-19
193. FA	6-54	17-Jul-19	Statement of FA	17-Jul-19
194. Sandy Green	6-55	17-Jul-19	Statement of Sandy Marie Green	17-Jul-19
195. Angela Raguz	6-56	17-Jul-19	Statement of Angela Raguz	17-Jul-19
196. Dr Drew Dwyer	6-57	17-Jul-19	Statement of Drew Darren Dwyer	17-Jul-19
197. Dr Jennifer Abbey	6-58	17-Jul-19	Statement of Dr Jennifer Ann Abbey	17-Jul-19

Appendix 4: Exhibits

Appendix 4: Exhibits

Adelaide 1

Day 2 – 11 February 2019

Exhibit Number	Document Number	Exhibit
1-1	WIT.0025.0001.0001	Statement of Barbara Elizabeth Spriggs
1-2	WIT.0026.0001.0001	Statement of Clive Robert Spriggs
1-3	WIT.0006.0001.0001	Statement of Ian Garth Yates
	WIT.0006.0002.0001	Index to Exhibits to Statement of Mr Yates
	COT.9999.2222.0001	Care at Home AG Paper
	COT.1111.1111.0002	5 Fixes
	COT.9999.2222.0003	Blueprint II
	COT.1111.2222.0004	Consumer Choice Project Report
	COT.2222.2222.0007	Advisory Service Project Report
	COT.9999.2222.0008	Assistive Technology
	COT.9999.2222.0011	Blueprint I
	COT.9999.2222.0012	2016 Election
	COT.9999.2222.0013	Integrated Consumer Supports
	COT.1111.1111.0014	Legislated Review Submission
	COT.1111.1111.0015	Carnell Patterson Submission
	RCD.9999.0001.0122	NACA Submission integrated Care at Home
	RCD.9999.0002.0001	Aged Care Sector Committee - Strategic Roadmap for Aged Care
1-4	WIT.0004.0001.0001	Statement of Professor John McCallum
	NSA.9999.0002.0001	Summary Table of Member Issues
	NSA.9999.0003.0001	You don't know what you don't know
	NSA.9999.0004.0001	Hope for the best
	NSA.9999.0005.0001	Dealing with Diversity
	NSA.9999.0006.0001	Consumer Directed Care in Australia
	NSA.9999.0007.0001	Respect for Age
	UVH.0001.0007.0001	A Matter of Care – Australia's Aged Care Workforce Strategy
1-5	NSA.9999.0001.0001	Accentuating The Positive

Day 3 – 12 February 2019

Exhibit Number	Document Number	Exhibit
1-6	WIT.0001.0001.0001	Statement of Justine Louise Boland
	CTH.0001.7000.0181	Corporate plan 2018-19
	CTH.0001.7000.0217	SDAC Household Questionnaire
	CTH.0001.7000.0021	SDAC Residential Care

Exhibit Number	Document Number	Exhibit
	CTH.0001.7000.0001	SDAC List of Topics
	CTH.0001.7000.0003	Disability Module
	CTH.0001.7000.0020	MADIP Overview
	CTH.0001.7000.0738	Proportion of older Australians categorised by sex from 1911 to 2016
	CTH.0001.7000.0013	Number of older Australians by age group, from 1911 to 2016
	CTH.0001.7000.0734	Number of males per 100 females, by age group, from 1911 to 2016
	CTH.0001.7000.0735	Proportion of older Australians by State and Territory, 2016 and 2006
	CTH.0001.7000.0737	Proportion of older Australians by section of State (Major Urban, Other Urban, Bounded Locality and Rural), 2016
	CTH.0001.7000.0018	Region of birth of older Australians, 2016
	CTH.0001.7000.0733	Top five languages other than English spoken at home by older Australians, 2016
	CTH.0001.7000.0739	Proportion of people with a need for assistance analysed by dwelling type, 2016
	CTH.0001.7000.0732	Analysis of the type of household type, with a spouse or partner, with other relatives, group households and lone person) for males and females, 2016
	CTH.0001.7000.0736	Income and labour force participation by older Australians 2006 to 2016
	CTH.0001.7000.0050	SDAC
	CTH.0001.7000.0045	Dementia
	CTH.0001.7000.0180	Key statistics
1-7	WIT.0002.0001.0001	Statement of Louise York
	CTH.0001.7500.1014	LY1-1
	CTH.0001.7500.1013	Publication's Index
	CTH.0001.7500.0132	LY1-2
	CTH.0001.7500.0017	LY1-3
	CTH.0001.7500.1140	AIHW Aged Care Data Advisory Group Terms of Reference
	CTH.0001.7500.1008	Annexure Data Sources
	CTH.0001.7500.0054	National Aged Care Data Clearinghouse Data Dictionary – Version 1
	CTH.0001.7500.0124	Services and Places in Aged Care
	CTH.0001.7500.0006	Explore Services and Places in Aged Care
	CTH.0001.7500.0122	Cause of Death Patterns
	CTH.0001.7500.0009	Services and Places Infographic 2016/17
	CTH.0001.7500.0111	Admissions into Aged Care
	CTH.0001.7500.0001	Explore Admissions into Aged Care
	CTH.0001.7500.0011	Admissions into aged care fact sheet 2016/17
	CTH.0001.7500.0129	Admissions into aged care infographic 2016/17
	CTH.0001.7S00.0002	People Using Aged Care
	CTH.0001.7500.0007	Explore People Using Aged Care

Exhibit Number	Document Number	Exhibit
	CTH.0001.7500.0120	People Using Aged Care Factsheet 2016/17
	CTH.0001.7S00.0016	People Using Aged Care Infographic 2016/17
	CTH.0001.7500.0003	People's Care Needs in Aged Care
	CTH.0001.7500.0010	Explore People's Care Needs in Aged Care
	CTH.0001.7500.0119	People's Care Needs in Aged Care Infographic 2016/17
	CTH.0001.7500.0013	People's Care Needs in Aged Care Factsheet 2016/17
	CTH.0001.7500.0005	People Leaving Aged Care
	CTH.0001.7500.0113	Explore People Leaving Aged Care
	CTH.0001.7500.0008	People Leaving Aged Care Infographic 2016/17
	CTH.0001.7500.0115	Spending Factsheet 2016/17
	CTH.0001.7500.0117	People Leaving Aged Care Factsheet 2016/17
	CTH.0001.7500.0004	Government Spending in Aged Care
	CTH.0001.7500.0053	Explore Government Spending in Aged Care
	CTH.0001.7500.0015	Spending Infographic 2016/17
	CTH.0001.7S00.0115	Spending Factsheet 2016/17
	CTH.0001.7500.0114	Explore Pathways in Aged Care
	CTH.0001.7500.0112	Pathways in Aged Care
	CTH.0001.7500.0130	2018 Indigenous Dashboard
	CTH.0001.7500.0125	2017 Snapshot Dashboard
	CTH.0001.7500.0143	Employment Dashboard
	CTH.0001.7500.0141	People Dashboard
	CTH.0001.7500.0636	Chapter 6 – Australia's Welfare 2015
	CTH.0001.7500.0145	AIHW Australia's Welfare 2017 Chapter 5
	CTH.0001.7500.1020	Older Australia at a glance, Demographics of older Australians - Australian Institute of Health and Welfare
	CTH.0001.7500.1081	Pathways to Aged Care
	CTH.0001.7500.1022	Cause of Death Patterns
	CTH.0001.7500.1148	Report – Movement from Hospital to Residential Aged Care
	CTH.0001.7500.0156	Trends in Falls
	CTH.0001.7500.0620	Hospital Care for Patients Aged 85 and Over
	CTH.0001.7500.1142	Overview of Aged Care System
1-8	WIT.0007.0001.0001	Statement of Craig Gear
	OPA.001.001.0001	Craig Gear Director – CGA Consulting
	OPA.001.001.0005	National Aged Care Advocacy Framework
	OPA.001.001.0015	2018 Annual Report
	OPA.001.001.0034	CG-4
	OPA.001.001.0063	CG-5
1-9	WIT.0009.0001.0001	Statement of Mr Versteeg
1-10	RCD.9999.0005.0001	Aged Care Regulation in Quality - Activity and Actions
1-11	WIT.0003.0001.0001	Statement of Susan Tracy Elderton
1-12	RCD.9999.0003.0001	Deloitte Access Economics Report: the Economic Value of Informal Care in Australia in 2015
1-13	RCD.9999.0004.0001	AIHW and ABS Graphs

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Exhibit Number	Document Number	Exhibit
1-13	RCD.9999.0004.0001	AIHW and ABS Graphs
1-14	WIT.0021.0001.0001	Statement of Edward Strivens
	ESG.9999.0001.0001	ANZSGM 1 Position Statement 8 Comprehensive Geriatric Assessment and Community Practice
	ESG.9999.0002.0001	ANZSGM 2 Position Statement 9 The Provision of Medical Services to Residential Aged Care facilities in Australia
	ESG.9999.0003.0001	ANZSGM 3 Position Statement 29 Prescribing in Older People
	ESG.9999.0004.0001	ANZSGM 4 Position Statement 21 Pain in Older People
	ESG.9999.0005.0001	ANZSGM 5 Position Statement 28 Dementia in Older People
1-15	WIT.0017.0001.0001	Statement of Deborah Parker
1-16	WIT.0020.0001.0001	Statement of Annie Butler
1-17	RCD.9999.0001.0105	Public Health System Nurses' & Midwives Award 2018 (NSW)
1-18	RCD.9999.0001.0112	Generic Health NSW Enterprise Agreement 2018
1-19	ANM.0001.0001.0787	Australian Nursing and Midwifery Federation National Aged Care Survey
1-20	ANM.0001.0001.3151	National Aged Care Staffing and Skills Mix Project Report 2016.
1-21	ANM.0001.0001.3308	Financial and Cost Benefit Implications of the Recommendations of the National Aged Care Staffing and Skills Mix Final Report.

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Exhibit Number	Document Number	Exhibit
1-22	ANM.0001.0001.2102	Ratios Save Lives Supporting Research, May 2018
1-23	WIT.0022.0001.0001	Statement of Glenys Anne Beauchamp
	CTH.0001.1000.3997	Department of Health, Home Care Packages Data Report-2018-19-1st-Qtr
	CTH.0001.1000.4519	Aged Care Expenditure
	CTH.0001.1000.4676	Quality of Care Principles 2014
	CTH.0001.1000.4726	User Rights Principles 2014
	CTH.0001.1000.4651	Accountability Principles 2014
	CTH.1000.1012.2385	Aged Care Quality Standards.pdf
	CTH.1000.0001.2180	Exhibit GAB1-6
	CTH.1000.0001.2203	Exhibit GAB1-6
	CTH.1000.0001.2293	Exhibit GAB1-6
	CTH.0001.1000.4515	List of health programs relevant to aged care and diagram of interaction between health care and aged care

Exhibit Number	Document Number	Exhibit
	CTH.0001.1000.0021	Australian Government response to the Senate Community Affairs References Committee Interim Report, June 2018
	CTH.0001.1000.4506	Tune Review recommendations - Implementation progress - Feb 2019
	CTH.0001.1000.4510	Carnell-Paterson recommendations - Implementation progress - Feb 2019
	CTH.100.1038.0872	2016 National Aged Care Workforce Census and Survey – The Age Care Workforce, 2016
1-24	RCD.9999.0011.0734	Budget Paper May 2018, Department of Health
1-25	RCD.9999.0011.1833	Review of National Aged Care Quality Regulatory Processes by Ms Kate Carnell and Professor Ron Paterson, October 2017
1-26	CTH.2000.1000.5400	Australian Aged Care Quality Agency - What Are Consumers Saying About Aged Care?
1-27	RCD.9999.0011.0302	Australian Law Reform Commission, Report 131, Elder Abuse – A National Legal Response, May 2017
1-28	RCD.9999.0011.2033	The Hon, Ken Wyatt MP, Media Release, 17 January 2019
1-29	RCD.9999.0011.2027	Prime Minister, Minister for Health, Minister for Senior Australians and Aged Care Media Release, 17 December 2019
1-30	RCD.9999.0011.2022	The Hon. Greg Hunt MP and the Hon. Ken Wyatt MP, Media Release, 17 December 2018
1-31	RCD.9999.0011.0943	Productivity Commission Inquiry Report entitled Caring for Older Australians, Overview
1-32	RCD.9999.0011.1031	Caring for Older Australians, Productivity Commission Inquiry Report No 53 dated 28 June 2011 - Volume 1
1-33	RCD.9999.0011.1261	Caring for Older Australians, Productivity Commission Inquiry Report No 53 dated 28 June 2011 - Volume 2
1-34	RCD.9999.0011.0120	Aged Care Financing Authority, Sixth Report on the Funding and Financing of the Aged Care Sector dated July 2018
1-35	RCD.9999.0011.0746	Legislated Review of Aged Care 2017
1-36	RCD.9999.0011.2021	Department of Health, Resource Utilisation and Classification Study and Residential Aged Care Funding Reform, Stakeholder Forum Communique dated 19 November 2018
1-37	RCD.9999.0011.0001	Department of Health, 2017-18 Report on the Operation of the Aged Care Act 1997
1-38	WIT.0023.0001.0001	Statement of Janet Mary Anderson
	CTH.0001.4000.2132	Complaints Management Flow Chart
	CTH.0001.4000.2133	Commission Organisational Chart
	CTH.0001.4000.0009	New Aged Care Quality Standards
	CTH.0001.4000.1686	Aged Care Quality Standards fact sheet
	CTH.0001.4000.1906	Guidance and Resource Document
	CTH.0001.4000.2135	Self-Assessment Tool
	CTH.0001.4000.2193	Guidance for Self-Assessment
	CTH.0001.4000.0003	Charter of Aged Care Rights

Exhibit Number	Document Number	Exhibit
	CTH.2000.1000.5400	What are consumers saying about aged care?
	CTH.0001.4000.2129	Ensuring Safe, Quality Aged Care
	CTH.0001.4000.0243	Let's Talk about Quality, December 2015
	CTH.0001.4000.1791	Results and Processes guide
	CTH.0001.4000.2192	Regulatory and Complaints Statistics
1-39	WIT.0023.9999.0001	Corrigendum to the Statement of Janet Mary Anderson
1-40	WIT.0016.0001.0001	Statement of Dr Harry Nespolon
1-41	RCD.9999.0001.0001	Medical Care of Older Persons in Residential Aged Care Facilities
1-42	RCD.9999.0016.0001	Health Factsheet, Medication Management Reviews
	RCD.9999.0007.0128	Medicare Item 903 Processed from July 2017 to June 2018
1-43	RCD.9999.0006.0001	Abuse and Violence - Working With Our Patients in General Practice 4th Ed

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Exhibit Number	Document Number	Exhibit
1-44	WIT.0005.0001.0001	Statement of Maree McCabe
	DEH.0001.0001.0001	Economic Cost of Dementia in Australia
	DEH.0001.0001.0005	Redesign of Dementia Consumer Supports, Submission from Dementia Australia November 2017
	DEH.0001.0001.0006	The Use of Restraints and Psychotropic Medications in People with Dementia
	DEH.0001.0001.0007	Inquiry into the Quality of Residential Aged Care
	DEH.0001.0001.0008	The Future of Work and Workers, January 2018
	DEH.0001.0001.0009	Palliative Care and Dementia, Dementia Australian Paper Number 43
	DEH.0001.0001.0010	Submission to Aged Care Legislated Review, December 2016
	DEH.0001.0001.0011	Caring for Someone with Dementia, October 2015
	DEH.0001.0001.0014	Younger Onset Dementia - Bridging the Gap, August 2017
	DEH.0001.0001.0016	Inclusion and Isolation, September 2018
	DEH.0001.0001.0017	Dementia and the Impact of Stigma
1-45	WIT.0014.0001.0001	Statement of Patricia Ann Sparrow
1-46	WIT.0013.0001.0001	Statement of Sean Thomas Rooney
	LAS.0001.0001.0001	LASA Submissions List
	LAS.0001.0001.0002	LASA Representation on External Committes.
	LAS.0001.0001.0003	LASA Membership Brochure
	LAS.0001.0001.0004	LASA Constitution (adopted 9 Oct 2016)
	LAS.0001.0001.0005	LASA Governance Structure
	LAS.0001.0001.0006	LASA Director biographies

Exhibit Number	Document Number	Exhibit
	LAS.0001.0001.0008	List of Previous Reviews
	LAS.0001.0001.0009	Aged Care Matters Diagram.
	LAS.0001.0001.0010	ACFA Diagram
	LAS.0001.0001.0011	LASA Model Understanding Consequences
	LAS.0001.0001.0012	LASA Submission to government on Tune report
	LAS.0001.0001.0013	Submission Appendix 1:Tune Prudential Recommendations
	LAS.0001.0001.0014	LASA Summary of the HCP Data Report for 1st Quarter to 30 Sept 2018
	LAS.0001.0001.0015	Aged Care Alternative Funding Solution - LASA (9 Nov 2016)
	LAS.0001.0001.0016	LASA Submission to strategic imperatives
	LAS.0001.0001.0017	LASA pre-budget submission
1-47	WIT.0024.0001.0001	Second Statement of Sean Thomas Rooney
	LAS.0001.0002.0001	LASA Members as at 6 February 2019
	LAS.0001.0002.0002	New Aged Standards Fusion flyer
	LAS.0001.0002.0003	LASA Advisory structures
	LAS.0001.0002.0004	LASA Submissions 2016 to present
	LAS.0001.0002.0005	LASA professional development workshops, conferences, and webinars
	LAS.0001.0002.0006	LASA Accredited training activities
	LAS.0001.0002.0007	LASA snapshot of activities
	LAS.0001.0002.0008	Use of Restraints - Guidelines Update and Member Survey
	LAS.0001.0002.0009	Use of restraints - updated questions for providers
	LAS.0001.0002.0010	LASA Member Surveys
	LAS.0001.0002.0011	AACQA Survey Response Booklet V2
	LAS.0001.0002.0012	Appendix Aged Care Provider Roundtable Report Executive Summary July 2018
1-48	RCD.9999.0017.0001	Single Aged Care Quality Framework April 2017
1-49	RCD.9999.0018.0001	Department of Health Single Aged Care Quality Framework Draft Aged Care Quality Standards Consultation Paper 2017
1-50	WIT.0011.0001.0001	Statement of Nicolas George Mersiades
	ACQ.500.001.0001	Catholic Health Australia, Aged Care Update - "Let's talk ACFI and funding volatility"
	ACQ.500.001.0101	Catholic Health Australia, Aged Care Update - "It's time to ring respite services into the reform equation"
	ACQ.500.001.0201	Catholic Health Australia, Aged Care Update - "Will the current aged means testing arrangements fit the bill?"

Day 7 – 20 February 2019		
Exhibit Number	Document Number	Exhibit
1-51	WIT.0010.0001.0001	Statement of Claerwen Eleanor Little
	UCH.500.001.0101	UnitingCare Australia, Attitudes Towards the Aged Care Sector, December 2018
	UCH.500.001.0201	UnitingCare Australia, Aged Care Data Project – Module 1, October 2018
1-52	WIT.0018.0001.0001	Statement of Melissa Coad
1-53	UVH.0002.0001.0001	United Voice Home Care Member Survey 2017
1-54	WIT.0012.0001.0001	Statement of Matthew Graham Richter
1-55	WIT.0029.0001.0001	Supplementary Statement of Mr Richter
1-56	WIT.0015.0001.0001	Statement of Dr Anthony Bartone
1-57	WIT.0027.0001.0001	Additional Statement of Dr Bartone
1-58	RCD.9999.0019.0003	AMA Aged Care Survey Report 2017
1-59	RCD.9999.0019.0001	AMA Position Statement entitled Restraint in the Care of People in Residential Aged Care Facilities

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Exhibit Number	Document Number	Exhibit
1-60	WIT.0019.0001.0001	Statement of Gerard John Hayes
1-61	WIT.0031.0001.0001	Statement of Kaye Frances Warrener
	KWH.9999.0001.0001	HCP Assignment Letter
	KWH.9999.0001.0004	HCP Readiness Letter
	KWH.9999.0001.0006	Eligibility for Australian Government subsidised aged care letter
1-62	WIT.0053.0001.0001	Statement of Margaret Jane Harker
1-63	WIT.0030.0001.0001	Statement of Barrie Anderson
1-64	ACW.9999.0002.0001	Royal Commission Letter to Professor Pollaers inviting a response dated 14 February 2019
	ACW.9999.0001.0001	Response of Professor John Pollaers dated 20 February 2019

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Exhibit Number	Document Number	Exhibit
2-1	WIT.0072.0001.0001	Statement of Lynda Henderson
2-2	RCD.0011.0012.0001	Statement of Dr Stephen Judd (HammondCare)
2-3	LHE.0001.0001.0001	Video of Lynda Henderson and Veda Meneghetti
2-4	WIT.0083.0001.0001	Statement of Raelene Ann Ellis
2-5	RAE.0001.0001.0002	Home Care Package Statement for Therese Ellis
2-6	RAE.0001.0001.0003	Home Care Package Budget Level 4 for Therese Ellis
2-7	RAE.0001.0001.0001	Photograph of Ellis and Her Mother
2-8	RCD.0011.0014.0001	Opal's Response to the Evidence of Ellis
2-9	WIT.0087.0001.0001	Statement of BE
2-10	CTH.0001.1000.3881	Application Form for Approval to Provide Aged Care – New Applicant
2-11	CTH.0001.1000.3930	Guidance for Applicants Seeking Approval to Provide Aged Care
2-12	WIT.0078.0001.0001	Statement of Paul Michael Sadler
2-13	RCD.0011.0010.0017	Presbyterian Aged Care Home Care Services Price List Effective January 1 2019
2-14	RCD.0011.0010.0001	Elder Abuse ACSA Position Paper dated November 2016

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Exhibit Number	Document Number	Exhibit
2-15	WIT.0068.0001.0001	Statement of Josef Rack
2-16	SCC.002.001.0283	Care Recipient Agreement Between Mr Rack and Southern Cross Care
2-17	SCC.002.001.0171	Consumer Agreement Between Mr Rack and Southern Cross Care
2-18	JRA.0002.0001.0004	Undated Aged Care Package Agreement Between Assist and Mr Rack
2-19	JRA.0002.0001.0036	Assist Home Care Spreadsheet
2-20	JRA.0002.0001.0134	Handwritten Note Prepared by Mr Rack Regarding Correctness of Material in the Spreadsheet
2-21	JRA.0002.0001.0080	Letter from Department of Health to Mr Rack dated 9 October 2018
2-22	HEN.0001.0001.0098	Home Care Agreement Between Hendercare Pty Ltd and Mr Rack dated 31 October 2018
2-23	RCD.0011.0009.0131	Statement Signed by David Moran and Caroline Ford on Behalf of Southern Cross Care
2-24	RCD.0011.0009.0015	Mr Rack - Analysis of Schedule
2-25	WIT.0071.0001.0001	Statement of Claire Lynette Hargreaves
2-26	WIT.0082.0001.0001	Statement of Sally Francis Warren

Exhibit Number	Document Number	Exhibit
2-27	WIT.0080.0001.0001	Statement of Heather Virginia Jackson
2-28	WIT.0081.0001.0001	Statement of Anna Gabrielle Hansen
2-29	WIT.0079.0001.0001	Statement of Rosemary Anne Dale
2-30	RCD.0011.0011.0001	Written Response of Australian Unity to the Witness Statement of Rosemary Anne Dale Fwd Under Cover of a Letter from Allens to the Commission Solicitors dated 13 March and Attachments Thereto
	RCD.0011.0011.0002	Australian Unity Response to Statement of R Dale
	RCD.0011.0011.0009	Attachment A - Current Roster
	RCD.0011.0011.0010	Attachment B - Employee Visit History Report
	RCD.0011.0011.0011	Attachment C - Training Attendance List
	RCD.0011.0011.0012	Attachment D - MoveSafe Course Attendance Sheet
	RCD.0011.0011.0015	Attachment E - Training Record of Completed Learning Modules
	RCD.0011.0011.0016	Attachment F - Care Workers Externally Recognised Qualifications
	RCD.0011.0011.0018	Attachment G - Historical Rosters
	RCD.0011.0011.0048	Attachment H - Timekeeping Report
	RCD.0011.0011.0051	Attachment J - Home Safety Checks
	RCD.0011.0011.0057	Attachment K - Enterprise Agreement
2-31	CTH.1002.1001.3084	Australian Aged Care Quality Agency Contact Report relating to Assist Home Care dated 17 May 2018
2-32	CTH.1002.1001.3146	Australian Aged Care Quality Agency Final Quality Report into Assist Home Care dated 28 September 2018

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Exhibit Number	Document Number	Exhibit
2-33	WIT.0033.0001.0001	Statement of BC
2-34	WIT.0077.0001.0001	Statement of Marie Dowling
2-35	MDO.0001.0001.0005	Letter from My Aged Care to Marie Dowling dated 23 March 2018
2-36	WIT.0076.0001.0001	Statement of BA
2-37	WIT.0084.0001.0001	Statement of Mary Patetsos
	MPA.0001.0001.0001	National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse (CALD) Backgrounds
	MPA.0001.0001.0024	Chapter 14 - Aged Care Services
	MPA.0001.0001.0210	National Aged Care Data Clearinghouse Data Dictionary
	MPA.0001.0001.0267	Cultural and linguistic diversity measures in aged care
	MPA.0001.0001.0434	Exploring the aged care use of older people from culturally and linguistically diverse backgrounds: a feasibility study
	MPA.0001.0001.0457	Review of Australian Research on Older People from Culturally and Linguistically Diverse Backgrounds
	MPA.0001.0001.0551	Home Care Packages Program Data Report 4th Quarter 2017-18

Exhibit Number	Document Number	Exhibit
2-38	RCD.0011.0018.0001	Aged Care Diversity Framework dated December 2017
2-39	RCD.9999.0025.0001	ABS 2016 Census Quick Stats
2-40	CTH.1002.1016.2502	Letter from Department of Health to BC Titled Application for Approval as an Approved Provider dated 5 May 2017
2-41	CTH.1002.1016.1731	Email from Department of Health to BC Subject Application to Become an Approved Provider dated 6 February 2017
2-42	CTH.1002.1016.1694	Email from Department of Health to BD Pty Subject Requirement to Give Further Information dated 6 March 2018
2-43	CTH.1002.1016.1689	Letter from Department of Health to BD Pty Ltd Titled Reconsideration of Deemed Decision to Reject Application for Approval as an Approved Provider
2-44	CTH.4000.1003.2094	Email from Department of Health to BD Pty Ltd Subject Failure to Meet the Home Care Standards dated 19 November 2018
2-45	CTH.4000.1003.2096	Australian Aged Care Quality Agency Assessment Contact Advice dated 31 October 2018
2-46	CTH.1002.1002.0055	Letter from Department of Health to BD Pty Ltd Titled Sanctions Decision dated 8 November 2018
2-47	CTH.1002.1008.0729	Email from Aged Care Management Australia to Department of Health Forward Subject National Criminal History Check dated 21 November 2018
2-48	CTH.1002.1007.2482	Email from Australian Care Management Australia to BD Pty Ltd titled Confidential Update dated 26 November 2018
2-49	THC.0001.0002.0007	Aged Care Management Australia Service Proposal dated 11 November 2018
2-50	CTH.1002.1016.3173	Untitled Email from BC to Department of Health dated 16 December 2018
2-51	CTH.1002.1007.3400	Email from Department of Health to Compliance Centre West Forward HNS Transfer of Clients dated 15 December 2018
2-52	CTH.4000.1003.2088	Email from Australia Aged Care Quality Agency to BD Pty Ltd titled Confirming Assessment to BD Pty Ltd dated 9 October 2018
2-53	CTH.4000.1003.2089	Information Sheet Attached to 9 October 2018 Email from AACQA
2-54	CTH.4000.1003.2092	Flyer for BD Pty Ltd's Clients informing them of AACQA's planned visit on 31 October 2018
2-55	CTH.1002.1001.3863	Australia Government Aged Care Quality Agency Titled Home Care Assessment Contact Report dated 31 October 2018
2-56	CTH.1002.1016.1582	BD Pty Ltd Application for Approval to Provided Aged Care dated 15/11/16
2-57	CTH.1002.1016.2507	Notice Under S 8-4 Requirement to Give Further Information dated 9 Feb 2017
2-58	CTH.1002.1019.6468	BD Pty Ltd Application for Approval to Provided Aged Care dated 9 Aug 2017
2-59	CTH.4000.1001.0746	Final Report of ACQSC dated 29/1/19
2-60	THC.0001.0001.0566	Invoice of BD Pty Ltd Second Adviser dated 12 November 2018
2-61	CTH.1002.1007.2644	Email from BC to Health Re New Administrator dated 4 December 2018

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Exhibit Number	Document Number	Exhibit
2-62	RCD.0011.0019.0001	Email correspondence between Assist Homecare to Josef Rack dated August 2017
2-63	RCD.0011.0019.0003	Email from Assist Homecare to Josef Rack dated 27 October 2017
2-64	RCD.0011.0019.0004	Email correspondence between Assist Homecare And Josef Rack dated 1 December 2017 enclosing Statement and invoices
2-65	RCD.0011.0019.0011	Email from Assist Homecare to Josef Rack dated 6 December 2017 enclosing statement
2-66	RCD.0011.0019.0015	Email correspondence between Assist Homecare And Josef Rack dated 29 January 2018
2-67	RCD.0011.0019.0017	Email correspondence between Assist Homecare to Josef Rack dated 2 February 2018
2-68	RCD.0011.0019.0019	Email from Assist Homecare to Josef Rack dated 5 February 2018
2-69	RCD.0011.0019.0020	Email Correspondence between Assist Homecare and Josef Rack dated 7 February 2018
2-70	RCD.0011.0019.0021	Email Correspondence between Assist Homecare and Josef Rack dated April 4 April 2018 enclosing Statement and invoices
2-71	RCD.0011.0019.0032	Email Correspondence between Assist Homecare and Josef Rack dated 5 April 2018
2-72	RCD.0011.0019.0033	Email from Assist Homecare to Josef Rack dated 28 May 2018 enclosing invoice
2-73	RCD.9999.0026.0001	Census 2016
2-74	JRA.0002.0001.0432	Southern Cross Care December 2016 Statement
2-75	JRA.0002.0001.0435	Southern Cross Care January 2017 Statement
2-76	WIT.0074.0001.0001	Statement of Ruth Harris
2-77	RHA.0001.0001.0001	Letter from the Department of Health to Mrs Joyce Edwards dated 11 November 2018
2-78	WIT.1066.0001.0001	Statement of Graeme Barden
2-79	CTH.0001.1000.4974	Summary of the approval process for home care provider applicants under the Aged Care Act prepared by the Department of Health
2-80	WIT.0088.0001.0001	Statement of Rita May Kersnovske
2-81	CTH.1000.1015.0227	National Aged Care Compliance Program Decision-Making Procedure
2-82	CTH.1000.1019.3267	National Aged Care Compliance Program Procedure for Imposition of Sancitions, Immediate and Severe Risk
2-83	CTH.1000.0002.6095	Chronology of events for each provider the subject of NTP-0016
2-84	CTH.1002.1001.3860	Email exchange between the Quality Agency and the Department dated 7 November 2018

Exhibit Number	Document Number	Exhibit
2-85	CTH.1002.1007.1974	Email exchange between an officer of the Department and an officer of the compliance organisation dated 7 November 2018
2-86	WIT.0085.0001.0001	Statement of Professor Hjalmar Swerissen
	GRA.0001.0001.0001	26-aged-care-appendix
	GRA.0001.0001.0031	ACFA Sixth Report on the Funding and Financing of the Aged Care Sector 2018
	GRA.0001.0001.0213	Broad et al 2015
	GRA.0001.0001.0219	Discussion Paper - Streamlined Consumer Assessment for Aged Care
	GRA.0001.0001.0238	General-Practice-and-Primary-Care-Clinical-Committee-Phase-2-Report
	GRA.0001.0001.0384	HCP Data Report 2017-18 4th Quarter Revised
	GRA.0001.0001.0414	Intergenerational challenges
	GRA.0001.0001.0440	Learning from Japan Final
	GRA.0001.0001.0500	Long Term Care Insurance
	GRA.0001.0001.0532	Stewart Brown ACFPS Sector Report June 2018
	GRA.0001.0001.0570	Swerissen Duckett Dying well report
	GRA.0001.0001.0607	Wollongong paper

Day 14 – 22 March 2019

Exhibit Number	Document Number	Exhibit
2-87	WIT.0035.0001.0001	Statement of Jason Howie
2-88	WIT.0034.0001.0001	Statement of Amanda Bowe
2-89	WIT.0058.0001.0001	Statement of Fiona Kathryn Buffinton
2-90	CTH.1000.0001.2056	Business Plan of the In Home Care Division of the Department of Health dated June 2018
2-91	CTH.0001.1000.4836	Department of Health Guidance on Priority for Home Care Services
2-92	RCD.9999.0028.0001	Home Care Packages Program Report for Period 1 October 2018 To 31 December 2018 dated March 2019
2-93	RCD.9999.0030.0001	Figure 9 of the Stewart Brown Report dated March 2018
2-94	JRA.0002.0001.0051	Assist Home Care Spreadsheet dated 27 June 2018
2-95	JRA.0002.0001.0082	Assist Home Care Spreadsheet dated 25 October 2018
2-96	JRA.0002.0001.0092	Assist Home Care Spreadsheet dated 4 December 2018
2-97	JRA.0002.0001.0204	Extract of 2016 Diary of Josef Rack from 24 October 2016 to 31 December 2016
2-98	JRA.0002.0001.0384	Southern Cross Care (SA & NA) Inc CDC and Client Statement as at 30 April 2014
2-99	JRA.0002.0001.0416	Southern Cross Care (SA & NT) Inc CDC and Financial Statement as at 31 March 2016

Exhibit Number	Document Number	Exhibit
2-100	JRA.0002.0001.0418	Southern Cross Care (Sa & Nt) Inc CDC and Financial Statement as at 30 April 2016
2-101	RCD.0011.0021.0003	Statement of Peter Vincent and identified annexures
	RCD.0011.0021.0035	Statement 24 - Evidence, [BD Pty Ltd] Self Assessment Updated
	RCD.0011.0021.0069	FW: LASA Nurse Advisor /Administrator Panel
	RCD.0011.0021.0072	Notice of Decision to Impose Sanctions - [BD Pty Ltd]
	RCD.0011.0021.0085	Meeting Tomorrow
	RCD.0011.0021.0086	ACMA A4 Brochure.pdf
	RCD.0011.0021.0088	Statement 58 & 59 - Evidence, Text Message [BC] & Duncan Decision
	RCD.0011.0021.0089	Statement 58 & 59 - Evidence, Text Message [BC] & Duncan Decision
	RCD.0011.0021.0090	Statement 58 & 59 - Evidence, Text Message [BC] & Duncan Decision
	RCD.0011.0021.0091	Statement 58 & 59 - Evidence, Text Message [BC] & Duncan Reconsid
2-102	RCD.0011.0021.0093	Email of P Vincent to Health attaching report dated 3/12/18
2-103	RCD.0011.0021.0094	Report of ACMA dated 3/12/18

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Exhibit Number	Document Number	Exhibit
3-1	WIT.0107.0001.0001	Statement of Merle Valma Mitchell AM
3-2		General Tender Bundle
	RCD.9999.0034.0014	Behavioural and psychological symptoms of dementia: a seven-tiered model of service delivery
	CTH.0001.4000.4879	Decision-Making Tool Supporting a Restraint Free Environment in Residential Aged Care
	RCD.9999.0033.0015	Behaviour Management A Guide to Good Practice – Managing Behavioural and Psychological Symptoms of Dementia
	CTH.1007.1003.4677	Australian and New Zealand Society for Geriatric Medicine Position Statement No. 2 Physical Restraint Use in Older People, Revised September 2012
	CTH.0001.1000.5874	Decision-making Tool letter to RACFs
	RCD.9999.0033.0001	National Framework for Reducing and Eliminating the Use of Restrictive Practices in the Disability Sector
	CTH.0001.1000.5306	Charter of care recipients rights and responsibilities residential care
	CTH.0001.1000.5731	KPMG Ministerial Dementia Forum Options Paper
	CTH.0001.1000.5652	National Framework for Action on Dementia 2015-2019

Exhibit Number	Document Number	Exhibit
	CTH.1000.0002.7376	MS15-002447 - Dementia Programmes Handling Strategy
	CTH.1000.0002.6722	MS15-002717 - Dementia Program Redesign
	CTH.1000.0002.6576	2016 Ministerial Dementia Forum Discussion Paper - Redesigning Dementia Consumer Supports
	CTH.0001.1000.5686	KPMG 2015 Ministerial Dementia Forum Final Report
	RCD.9999.0031.0002	Clinical Practice Guidelines and Principles of Care for People with Dementia (Recommendations) - Cognitive Decline Partnership Centre
	RCD.9999.0032.0087	RANZCP Professional Practice Guideline 10: Antipsychotic medications as a treatment of behavioural and psychological symptoms of dementia
	CTH.0001.1000.5385	National Aged Care Quality Indicator Program - Resource manual for residential aged care facilities
	CTH.1000.0002.6547	MS16-002465 - Release of 2015 Ministerial Dementia Forum Report
	RCD.9999.0032.0399	Livingston et al, 'Dementia prevention, intervention, and care'
	DEH.0001.0001.0001	Brown et al, 'Economic Cost of Dementia in Australia 2016-2056'
	CTH.0001.1000.5709	KPMG 2016 Ministerial Dementia Forum Final Report
	CTH.1000.0002.6654	MS17-000567 - Release of 2016 Ministerial Dementia Forum Report, Redesign of Dementia Consumer Supports and Extension to Existing Arrangements
	CTH.1007.1010.0663	Department of Health emails re contact for story quotes
	RCD.9999.0031.0001	RANZCP Restraint in Australian and New Zealand Mental Health Acts
	CTH.1000.0002.6954	MS17-001608 - National Aged Care Quality Indicator Program
	CTH.1007.1010.1242	MB17-003591 Recommendations for prevention of injury-related deaths in residential aged care services (unsigned)
	CTH.0001.1000.5761	Severe Behaviour Response Teams (SBRT) Evaluation Final Report
	RCD.0010.0001.0022	Findings into death of Margaret Barton CCV 2015
	ESG.9999.0005.0001	ANZSGM Position Statement No 28 Dementia in Older People
	RCD.9999.0032.0093	Bellenger et al, 'The Nature and Extent of Physical Restraint-related Deaths in Nursing Homes: A systematic review'
	RCD.9999.0032.0113	Dyer et al, 'An overview of systematic reviews of pharmacological and non- pharmacological interventions of the treatment of behavioural and psychological symptoms of dementia'
	RCD.9999.0032.0140	Westaway et al, 'The extent of antipsychotic use in Australian residential aged care facilities and interventions shown to be effective in reducing antipsychotic use: A literature review'
	RCD.9999.0032.0238	OECD 'Care Needed: Improving the Lives of People with Dementia'
	CTH.1000.0002.6383	Westbury et al, 'RedUSE: reducing antipsychotic and benzodiazepine prescribing in residential aged care facilities'
	RCD.9999.0034.0002	Australian Institute of Health and Welfare, Australia's health 2018, Chapter 3.14

Exhibit Number	Document Number	Exhibit
	CTH.1000.0002.6148	Brodady et al, 'Antipsychotic Deprescription for Older Adults in Long-term Care: The HALT Study'
	CTH.1000.1012.7250	Department of Health emails re psychotropic medication and/or restraint
	CTH.1000.1012.7251	Department of Health, table of Psychotropic Medication and Restraint - Residential Aged Care
	CTH.1007.1010.5235	Department of Health emails re Department of Health Daily Briefing Tuesday 14 August 2018
	CTH.1000.0002.6501	MS18-001835 - Government Response to the Legislated Review of Aged Care 2017 (Tune review) and the Independent Review of National Aged Care Quality Regulatory Processes (Carnell-Paterson review)
	CTH.0001.1000.5322	Quality of Care Amendment (Single Quality Framework) Principles 2018
	RCD.9999.0033.0205	Supported decision-making in aged care: A policy development guideline for aged care providers in Australia (second edition)
	CTH.1007.1010.5923	Department of Health emails re Third Atlas AHMAC
	CTH.0001.1000.5607	Dementia in the Community Report 2019
	CTH.1007.1002.0034	Aged Care Quality, Safety and Regulation Program Board, Meeting outcome and actions
	RCD.9999.0032.0461	Dementia Support Australia 'Key facts and figures'
	CTH.0001.1000.5887	Specialist Dementia Care Program framework
	CTH.1000.0001.1424	Departmental Structure Chart - 29 June 2018
	CTH.0001.4000.4762	Aged Care Quality and Safety Commission, 'Results and Processes Guide'
	RCD.9999.0032.0128	Westbury et al, 'More action needed: Psychotropic prescribing in Australian residential aged care'
	CTH.1007.1010.6787	Department of Health emails re initial meeting on restraint
	CTH.0001.1000.5213	Pharmacological Information - Risperidal (Janssen)
	CTH.0001.4000.4877	Media Release - Safeguarding against inappropriate use of physical or chemical restraint
	CTH.0001.1000.5628	Dementia Support Australia, Additional Data Report, No: 4 (1 July 2018 - 31 December 2018)
	CTH.1007.1010.7400	Department of Health emails re Charter of Aged Care Rights
	CTH.1007.1010.7404	Comparative table - physical and chemical restraint in aged care
	CTH.1007.1002.0933	Department of Health emails re today's MYEFO announcement
	CTH.1007.1002.0939	Department of Health emails re proposed consultation - chemical and physical restraint
	CTH.1007.1010.7408	Department of Health emails re Charter of Aged Care Rights
	CTH.1007.1010.7426	Department of Health emails re definition of physical restraint
	CTH.1007.1002.1961	Department of Health emails re Update on the Clinical Advisory Committee

Exhibit Number	Document Number	Exhibit
	CTH.1007.1002.2055	Department of Health emails re Proposed consultation - chemical and physical restraint
	CTH.1000.0002.6407	PBS-RPBS Government expenditure and prescriptions for selected medicines supplied to people aged 65 years and over, 2015-16 to 2017-18
	CTH.1007.1002.5461	Department of Health emails re Background info & data for the Aged Care Clinical Advisory Committee
	CTH.1007.1002.5844	Department of Health email re Table of Recommendations Restraint
	CTH.1007.1002.5845	Table of Recommendations on prevention of the unlawful use of physical and chemical restraints in aged care 8 February 2019
	CTH.1007.1002.5868	Department of Health email re Targeted letters to GPs
	CTH.1007.1002.5869	Department of Health email re Expansion of the Residential Medication Management Review Program and (2) the Pharmacy Society of Australia's proposal to embed pharmacists into aged care homes
	CTH.1000.0002.6375	Aged Care Clinical Advisory Committee, Agenda item 4 - background information and data
	CTH.1000.0002.6397	Aged Care Clinical Advisory Committee, Agenda Item 6 - Non-regulatory options for addressing restraints
	CTH.1000.0002.6372	Agenda - Aged Care Clinical Advisory Committee Meeting 26 February 2019
	CTH.1007.1003.0397	Talking points - Aged Care Clinical Advisory Committee meeting 26 February 2019
	CTH.1007.1003.0205	Aged Care Clinical Advisory Committee, Agenda item 5 - Interventions to reduce the inappropriate use of restraints in residential aged care: regulation of restraint
	CTH.1007.1003.2275	Department of Health emails re Chemical and physical restraint
	CTH.1007.1003.2494	The Third Australian Atlas of Healthcare Variation, 5.5 Antipsychotic medicines dispensing, 65 years and over
	CTH.1000.0002.6219	A guide to deprescribing antipsychotics
	CTH.1000.0002.6225	A guide to deprescribing benzodiazepines
	CTH.0001.1000.5602	Dementia in the Community Policy Co-Design Workshop Outputs
	CTH.1007.1004.0673	Department of Health emails re stakeholder meeting on Charter
	CTH.1007.1004.7090	Department of Health emails re Options Paper - Aged Care Clinical Advisory Committee
	CTH.1007.1004.7095	Aged Care Clinical Advisory Committee - Options Paper Reducing the inappropriate use of chemical restraints in residential aged care (draft, V7)
	CTH.1007.1004.7127	Department of Health emails re Options paper - Aged Care Clinical Advisory Committee
	CTH.1007.1004.7718	Regulation of restraint in aged care Teleconference, 4 March 2019 (MPConsulting summary)

Exhibit Number	Document Number	Exhibit
	RCD.9999.0034.0006	Harrison et al, 'Trends in Prevalence of Dementia for People Accessing Aged Care Services in Australia'
	CTH.1007.1005.3369	Summary of discussions of 18 March 2019 working group meeting on Regulating chemical and physical restraint in aged care
	CTH.0001.1000.5875	Charter of Aged Care Rights
	CTH.1007.1005.5669	Email to Department of Health re LASA Feedback on Regulating Chemical and Physical Restraint
	CTH.1007.1005.5671	Regulating chemical and physical restraint in aged care - summary of discussions with LASA comments
	CTH.1000.0002.6314	Department of Health emails re Aged Care Clinical Advisory Committee - Meeting Papers
	CTH.1000.0002.6316	Revised Options paper - Chemical Restraints - members comments - 21 March version
	CTH.1007.1005.6726	Aged Care Quality and Safety Commission email re 18 March 2019 workshop outcomes - Regulation of physical and chemical restraints in residential aged care
	CTH.1007.1005.6728	Regulating chemical and physical restraint in aged care - summary of discussions with ACQSC comments
	CTH.1007.1010.7809	Department of Health emails re Repeat antipsychotic prescription in RACFs
	CTH.1007.1005.7859	Department of Health emails re Latest Revised DIs - feedback from working group
	CTH.1007.1006.2993	Aged Care Quality and Safety Commission email re draft amendments to regulate restraint in residential care
	CTH.1007.1006.3963	Emails re Preliminary Assessment Form - Restraint use
	CTH.1007.1006.3966	Preliminary Assessment Form - Restraint use
	CTH.1007.1006.4010	Department of Health emails re 18 March 2019 workshop outcomes - Regulation of physical and chemical restraints in residential aged care
	RCD.9999.0034.0001	Dementia Australia, Dementia Key facts and statistics 2019
	RCD.0010.0001.0044	University of Tasmania Submission to the RCACQS
	CTH.1007.1006.1257	Aged Care Quality, Safety and Regulation Standing Committee, Agenda Item No.5 - Specialist Dementia Care Program
	CTH.0001.1000.5194	Quality of Care Amendment (Minimising the Use of Restraints) Principles 2019
	CTH.0001.1000.5311	Explanatory Statement, Quality of Care Amendment (Minimising the Use of Restraints) Principles 2019
	CTH.0001.4000.4927	Aged Care Quality and Safety Commission, Guidance and Resources for providers to support the Aged Care Quality Standards
	CTH.1007.1007.0374	MS19-000631 - Chemical restraint - options paper from the Aged Care Clinical Advisory Committee
	CTH.1000.0002.6142	Aged Care Clinical Advisory Committee Terms of Reference
	CTH.0001.1000.4979	PBS Overview Flowchart

Exhibit Number	Document Number	Exhibit
	CTH.0001.1000.4980	PBS Online Flowchart
	CTH.0001.1000.4984	PBS Rejection Reason and Error Codes (Department of Human Services)
	CTH.1000.0002.6793	Scoping paper to consider the future policy options for the National Quality Indicator Program
	CTH.0001.1000.5877	Performance reporting Indicators, Measures and Targets - Dementia Behaviour Management Advisory Services (DBMAS)
	CTH.0001.1000.5879	Performance reporting Indicators, Measures and Targets - Dementia Training Program (DTP)
	CTH.0001.1000.5886	Performance reporting Indicators, Measures and Targets - Severe Behaviour Response Teams (SBRT)
	CTH.1007.1006.4547	MS19-000673 - Regulation of Restraint in Residential Aged Care Facilities
	RCD.0010.0001.0001	Australian Dental Association NSW Submission to the Royal Commission into Aged Care Quality and Safety
	CTH.0001.1000.5911	Department of Health - Overview of regulatory framework applicable to medication management in Australia
	RCD.9999.0038.0101	Australian Nursing and Midwifery Federation, National Aged Care Survey 2019 – Final Report
	RCD.9999.0038.0038	S Banerjee, 'The use of antipsychotic medication for people with dementia: time for action'
	RCD.9999.0038.0001	Qld Public Advocate, Aged Care Quality and Safety in Australia – submission to the Royal Commission on Aged Care Quality and Safety
3-3	WIT.0113.0001.0001	Statement of Darryl Hilda Melchhart
3-4	WIT.0108.0001.0001	Statement of George Akl
3-5	RCD.9999.037.0001	Video of Evidence of Merle Valma Mitchell AM
3-6	WIT.0109.0001.0001	Statement of Eresha Dilum Dassanayake
3-7		Garden View Tender Bundle
	CTH.4001.0002.9898	AACQA Assessment Contact Report re Assessment Contact on 22/01/2016
	CTH.4001.1001.0442	Email from Garden View Clinical Nurse Educator to staff re updates
	CTH.4001.0003.6847	AACQA Re-accreditation Audit Report of audit conducted 30/01/2018 and 31/01/2018
	CTH.4001.0004.9030	AACQA Re-accreditation decision
	GVN.0001.0001.1175	Garden View Policy Manual updated 2018
	GVN.0001.0001.0773	Garden View Medication Policy and Procedure updated 2018
	CTH.4001.0004.6799	ACAT assessment report for Terance Reeves
	CTH.1006.1003.5095	AACQA Re-accreditation Decision and Statement of Reasons
	GVN.0001.0001.0146	Garden View Admission Database form for Terance Reeves
	GVN.0001.0001.0150	Garden View Admission Form for Terance Reeves
	MMC.0001.0001.0002	Admission photograph of Terance Reeves taken by Garden View staff
	MMC.0001.0001.0003	Photograph of Terance Reeves taken by family member

Exhibit Number	Document Number	Exhibit
	GVN.0001.0001.1268	Garden View Respite Care Plan and Assessment form for Terance Reeves
	GVN.0001.0001.0152	Garden View Assessment for ADLs for Terance Reeves
	GVN.0001.0001.0267	Garden View Bedrail Risk Safety Assesment for Terance Reeves
	MMC.0001.0001.0004	Photograph of Terance Reeves taken by family member
	GVN.0001.0001.0308	Garden View Diversional Therapy Activities Assessment for Terance Reeves
	GVN.0001.0001.0927	Garden View Nurse Initiated Medications record for Terance Reeves
	MMC.0001.0001.0005	Photograph of Terance Reeves and grandchild taken by Michelle McCulla
	MMC.0001.0001.0006	Screenshot of messages sent between Natalie McCulla, Lillian Reeves and other family members
	GVN.0001.0001.1270	Garden View Restraint Authorisation Form for Terance Reeves
	MMC.0001.0001.0007	Photograph of Terance Reeves, Michelle McCulla and child
	MMC.0001.0001.0008	Photograph of Terance Reeves
	GVN.0001.0001.0644	Garden View Lifestyle Care Plan for Terance Reeves
	MMC.0001.0001.0009	Photograph of Terance Reeves
	MMC.0001.0001.0010	Photograph of Terance Reeves
	GVN.0001.0001.0646	Garden View Neurological Observation Chart for Terance Reeves
	MMC.0001.0001.0011	Photograph of Terance Reeves
	MMC.0001.0001.0012	Photograph of Terance Reeves
	MMC.0001.0001.0013	Photograph of Terance Reeves
	MMC.0001.0001.0014	Photograph of Terance Reeves taken by Natalie Smith
	CTH.4001.0004.6817	Residential Medication Management Review conducted re Terance Reeves
	GVN.0001.0001.0643	Garden View Nurse Initiated Medications record for Terance Reeves
	MMC.0001.0001.0015	Photograph of Terance Reeves and Michelle McCulla
	MMC.0001.0001.0001	Statement of Account dated 29/05/2018 issued to Terance Reeves by Cincotta Discount Chemist Carlingford
	CTH.4001.0004.0778	AACQA Assessment Contact Report re Assessment Contact on 09/07/2018
	MMC.0001.0001.0016	Photograph of Terance Reeves at home
	CTH.4001.0004.1344	Garden View Memo titled 'Regarding:-Use of Restraints'
	MMC.0001.0001.0017	Photograph of Terance Reeves and grandchild
	CTH.4001.0004.1315	Garden View Response To Assessment Report for Assessment Conducted on 09/07/2018
	GVN.0001.0001.0061	Agenda and Minutes of Garden View QMC Meeting
	CTH.4001.0004.1387	AACQA Assessment contact advice regarding assessment contact on 09/07/2018
	CTH.4001.0004.2072	AACQA Assessment Contact Report re Assessment Contact on 21/08/2018

Exhibit Number	Document Number	Exhibit
	CTH.4001.0004.6819	Garden View Policy Manual
	CTH.4001.0004.6978	Consent signed by Lillian Reeves for disclosure by Garden View to ABC of information regarding Terance Reeves
	GVN.0001.0001.0088	Agenda and Minutes of Garden View QMC Meeting
	CTH.4001.0004.6763	Email from Jonathan Shteinman to Aged Care Quality Commission (NSW) re Garden View media
	CTH.4001.0004.6972	Response to ABC 7.30 on behalf of Garden View re Terance Reeves
	CTH.1006.1000.0586	ACQSC Evidence Record of Review Audit conducted 17/01/2019 to 22/01/2019
	GVN.0001.0001.0154	Garden View Statement in response to ABC 7.30 story aired 16 January 2019
	CTH.1006.1000.0573	Department of Health file note re consideration of decision to impose sanctions on Garden View
	CTH.1006.1000.0585	ACQSC Early release of information to Department of Health re Review Audit of Garden View conducted January 2019
	CTH.1006.1000.0672	Department of Health Notice of Decision to Impose Sanctions on Garden View Nursing Home
	CTH.1006.1000.0912	Correspondence from Jonathan Shteinman to Department of Health in response to Sanctions Decision
	GVN.0001.0001.0602	Garden View Aged Care Response to Review Audit Report and Evidence
	CTH.1006.1001.0006	ACQSC Review Audit Report re Review Audit conducted 17/01/2019 to 22/01/2019
	CTH.1006.1001.0024	ACQSC Decision to vary period of accreditation following review audit
	CTH.1006.1001.0056	ACQSC Serious Risk Decision
	GVN.0001.0001.0624	Review of Garden View Policies and Procedures conducted by Pride Living Group
	GVN.0001.0001.0098	Garden View Policy re Accreditation Standard 2 dated 2018
	CTH.4001.0004.6767	Garden View Restraint Chart for Terance Reeves
	CTH.4001.0004.6809	Garden View Behaviour Monitoring Chart for Terance Reeves
	GVN.0001.0001.0142	Garden View Activity Attendance Sheet for Terance Reeves
	GVN.0001.0001.0278	Garden View Clinical Progress Notes for Terance Reeves
	GVN.0001.0001.0648	Garden View Medical Notes for Terance Reeves
	GVN.0001.0001.0833	Medication Signing Sheet for Terance Reeves
	GVN.0001.0001.0868	Garden View Close Monitoring/Red Alert Monitoring Chart for Wandering Residents for Terance Reeves
	GVN.0001.0001.0932	Garden View Personal Care and Bowel Chart for Terance Reeves
	GVN.0001.0001.1260	Prescriber Order Sheet for Terance Reeves
	GVN.0001.0001.1263	Garden View Resident Accident/Incident Form completed re Terance Reeves on 21/05/2018 and 01/06/2018
	GVN.0001.0001.1417	Garden View Sleep Assessment chart for Terance Reeves

Exhibit Number	Document Number	Exhibit
	GVN.0001.0001.1600	Garden View bundle of documents including Weight Chart and Body Chart for Terance Reeves and referral by Dr Burkitt of Terance Reeves to geriatrician
	GVN.001.001.1908	Letter from Sparke Helmore to Aged Care Royal Commission re response to NTG-0090
	GVN.001.001.1904	Garden View response to NTG-0090, being letter from Sparke Helmore to Aged Care Royal Commission
	GVN.0001.0001.1856	Garden View response to NTG-0090, being Excel table recording details re staff employed as at 30 June 2018
	GVN.001.001.0146	Garden View Admission Database form for Terance Reeves
	GVN.001.001.0268	Garden View Behaviour Monitoring Chart for Terance Reeves
	GVN.001.001.0278	Garden View Clinical Progress Notes for Terance Reeves
	GVN.001.001.0833	Medication Signing Sheet for Terance Reeves
	GVN.001.001.0868	Garden View Close Monitoring and Red Alert Monitoring Chart for Wandering Residents for Terance Reeves
	GVN.001.002.0273	Training Plan for Garden View Aged Care February 2019
	GVN.001.002.0303	Email from Vinod Negi (Pharmacist) to Garden View Nursing Advisor
	GVN.001.002.0305	Garden View Compulsory Staff Training Record of Attendance
	GVN.001.002.0307	Statement of Account dated 28/07/2018 issued to Terance Reeves by Cincotta Discount Chemist Carlingford
	GVN.001.001.1857	Garden View weekly staff rosters from 04/07/2018 to 17/07/2018
	GVN.001.001.1889	Garden View daily staff rosters for June 2018
	GVN.001.002.0283	Extracts of Doctors' Communication Book 30/05/18 to 08/06/18
	GVN.001.002.0286	Extracts of Doctors' Communication Book 23/04/18 to 18/07/18
	GVN.001.002.0004_E	Relevant extracts of Garden View staff handover notes referring to Terance Reeves
	KLL.001.001.0001	AACQA Reaccreditation Report - Consumers' Experience of the Quality of Care and Services
	KLL.001.001.0004	AACQA Reaccreditation Report - Consumers' Experience of the Quality of Care and Services Summary
	KLL.001.001.0006	AACQA Reaccreditation Audit - Audit Assessment Information
	KLL.001.001.0033	AACQA Reaccreditation Decision and Statement of Reasons
	KLL.001.001.0035	AACQA Re-accreditation Audit Report of audit conducted 30/01/2018 and 31/01/2018
	KLL.001.001.0061	AACQA Assessment Contact Report re Assessment Contact on 09/07/2018
	KLL.001.001.0073	AACQA Assessment Contact Report re Assessment Contact on 21/08/2018
	KLL.001.001.0082	AACQA Assessment Contact Advice re audit on 09/07/2018
	KLL.001.001.0083	Garden View Compulsory Staff Training Register (Dementia Related Training) 2018
	KLL.001.003.0001	ACAT assessment report for Terance Reeves

Exhibit Number	Document Number	Exhibit
	KLL.001.003.0005	Garden View Response To Assessment Report for Assessment Conducted on 09/07/2018
	KLL.001.003.0016	Doctor's Communication Book 18.5.18 – 23.5.18
	KLL.001.003.0018	Garden View Post Sanctions Improvements (as at 1 May 2019)
	WIT.1085.0001.0001	Statement of Vinod Negi
3-8	WIT.0141.0001.0001	Statement of Lillian Reeves

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Exhibit Number	Document Number	Exhibit
3-9	WIT.0097.0001.0001	Statement of Michelle Lauren McCulla
3-10	WIT.0147.0001.0001	Statement of Natalie Sonya Smith
3-11	WIT.0147.0002.0001	Supplementary Statement of Natalie Sonya Smith
3-12	WIT.0139.0001.0001	Statement of Jayanthi Kannan
3-13	WIT.0146.0001.0001	Statement of Dr Miles Burkitt
3-14	WIT.0145.0001.0001	Statement of Dr Kenneth Wong
3-15	WIT.0137.0001.0001	Statement of Kee Ling Lau
3-16	RCD.0011.0024.0001	Supplementary Statement of Kee Ling Lau
3-17	RCD.9999.0041.0001	Letter from ACRC to Sparke Helmore Lawyers
3-18	RCD.9999.0042.0001	Letter from Sparke Helmore Lawyers to ACRC

Day 17 – 8 May 2019

Exhibit Number	Document Number	Exhibit
3-19		Brian King Gardens Case Study Tender Bundle Index
	ANC.0001.0006.0034	[CO] Med report.pdf
	ANC.0001.0004.1304	GP Care Plan Contribution.pdf
	ANC.0001.0004.1907	ROL Physiotherapy Assessment
	ANC.0001.0004.1779	ROL Oral and Dental Assessment
	ANC.0001.0006.0308	Care Plans
	ANC.0001.0004.1913	ROL Physiotherapy Assessment
	CTH.4001.0002.6675	Re-accreditation of decision and Statement of reasons
	CTH.4001.0002.6687	earle ha
	ANC.0001.0004.1773	ROL Oral and Dental Assessment
	CTH.4001.0003.9521	Re-accreditation audit assessment information
	CTH.4001.0002.9112	Advice of decision to re-accredit - Brian King Gardens RACS ID: 0041

Exhibit Number	Document Number	Exhibit
	CTH.4001.0002.9139	Decision to re-accredit
	ANC.0001.0004.1769	[CO] 2016 Dental Care Plan
	ANC.0001.0006.3683	Brian King Gardens emails re CO
	ANC.0001.0006.3705	Brian King Gardens emails re CO
	ANC.0001.0006.3725	Cosmac Healthcare Jobst Order Form
	ANC.0001.0004.1257	The Village Dentist Directives
	ANC.0001.0005.0754	Emails re BKG investigation feedback
	ANC.0001.0005.0755	Letter from R Farmilo
	ANC.0001.0004.1781	ROL Oral and Dental Assessment
	ANC.0001.0005.0757	Brian King Gardens emails re CO
	ANC.0001.0004.1777	ROL Oral and Dental Assessment
	CTH.4001.1001.0382	Letter of Apology
	ANC.0001.0005.1184	Brian King Gardens emails re CO toenails
	ANC.0001.0001.0651	Emails re CO podiatry - email from DM
	ANC.0001.0001.0663	Emails re CO podiatry - email from Raj Kulkarni
	ANC.0001.0005.1186	Emails re CO podiatry - email from R Farmilo
	ANC.0001.0001.0669	Emails re CO podiatry - email from Raj Kulkarni
	ANC.0001.0005.1192	Emails re CO podiatry - email from R Farmilo
	ANC.0001.0005.1195	Emails re CO podiatry - email from R Farmilo
	ANC.0001.0001.0678	Emails re CO podiatry - email from DM to R Farmilo
	ANC.0001.0004.1771	ROL Oral and Dental Assessment
	ANC.0001.0004.1905	ROL Physiotherapy Assessment
	ANC.0001.0001.2025	Brian King Gardens emails re pain lists
	ANC.0001.0001.2409	Brian King Gardens emails re ACFI Charts commenced this week
	ANC.0001.0001.2035	Brian King Gardens emails re residents for pain
	ANC.0001.0001.2417	Brian King Gardens emails re CO on ACFI
	ANC.0001.0006.4106	Brian King Gardens emails re CO
	ANC.0001.0006.4113	Brian King Gardens emails re CO
	ANC.0001.0001.2469	Brian King Gardens emails re CO
	ANC.0001.0004.2022	ACFI Answer Appraisal Pack
	ANC.0001.0006.4453	Spreadsheet titled 'BKG HP list'
	ANC.0001.0004.1299	Hornsby Hospital Letter to Dr Margaret Ginger
	ANC.0001.0001.4337	Email from Brian King Gardens re pain list review
	ANC.0001.0006.4211	Emails from Brian King Gardens re CO
	ANC.0001.0006.4225	Emails from Brian King Gardens re for UPDATE
	ANC.0001.0001.7483	Emails from Brian King Gardens re pain list review
	ANC.0001.0006.4322	Emails from Brian King Gardens re pain list review
	ANC.0001.0004.1775	ROL Oral and Dental Assessment
	ANC.0001.0002.0351	Emails from Brian King Gardens re CO
	ANC.0001.0002.0788	Spreadsheet titled 'Notification of Resident Transfer'

Exhibit Number	Document Number	Exhibit
	ANC.0001.0006.4421	Emails from Brian King Gardens re CO move
	ANC.0001.0006.4423	Nantha Podiatry - BKG resident listing
	ANC.0001.0006.4432	Nantha Podiatry - BKG resident listing
	ANC.0001.0006.4458	Nantha Podiatry - BKG resident listing
	ANC.0001.0006.4463	Nantha Podiatry - BKG resident listing
	CTH.4001.0004.6724	BKG Accreditation Self Assessment
	ANC.0001.0002.5556	Email from Brian King Gardens re CO diet changes
	ANC.0001.0002.5559	Emails from Brian King Gardens re CO diet changes
	ANC.0001.0002.5560	Change of resident dietary information form
	ANC.0001.0002.5557	Email from Cheryl Lee re CO
	ANC.0001.0002.5577	Emails re The Village Dentist s CO
	ANC.0001.0006.4549	Email from Brian King Gardens re CO
	ANC.0001.0006.4550	Emails from Brian King Gardens re CO
	ANC.0001.0006.4667	Ezymed Chart CO
	ANC.0001.0006.4660	Ezymed Chart CO
	ANC.0001.0006.4680	Ezymed Chart CO
	ANC.0001.0006.4690	Nantha Podiatry - BKG resident listing
	ANC.0001.0004.1360	iCare Progress Notes to 2nd April 2019
	ANC.0001.0004.1617	CO pain chart
	ANC.0001.0004.1551	CO Resident Medication History
	ANC.0001.0004.1649	CO - ExtendedCarePlan - Created 20 Jun 2016
	ANC.0001.0004.1671	CO - ExtendedCarePlan - Created 21 Jul 2014
	ANC.0001.0004.1690	CO - ExtendedCarePlan - Created 28 Mar 2018
	ANC.0001.0004.1716	CO - ExtendedCarePlan - Created 30 Jun 2015
	ANC.0001.0004.1629	CO - ExtendedCarePlan - Created 9 Jul 2018
	JRO.0001.0002.0004	[CO] Photos
	ANC.0001.0004.0406	Oral and Dental Health - Policy
	ANC.0001.0004.0291	Module VIII - Medication Management Procedure - Policy
	ANC.0001.0004.0481	Assessment and development of multidisciplinary care plan first 28 days - Policy
	ANC.0001.0004.0488	Restraint Procedure - Policy
	ANC.0001.0004.0499	Behaviour Management - Policy
	ANC.0001.0004.0565	First 28 Days - Day of Entry - Policy
	ANC.0001.0004.1569	ROL Falls Risk Assessment
	ANC.0001.0006.3679	DL and BKG emails regarding wrong medication and pressure stockings
	ANC.0001.0007.0035	BL and BKG emails regarding medication and pressure stockings
	ANC.0001.0004.1010	[CO] Dental Care Plan
	ANC.0001.0009.0001	Extended Care Plan 2013
	ANC.0001.0009.0092	Care Profile Feb 2013

Exhibit Number	Document Number	Exhibit
	ANC.0001.0009.0151	Module VII from Jan 2012
	ANC.0001.0009.0193	[CO] Life Story
	ANC.1000.0001.0001	Table of Assessment - Policy
	ANC.1000.0001.0091	CO Care Profile
	ANC.1000.0001.0096	ACFI Verbal Behaviour Assessment for CO
	ANC.1000.0001.0228	BKG Competency Assessment - Training log
	ANC.1000.0001.0860	BKG email re soft food diet
	ANC.1000.0001.0861	BKG email re soft food diet - speech pathologist
	ANC.1000.0001.0862	iCare Progress Notes extract - oral and dental
	ANC.1000.0001.0863	Feedback and Complaints - Policy
	ANC.1000.0001.0867	Nutrition for Dementia Care - Policy
	ANC.1000.0001.0872	Medication Administration - Policy
	ANC.1000.0001.0914	iCare Progress Notes extract - 4 January 2019 speech pathologist
	ANC.1000.0001.0915	iCare Progress Notes extract - 1 February 2013
	ANC.1000.0001.0916	iCare Progress Notes extract - therapy dogs
	ANC.1000.0001.0917	Photo of CO
	ANC.1000.0001.0918	iCare Progress Notes extract - 25 May 2017
	ANC.1000.0001.0912	iCare Progress Notes extract - 23 April 2019 speech pathologist
	WIT.0114.0001.0001	Statement of Tirza Harley
	JRO.0001.0003.0001	July 2018 Phone Bill
	RCD.9999.0035.0001	BKG aerial
	RCD.9999.0035.0002	Google Maps screen shot
	RCD.9999.0035.0003	Medicine Handbook Mirtazapine 2013 and 2019
	ANC.1000.0002.0005	Image of aquarium
	ANC.1000.0002.0100	iCare Progress Notes extract - 4 July 2018 11.30am and 12.19pm
	ANC.1000.0002.0101	iCare Progress Notes extract - 4 July 2018 3.10pm
	ANC.1000.0002.0102	iCare Progress Notes extract - 9 July 2019
	ANC.1000.0002.0103	iCare Progress Notes extract - 11 July 2018
	ANC.1000.0002.0104	iCare Progress Notes extract - 18 July 2018
	ANC.1000.0002.0105	Image of BKG Ground Floor
	ANC.1000.0002.0106	Image of BKG Level 1
	RCD.9999.0036.0001	Antidepressant treatment in Alzheimer_s disease (Brodaty)
	RCD.9999.0036.0003	Sertraline or mirtazapine for depression in dementia (HTA-SADD) (Banerjee et al.)
3-20	WIT.0099.0001.0001	Statement of DM
3-21	WIT.0136.0001.0001	Statement of DL
3-22	WIT.0130.0001.0001	Statement Of Richard Farmilo
3-23	WIT.0154.0001.0001	Supplementary Statement Of Richard Farmilo

Exhibit Number	Document Number	Exhibit
3-24	WIT.0165.0001.0001	Statement of Anglicare
3-25	SUB.0001.0012.3856	Anglican Community Services response to Royal Commission's request for information dated January 7 2019
3-26	WIT.0131.0001.0001	Statement of Cheryl Lee
3-27	WIT.0155.0001.0001	Statement of Margaret Ann Ginger
3-28	WIT.0143.0001.0001	Statement of Kathryn Nobes
3-29		Oberon Village Case Study
	CAC.0001.0006.0044	Care Services - Behaviour Management
	CAC.0001.0006.0091	Process F/Chart 15 - Managing Challenging Behaviour
	CAC.0001.0006.0001	Resident Physical Aggression Policy
	CAC.0001.0006.0105	Process F/Chart 16 B - Post Incident Management
	CAC.0001.0006.0139	Process Flowchart No 19 - Minimisation of Restraint
	CAC.0001.0006.0053	Elder Abuse - Mandatory Reporting
	CTH.4001.2004.0248	NSW Nurses association letter to Complaints Commissioner
	CAC.0001.0006.0071	Process Flow Chart - Elder Abuse - Mandatory Reporting
	CAC.0001.0002.0075	Resident Name - CA - ACFI assessment
	CTH.1006.1000.0010	AACQA Assessment contact report
	CTH.4001.0005.2260	AACQA conduct assessment audit
	CTH.4001.0005.1620	AACQA conduct assessment audit
	CTH.1006.1000.0167	Oberon Village submission to AACQA
	CTH.1006.1000.0078	AACQA Assessment contact report
	CAC.0002.0004.0110	Critical Incident Report - Facility Record / File No OV42 - Type of Report Physical Assault
	CAC.0002.0004.0116	Internal Oberon Village email discussing AACQA audit
	CTH.4001.1001.4683	Oberon Village Action Plan for Improvement
	CTH.4001.0003.7361	Oberon Village response to AACQA assessment contact report
	CTH.4001.0005.1611	AACQA review audit decision
	CAC.0001.0006.0154	Behavioural management training - in service Oberon Village
	CTH.1006.1000.0302	Notice of Non-Compliance - Accreditation Standards
	CTH.4001.0005.1697	AACQA Assessment contact report
	CTH.1006.1000.0103	AACQA Assessment contact report
	CTH.4001.0003.8795	Oberon Village response to AACQA assessment contact report
	CTH.1006.1003.5954	Department of Health assessment of Oberon submission
	CTH.1006.1000.0422	Department of Health Notice to Remedy non-Compliance
	CTH.1006.1000.0430	Notice to Remedy Non Compliance
	CAC.0001.0002.0048	ACAT Assessment
	CAC.0001.0002.0051	My Support Plan - CA - Assessment Summary
	CTH.1006.1000.0121	AACQA Assessment contact report
	CTH.1006.1000.0148	AACQA Assessment contact advice

Exhibit Number	Document Number	Exhibit
	CAC.0001.0010.0094	Progress Notes - 16 May 2018 - 23 May 2018
	CAC.0001.0002.0072	Medication Profile - Facility Oberon Village - CA
	CAC.0002.0007.0113	Critical Incident Report - Facility Record / File No OV46 - Type of Report Physical Assault
	CAC.0001.0011.0016	Medication Administration History 21/05/18 - 27/06/18
	CAC.0001.0002.0070	Full Summary - As at 22/5/2016
	CAC.0001.0010.0082	Progress Notes - 23 May 2018 - 01 June 2018
	CAC.0001.0009.0003	Extended Care Plan for CA
	CAC.0001.0012.0002	Internal Oberon Village email
	CAC.0001.0010.0109	Barthel Assessment
	CAC.0001.0008.0001	Critical Incident Report - Facility Record / File No OV49 - Type of Report Physical Assault
	CAC.0001.0010.0056	Progress Notes - 03 Jun 2018 - 05 Jun 2018
	CAC.0001.0010.0069	Progress Notes - 01 Jun 2018 - 03 Jun 2018
	CAC.0002.0007.0137	Incident / Injury Report - Facility Oberon - CA
	CAC.0002.0007.0141	Incident / Injury Report - Facility Oberon - Staff
	CAC.0001.0010.0628	Diversional Therapy - Assessment
	CAC.0001.0010.0624	Diversional Therapy - Leisure Assessment
	CAC.0001.0012.0001	Internal Oberon Village email
	CAC.0001.0010.0044	Progress Notes - 05 Jun 2018 - 19 Jul 2018
	CAC.0001.0010.0613	Behaviour Assessment
	CAC.0001.0010.0610	Communication / Sensory Needs Assessment
	CAC.0001.0010.0587	Sleep Evaluation - Night
	CAC.0001.0008.0016	Critical Incident Report - Facility Record / File No OV53 - Type of Report Physical Assault
	CAC.0001.0002.0092	Incident / Injury Report - Facility Oberon - CA
	CAC.0001.0008.0033	Vital Signs Chart - CA - Start Date 26/05/2018 to End Date 25/06/2018
	CAC.0001.0010.0590	Behaviour Assessment
	CAC.0001.0008.0029	Progress notes - 22 June 2018
	CAC.0001.0008.0031	Progress notes - 22 June 2018
	CAC.0002.0007.0149	Incident / Injury Report - Facility Oberon - CC
	CAC.0001.0010.0592	Behaviour Assessment
	CAC.0001.0008.0003	Critical Incident Report - Facility Record / File No OV53 - Type of Report Physical Assault
	CAC.0001.0002.0088	Incident / Injury Report - Facility Oberon - CA
	CAC.0002.0007.0378	Statement of RN re assault 27/06/2018
	CAC.0001.0010.0949	CA - 23 June 2018 - 27 June 2018
	CAC.0001.0008.0002	Internal Oberon Village email discussing 27/06/18 incident
	CAC.0002.0007.0365	Resident Details - CB - Room 1 - Aged Care Facility Oberon Village - Bed A
	CAC.0001.0010.0100	Progress Notes - 29 Jun 2018

Exhibit Number	Document Number	Exhibit
	CTH.1006.1000.0155	AACQA Assessment contact advice
	CTH.4001.0004.1368	Oberon Village response to AACQA audit information
	CTH.1006.1000.0412	Department of Health assessment of Oberon Village undertaking to remedy
	CTH.1006.1000.0416	Department of Health - no further action
	CTH.4001.0004.2083	Oberon Village re-accreditation application
	CTH.4001.0005.2257	AACQA Proposed audit schedule
	CTH.4001.0004.5561	AACQA consumer experience survey
	CTH.4001.0005.2038	AACQA re-accreditation audit report
	CTH.4001.0004.5564	AACQA site udit report evidence
	CTH.4001.0004.5737	Oberon Village response to AACQA Un-Announced re-accreditation audit
	CAC.0002.0007.0578	Incident / Injury Report - CB
	CTH.4001.0004.6536	AACQA re-accreditation decision
	WIT.0095.0001.0001	Oberon Village NTG response to Royal Commission
	CAC.0004.0001.0002	Oberon Village NTG response to Royal Commission
	CAC.0001.0007.0001	Reportable Assaults (Sexual and Physical) Register 10/07/15 - 06/02/19
	CAC.0001.0010.0014	Cornell Scale for Depression Assessment
	CAC.0005.0001.0001	Annexure A CAC.0005.0001.0001
3-30	WIT.0134.0001.0001	Statement Of Cheryl Anne O'connell
3-31	RCD.9999.0044.0001	Email chain between Commission staff and various other people relating to availability of O'Connell, that chain occurring on 30 April 2019
3-32	WIT.0102.0001.0001	Statement of DF
3-33	WIT.0135.0001.0001	Statement of Marian Anderson

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Exhibit Number	Document Number	Exhibit
3-34		Bupa Willoughby Case Study Tender Bundle
	BPA.001.143.0008	CHC30212 Certificate III in Aged Care - Description
	BPA.026.017.2005	FM Res 03.6 Physiotherapy Assessment
	BPA.001.119.6646	FM Res-03.4 Nutrition and Hydration Assessment
	BPA.001.119.6941	FM Res-4.10 Staff Care Conference Record
	BPA.047.029.0887	FM Res-02.6 Map of Life
	BPA.001.119.6884	FM Res-3.17 Abbey Pain Scale
	BPA.001.119.6838	FM Res-2.20 Advance Care Plan
	BPA.001.149.0257	FM Res-02.3 Medication Plan
	BPA.001.119.6924	FM Res-3.29 Swallowing Assessment
	BPA.047.029.0893	FM Res-02.7 Interim Care Plan

Exhibit Number	Document Number	Exhibit
	BPA.001.143.0654	HLT54115 Diploma of Nursing - Description
	BPA.007.002.8233	FM Res-4.11 Family Conference Record
	BPA.019.004.1740	WI Res-02.3 Routine Admission
	BPA.012.014.7091	WI Res-02.4 Respite Admission
	BPA.049.005.9144	WI Res-02.5 Post-Admission
	BPA.049.005.9147	WI Res-02.6 Advanced Care Directive
	BPA.001.149.0287	WI Res-4.5.1 Communications and Sensory Loss
	BPA.012.003.4595	WI Res-4.10.1 Progress Reporting
	CTH.4001.0003.0985	AACQA Assessment Contact Report
	BPA.013.036.1010	WI Res-4.3.5 Dysphagia Management
	BPA.036.007.5034	WI Res-02.1 Routine Pre-Admission
	BPA.001.134.0089	Bupa Types of medication administration policy
	BPA.012.010.8949	WI Med-5.1.2 Staff Roles, Responsibilities and Delegations
	BPA.001.134.0001	Bupa Medication supplies policy
	BPA.001.134.0238	Bupa Medication Manual Glossary policy
	BPA.001.134.0308	Bupa Medication service provider policy
	BPA.026.010.2117	WI Res-02.7 Notification of General Practitioner and Persons Responsible
	BPA.001.126.1275	Bupa Personal hygiene policy
	BPA.001.033.2067	Bupa self-assessment report
	CTH.4001.0003.1817	Application for Re-Accreditation - Bupa Willoughby
	CTH.4001.0003.2219	AACQA Assessment Contact Report
	BPA.001.149.0261	FM Res-3.19 Admission Database Assessment
	BPA.001.134.1595	Bupa Palliative Care Policy
	BPA.036.002.9381	Email attaching - My Aged Care - ACAT assessment
	BPA.036.007.2380	My Aged Care - ACAT assessment
	BPA.026.015.0187	Work Instruction Vital Signs Monitoring
	BPA.001.126.1314	Bupa One to one nursing policy
	BPA.026.014.9108	WI Res-4.3.1 Nutrition and Hydration
	BPA.001.041.1357	FM Res-1.13 Manual Handling - Mobility Assessment and Plan
	BPA.012.010.8613	WI Res-4.7.2 Leisure Interests and Activities
	CTH.1002.1020.1992	AACQA re-accreditation audit report
	CTH.4001.0003.2301	AACQA audit assessment information
	CTH.1002.1020.2015	AACQA re-accreditation audit decision
	BPA.001.153.0016	Aged Care Enquiry Form
	BPA.007.003.4377	WI Med-5.3.2 Medication Administration Requirements
	BPA.001.134.0108	Bupa Medication records policy
	BPA.036.007.4189	Email re New Admission -- s DE
	BPA.046.016.6236	WI Res-03.2 Care Planning
	BPA.001.127.0253	Interagency transfer assessment

Exhibit Number	Document Number	Exhibit
	BPA.001.127.0212	DE discharge referral
	BPA.001.127.0150	Signed respite agreement
	BPA.001.153.0020	Resident Register
	BPA.001.127.0255	Interim Care Plan
	BPA.001.127.0248	DE - Home Doctor Service Review
	BPA.001.153.0025	Catheter Care Plan
	BPA.001.127.0250	DE - Hospital Resuscitation Plan
	BPA.036.002.8053	Email attaching Blueberry ward drinks list
	BPA.036.002.8054	Blueberry ward drinks list
	BPA.001.153.0034	Fax attaching discharge summary
	BPA.036.002.7516	Email between swallowing consultant and Bupa
	BPA.036.007.3171	Internal Bupa email re DE B15
	BPA.001.127.0109	Agreement between Bupa and DE
	BPA.001.127.0246	DE - Home Doctor Service Review
	BPA.007.001.8908_E	Diet Analysis
	BPA.007.001.8910_E	Abbey pain scale assessment
	BPA.001.154.0001	DE - Admission Database Assessment
	BPA.001.127.0197	DE - Discharge Referral
	BPA.036.002.5165	DE - Handwritten Note entitled Safe Swallowing Tips
	BPA.007.001.8508	DE - Manual Handling - Mobility Assessment and Plan
	BPA.007.001.8399	DE - Physiotherapy Assessment
	BPA.007.001.8471	DE - Diet Analysis
	BPA.007.001.8916_E	Physiotherapy assessment
	BPA.001.127.0252	DE - Incident Report A195839
	BPA.001.127.0192	DE - Correspondence from GP
	BPA.036.007.2355	Email attaching Blueberry ward drinks list
	BPA.036.007.2356	Drinks list for Blueberry ward
	BPA.036.007.2333	Internal Bupa email re RE: MAP OF LIFE
	BPA.001.127.0191	Death certificate
	BPA.001.131.0004	Original death certificate
	BPA.001.153.0023	Nutrition & Hydration Assessment
	BPA.036.007.2272	Internal Bupa email re A/H GP for DE
	BPA.033.002.1745	Internal Bupa email re Overtime
	BPA.033.002.1891	Internal email Bupa email re DE passed away
	BPA.036.007.2146	Internal Bupa email re Late s DE
	ATU.0001.0001.0022	Email between Bupa and family
	BPA.007.001.8844_E	Bupa Assesment Policy
	CTH.4001.1001.3064	Bupa Pain management policy
	BPA.050.050.5213	Internal Bupa email re s DE
	BPA.041.002.0790	Internal Bupa email re FW: s DE
	BPA.041.002.0765	Internal Bupa email re RE: s DE

Exhibit Number	Document Number	Exhibit
	ATU.0001.0001.0009	Email between Bupa and family
	ATU.0001.0001.0017	Email between Bupa and family
	ATU.0001.0001.0011	Email between Bupa and family
	CTH.4001.1001.2230	New Aged Care Complaint NSW
	BPA.041.002.0119	Fax attaching hospital records
	BPA.001.127.0204	Notes from North Shore Hospital treatment
	BPA.050.050.5182	Internal Bupa email re RE: DE case
	ATU.0001.0001.0026	Email between Bupa and family
	ATU.0001.0001.0236	Email between Bupa and family
	BPA.001.033.6798	Bupa draft clinical governance review of findings
	BPA.001.129.4409	Bupa Improvement Log 4229904
	BPA.026.021.0545	WI Incident Management
	BPA.036.006.7205	Panacea Education Plan
	BPA.001.127.0185	Clinical education attendance record - Panacea
	CTH.4001.1001.2554	Bupa Deteriorating Resident training program
	BPA.036.006.7095	Education agenda for RNs
	BPA.001.127.0186	Clinical education attendance record
	CTH.4001.1001.2477	Complaints Commissioner - CU advice sought re Bupa Willoughby and s DE
	CTH.4001.1001.2479	Bupa Willoughby response to Complaints Commissioner
	CTH.4001.1001.2517	Bupa Palliative Care Pathway policy
	CTH.4001.1001.2511	Bupa email to Complaints Commissioner re DE complaint
	CTH.4001.1001.2832	Complaints Commissioner internal clinical advice re DE treatment
	BPA.007.001.9335	Complaints Commissioner - Notice of Intention to Issue Directions - Bupa Willoughby
	BPA.001.129.4301	Bupa Clinical Care audit
	BPA.001.129.4303	Bupa Internal Audit Excerpt Summary
	BPA.007.001.8782	Response to Complaints Commissioner Notice of Intention to Issue Directions Willoughby
	CTH.4001.0004.1286	AACQA assessment contact report
	CTH.4001.1001.2866	Bupa response to Complaints Commissioner
	BPA.007.001.8800	Letter from Bupa to DI
	BPA.012.019.3754	Internal Bupa email re Audit Outcome Trends for April 2018
	CTH.4001.1001.2710	Complaints Commissioner draft findings for DE complaint
	CTH.4001.1001.2722	DI response to draft findings of Complaints Commissioner
	BPA.001.129.4290	Bupa Improvement Log 429030
	BPA.001.129.4291	Bupa Improvement Log 429031
	BPA.001.129.4293	Bupa Improvement Log 429033
	BPA.001.129.4294	Bupa Improvement Log 429035
	BPA.001.129.4302	Bupa Improvement Log 429027

Exhibit Number	Document Number	Exhibit
	CTH.4001.0004.1291	Complaints Commissioner DE complaint referral
	BPA.007.001.8272	Complaints Commissioner final email
	BPA.007.001.8227	Bupa letter to DI re apology
	BPA.001.120.7535	WI Res-02.1a Commissioning Home Pre-Admission
	CTH.1006.1000.0445	AACQA Assessment Contact Advice
	CTH.1006.1000.0538	AACQA Assessment Contact Report
	CTH.4001.0004.1458	Bupa Leadership meeting minutes
	CTH.4001.0004.1447	Bupa Willoughby Response to Assessment Contact Information
	CTH.4001.1001.2787	Complaints Commissioner - Bupa Willoughby - Feedback letter to DI
	CTH.1006.1000.0551	AACQA Assessment Contact Advice
	CTH.1006.1000.0553	AACQA Assessment Contact Report
	BPA.001.154.0038	Position Description - Registered Nurse
	CTH.1006.1000.0563	AACQA Assessment Contact Advice
	CTH.1006.1000.0566	AACQA Assessment Contact Report
	BPA.001.131.0006	Patient health summary
	BPA.001.139.0014	Bupa effective workload management training slides
	BPA.001.109.0015	Bupa NTG response - Model of Care- Guiding Statement
	BPA.013.030.4528	Bupa NTG response - Save A Shift Strategy Record
	BPA.013.030.4530	Bupa NTG response - Save A Shift Strategy
	BPA.006.001.5343	Bupa NTG response - BMoC Presentation
	BPA.012.010.9386	Bupa NTG response - Bupa Model of Care
	BPA.012.010.9387	Bupa NTG response - Binary spreadsheet
	BPA.001.134.2380	Bupa NTG response - Rostering
	BPA.001.139.0077	Bupa NTG response - Proposal - Roster and Support Team
	WIT.0094.0001.0001	Bupa NTG response
	BPA.001.129.4295	Bupa audit and Checklist Schedule
	BPA.001.129.4298	Bupa Clinical Care Audit
	BPA.001.153.0026	Braden Risk Assessment Scale
	BPA.007.001.8433	PANACEA Pain Management Presentation
	BPA.001.154.0021	Resident Journey Process Index
	BPA.001.143.0040	Graduate Nurse Leadership Program Workbook 2016/2017
	BPA.007.001.8617	Bundle of handwritten letters from Bupa Willoughby staff
	BPA.001.127.0295	DE - Nursing Progress Notes
	BPA.001.127.0220	DE - Doctor Notes
	BPA.001.155.0005	DE - Activity Attendance Record July 2017
	BPA.001.127.0257	DE - Medication Charts
	BPA.007.001.8342	DE - Consultation Notes
	BPA.007.001.8397	DE - Abbey Pain Scale
	BPA.001.145.0003	DE - Daily Food Intake Record

Exhibit Number	Document Number	Exhibit
	BPA.041.002.0699	DE - Behaviour Charts
	BPA.036.002.9382	My Aged Care – ACAT assessment
	TEMP.0002.0001.0001	Bupa NTG response – staff list
	BPA.041.002.0243_E	Nutrition and Hydration assessment
	BPA.041.002.0247_E	Diet Analysis
	ATU.0001.0001.0381_E	Photograph – bed sore
	BPA.041.002.0329_E	Enduring Power of Attorney
	BPA.001.125.0001	Bupa Willoughby staff roster 07.07.17 – 16.08.17
	BPA.041.002.0241_E	Skin integrity assessment
3-35	WIT.0101.0001.0001	Statement of DI
3-36	WIT.0190.0001.0001	Statement of DJ
3-37	WIT.0148.0001.0001	Statement of Timothy James Ross
3-38	WIT.0148.0002.0001	Statement of Maureen Mary Berry
3-39	RCD.9999.0049.0016	Guidelines for a Palliative Approach in Residential Aged Care
3-40	WIT.0126.0001.0001	Statement of Glenn Eric Rees
3-41	RCD.9999.0050.0001	WHO Global Action Plan on the Public Health Response to Dementia 2017-2025
3-42	RCD.9999.0050.0076	WHO Infographic on Dementia
3-43	WIT.0154.0001.0001	Statement of Richard Farmilo
3-44	WIT.0164.0001.0001	Statement of Amy Tinley

Day 19 – 14 May 2019

Exhibit Number	Document Number	Exhibit
3-45	WIT.0124.0001.0001	Statement of Tamar Krebs
3-46	WIT.0123.0001.0001	Statement of Jennifer Lawrence
3-47	WIT.0122.0001.0001	Statement of Lucille Claire O'flaherty
3-48	WIT.0118.0001.0001	Statement of Professor Constance Dimity Pond
3-49	WIT.0019.0001.0001	Statement of Elizabeth Ruby Anne Beattie
3-50	RCD.0011.0026.0001	Supplementary Statement Of Elizabeth Ruby Anne Beattie
3-51	WIT.0121.0001.0001	Statement of Peter Foltyn
	DPF.0001.0001.0002	Annexure 2b
3-52	WIT.0121.0001.0001	Statement of Lynette Ruth Goldberg
3-53	RCD.9999.0055.0027	Better Oral Health in Residential Care – Professional Portfolio
3-54	RCD.9999.0053.0001	Australia's National Oral Health Plan 2015-2024
3-55	WIT.0129.0001.0001	Statement of Brendan Francis Murphy
3-56	RCD.9999.0049.0290	National Residential Medication Chart V3

Day 20 – 15 May 2019		
Exhibit Number	Document Number	Exhibit
3-57	WIT.0152.0001.0001	Statement of Elizabeth
3-58	WIT.0151.0001.0001	Statement of Margaret Ellen Bain
3-59	WIT.0153.0001.0001	Statement of Susan Marie Walton
3-60	WIT.0149.0001.0001	Statement of Suzanne Wendy Wilson
3-61	WIT.0117.0001.0001	Statement of Juanita Westbury
3-62	RCD.9999.0057.0001	Dr Westbury Submission Re Standards
3-63	RCD.9999.0054.0001	Emails between Dilum Dassanayake and Izabela Bozym
3-64	RCD.9999.0056.0001	Scenario Summary One
3-65	RCD.9999.0056.0007	Scenario Summary Two
3-66	RCD.9999.0056.0012	Scenario Summary Three
	RCD.9999.0056.0017	Attachment to Scenario Summary Three
3-67	RCD.9999.0056.0018	Scenario Summary Four
3-68	WIT.0125.0001.0001	Statement of Stephen Macfarlane

Day 21 – 16 May 2019		
Exhibit Number	Document Number	Exhibit
3-69	RCD.9999.0060.0001	University Of Tasmania titled Reducing Use of Sedatives
3-70	WIT.0115.0001.0001	Statement of Joseph Elias Ibrahim
3-71	RCD.9999.0063.0145	Recommendations for Prevention of Injury-Related Deaths in Residential Aged Care Services.
3-72	RCD.9999.0063.0131	Premature Deaths of Nursing Home Residents: An Epidemiological Analysis.
3-73	RCD.9999.0063.0137	Residential Aged Care Communique, Volume 11, Issue 4.
3-74	RCD.9999.0059.0001	Safety First Sketch Diagram
3-75	WIT.0106.0001.0001	Statement of Christina Mary Bolger
3-76	CTH.1007.1006.3871	Email Exchange From Amy Laffan to Christina Bolger
3-77	RCD.9999.0062.0001	Letter to Royal Commission (L Amundsen)
3-78	WIT.0105.0001.0001	Statement of Amy Elizabeth Laffan
3-79	WIT.0144.0001.0001	Statement of Josephine Mond

Day 22 – 17 May 2019		
Exhibit Number	Document Number	Exhibit
3-80	WIT.0116.0001.0001	Statement of Henry Brodaty
3-81	RCD.9999.0064.0001	La Trobe University, The Person-Centred Care Assessment Tool (P-Cat)
3-82	WIT.0142.0001.0001	Statement of Trevor Douglas Crosby
3-83	RCD.0011.0025.0001	Second Supplementary Statement of Richard Farmilo
3-84	WIT.0127.0001.0001	Statement of Kate Swaffer
3-85	RCD.9999.0063.0001	Who Guidelines: 'Risk Reduction of Cognitive Decline and Dementia' (16 May 2019)
3-86	RCD.9999.0061.0325	Convention on the Rights Of Persons With Disabilities and Optional Protocol

Broome		
Day 23 – 17 June 2019		
Exhibit Number	Document Number	Exhibit
4-1		General Tender Bundle for Broome Hearings
	RCD.9999.0069.0037	LoGiudice et al, Lungurra Ngoora - a pilot model of care
	RCD.9999.0075.0001	AAG Towards an Action Plan for Aged Care for Rural And Remote Australia
	RCD.9999.0069.0054	Smith et al, High prevalence of dementia and cognitive impairment in Indigenous Australians
	RCD.9999.0069.0001	Flicker and Holdsworth, Aboriginal and Torres Strait Islander People and Dementia: A Review of the Research
	RCD.9999.0075.0029	ACFA update on funding and financing issues in the residential aged care industry
	RCR.0001.0001.0029	North West Ageing and Aged Care Strategy
	RCD.9999.0075.0294	Providing Aeromedical Care to Remote Indigenous Communities
	RCD.9999.0075.0478	Indigenous Services Study: Lungurra Ngoora Community Care Final Report
	RCD.9999.0075.0470	Considerations in culturally safe care for indigenous people with dementia in Canada
	RCD.9999.0075.0565	A Community-based Approach to Addressing Caregiver Strain in Indigenous Caregivers of People With Dementia
	RCD.9999.0075.0589	Adapting the Kimberly Indigenous Cognitive Assessment for use with Indigenous Older Adults in Canada
	RCD.9999.0075.0564	A Community-based Approach to Addressing Caregiver Strain in Indigenous Caregivers of People with Dementia
	RCD.9999.0069.0048	LoGiudice et al, Preliminary evaluation of the prevalence of falls, pain and urinary incontinence in remote living Indigenous Australians over the age of 45 years

Exhibit Number	Document Number	Exhibit
	RCD.9999.0075.0566	Does more equitable governance lead to more equitable health care? A case study based on the implementation of health reform in Aboriginal health Australia
	CTH.0001.1000.6244	2018-19 Aged Care Approvals Round Essential Guide
	RCD.9999.0072.0181	MMM Classification and ASGS Remoteness Areas maps
	RCD.9999.0075.0585	LoGuidice, The health of older Aboriginal and Torres Strait Islander peoples
	RCD.9999.0075.0230	Australian National Audit Office, ANAO Report No 53 of 2016-17, Indigenous Aged Care Department of Health and Australian Aged Care Quality Agency
	CTH.0001.1000.6758	Modified Monash Model - geographical classifications
	CTH.0001.1000.6759	Home Care Packages: Wait times
	CTH.0001.1000.6763	Recipients of the Viability Supplement
	CTH.0001.1000.6785	KPMG Final Report: Department of Health - Challenges and opportunities in delivering aged care services in remote regions
	CTH.0001.1000.6377	NATSIFAC Program 2018-19 Residential - Expansion Round Grant Opportunity GO1917
	CTH.0001.1000.6431	NATSIFAC Program 2018-2019 Home Care - Expansion Round Grant Opportunity GO1606
	CTH.0001.1000.6485	NATSIFAC Program Manual 2018
	CTH.0001.1000.6525	Fact Sheet: Aboriginal and Torres Strait Islander peoples' use of aged care services
	CTH.0001.1000.6608	NATSIFAC Program Entry Pathway
	CTH.0001.1000.6609	NATSIFAC Program Exit Pathway
	CTH.0001.1000.6650	Remote Aboriginal and Torres Strait Islander Aged Care Service Development Assistance Panel fact sheet
	CTH.0001.1000.6653	Aged Care Diversity Framework - Aged Care Sector Committee Diversity Sub-group
	CTH.0001.1000.6528	Service Development Assistance Panel Workshop Brochure
	CTH.0001.1000.6569	Service Development Assistance Panel Information for Service Providers Newsletter 7 July 2017
	CTH.0001.1000.6669	Dementia and Aged Care Services Fund: National Aboriginal and Torres Strait Islander Flexible Aged Care Program - 2018-19 Bi-Annual One-Off Grant Opportunity Guidelines
	CTH.0001.1000.5981	National Quality Improvement Framework for Multipurpose Services
	CTH.0001.1000.6070	Better Access to Care - aged care system navigator
	CTH.0001.1000.6071	Media Release \$2 Million for Remote Aged Care Workforce
	CTH.0001.1000.6072	Media Release Seniors to Benefit from Remote Aged Care Workforce Accord
	CTH.0001.1000.6078	Transition Care Programme Guidelines 2015
	CTH.0001.1000.6234	Shared actions to support all diverse older people: A guide for aged care providers

Exhibit Number	Document Number	Exhibit
	RCD.9999.0078.0001	Guidance and Resources for Providers to support the Aged Care Quality Standards
	CTH.0001.1000.5993	Request for Tender
	RCD.9999.0075.0549	Smith et al, 'Gotta be sit down and worked out together'; views of Aboriginal caregivers and service providers on ways to improve dementia care for Aboriginal Australians
	RCD.9999.0072.0001	Final Report - Indian Ocean Territories Health Service
	RCD.9999.0069.0031	Hyde Z et al, Prevalence and incidence of frailty in Aboriginal Australians, and associations with mortality and disability
	RCD.9999.0075.0424	Healthy Ageing in Rural and Remote Australia: Challenges to overcome
	RCD.9999.0075.0058	ACFA Financial Issues Affecting Rural and Remote Aged Care Providers
	RCD.9999.0075.0166	AIHW Insights into vulnerabilities of Aboriginal and Torres Strait Islander people aged 50 and over
	ARR.600.001.0001	'TJB-1' Map of ARRCS services in the Northern Territory
	ARR.600.001.0007	'TJB-2' Map of Pinangba services across Queensland
	ARR.600.001.0008	'TJB-3' Star of the Sea residential aged care facility, Thursday Island
	ARR.600.002.0001	'CRB-1' Map of ARRCS services in the Northern Territory
	RCD.9999.0075.0410	Do Indigenous Australians age prematurely? The implications of life expectancy and health conditions of older Indigenous people for health and aged care policy
	RCD.9999.0075.0417	Indigenous aged care service use and need for assistance: How well is policy matching need?
	RCD.9999.0075.0472	Timely Diagnosis for Dementia: The Need for Specialists
	RCD.9999.0075.0474	Using Evidence to Guide the Diagnosis and Management of People With Dementia
	RCD.9999.0075.0575	Incidence and predictors of cognitive impairment and dementia in Aboriginal Australians: A follow-up study of 5 years
	RCD.9999.0077.0001	Photos of ACS centres in the APY lands
	RCD.9999.0078.0196	Kimberley and Far North Queensland for Opening
	RCD.9999.0078.0199	Kimberley graphs, Indigenous, OS and ESL
	RCD.9999.0078.0200	Torres Strait Islands Map
	RCR.0001.0001.0001	Request for exemption from individualised budgeting for clients in remote Aboriginal communities, WA Country Health Services
	RCR.0001.0001.0022	Submission Template Increasing Choice in Home Care - Stage 1 Discussion Paper
	CTH.0001.1000.6756	Residential and home care services receiving the viability supplement as at February 2019
	CTH.0001.1000.6757	Organisations receiving funding through CHSP in regional and remote areas in 2017-18

Exhibit Number	Document Number	Exhibit
	CTH.0001.1000.6848	MPS and NATSIFAC Program services receiving the viability supplement as at February 2019
	CTH.0001.1000.6849	Provider transfers between 1 January 2013 and 31 December 2018
	RCD.9999.0080.0001	Map of the Kimberley Aged Care Planning Region
	RCD.9999.0069.0058	Smith K, Flicker L, Shadforth G, et al 'Gotta be sit down and worked out...
	RCD.9999.0070.0001	Incidence and predictors of cognitive impairment and dementia in Aboriginal Australians: A follow-up study of 5 years
	RCD.9999.0074.0001	CAEPR Indigenous Population Project 2011, Census Papers Paper 14
	RCD.9999.0079.0001	CAEPR Indigenous Population Change in the 2016 Census, Census Paper 1
	RCD.9999.0081.0001	Aged care comparison graphs
	RCD.9999.0083.0001	KICA 2017 revised
	RCD.9999.0084.0001	The Healing Foundation and AAG's Aboriginal and Torres Strait Islander Ageing Advisory Group Joint Statement - 7 June 2019
	SUB.0001.0012.3594_E	ACRC Provider Response - Southern Cross Care (WA) Inc.pdf
	RCD.9999.0085.0001	RFDS SPOT Data NRHA 11 April 2018-1
	RCD.9999.0086.0001	APY LANDS
	RCD.9999.0087.0001	20190617 Standardised MMSE
	SCW.0001.0001.0014	Southern Cross Care Complaint Resolution Report
	SCW.0001.0001.0018	Letter from the Aged Care Complaints Commissioner with Attachment A Feedback on the Resolution Process dated 6 April 2018.PDF
	VCU.0001.0001.0001	Attachment 1 - CHHHS Country Poster
	VCU.0001.0001.0002	Attachment 2 - Statement to the Australian Government on the Inquiry into Language Learning in Indigenous Communities
	VCU.0001.0001.0013	Attachment 3 - Submission to the Productivity Commission
	CTH.0001.1000.6769	List of Organisations receiving funding through the NATSIFAC Program
	CTH.0001.1000.6753	Spreadsheet of aged care services operating as a Multi-Purpose Service in Australia
4-2	WIT.1142.0001.0001	Statement of Faye Dean
4-3	WIT.1144.0001.0001	Statement of Yvonne Grosser
4-4	WIT.0227.0001.0001	Statement of Craig Robin Barke
4-5	WIT.0166.0001.0001	Statement of Tamra Jade Bridges
4-6	WIT.0161.0001.0001	Statement of Professor Leon Flicker

Day 24 – 18 June 2019		
Exhibit Number	Document Number	Exhibit
4-7	WIT.0157.0001.0001	Statement of Martin John Lavery
4-8	WIT.1134.0001.0001	Statement of Graham John Aitken
4-9	WIT.0185.0001.0001	Statement of Ruth Ann Crawford
4-10	WIT.0211.0001.0001	Statement of Belinda Jayne Robinson
4-11	WIT.0185.0001.0001	Statement of Rejane Antoinette Le Grange
4-12	WIT.0256.0001.0001	Statement of Dr Michael Stephen Preece

Day 25 – 19 June 2019		
Exhibit Number	Document Number	Exhibit
4-13	WIT.1145.0001.0001	Statement of Dr Kate Suzanne Fox
4-14	WIT.1145.0002.0001	Second Statement of Dr Kate Suzanne Fox
4-15	WIT.0174.0001.0001	Statement of Roslyn Malay
4-16	WIT.0243.0001.0001	Statement of Venessa Michelle Curnow
4-17	WIT.0128.0001.0001	Statement of Jaye Alexander Smith

Perth		
Day 26 – 24 June 2019		
Exhibit Number	Document Number	Exhibit
5-1	RCD.9999.0071.0001	Statement of Anthony O'donnell
5-2	WIT.0176.0001.0001	Statement of Janet Mary Anderson
5-3	WIT.0175.0001.0001	Statement of Nigel Murray
5-4	WIT.0226.0001.0005	Statement of Louise Patricia Riley
5-5	WIT.0168.0001.0001	Statement of Joanne Toohey
5-6	WIT.0207.0001.0001	Statement of Karn Nelson
5-7		Perth General Tender Bundle
	RCD.9999.0067.0068	Southern Cross Care (Tas) Inc. v Secretary, Department of Health and Ageing [2014] AATA 623
	CTH.0001.1000.6886	National Consensus Statement Essential Elements for safe high quality end of life care
	RCD.9999.0088.0008	Chapman et al - Avoiding costly hospitalisation at end of life: findings from a specialist palliative care pilot in residential care for older adults
	RCD.9999.0067.0067	Palliative Approach Toolkit for RACFs - March 2016, Fact Sheet 10
	RCD.9999.0067.0001	ACFI Answer Appraisal Pack 2017
	RCD.9999.0067.0019	ACFI User Guide 2017

Exhibit Number	Document Number	Exhibit
	RCD.9999.0088.0001	Forbat et al - Improving specialist palliative care in residential care for older people: a checklist to guide practice
	ALZ.0001.0001.0001	Rae Ellen Letter
	CTH.0001.4000.0009	05. Quality of Care Amendment
	CTH.0001.1000.6850	National Palliative Care Strategy
	CTH.0001.4000.4762	Aged Care Quality and Safety Commission, 'Results and Processes Guide'
	CTH.0001.4000.2132	Complaints management process Flow Chart
	TOD.0001.0001.0031	Email to Tony O'Donnell Re: An Absence of Care!
	TOD.0001.0001.0017	Email to Tony O'Donnell Re: Moving Golaposts!
	TOD.0001.0001.0051	Email to Tony O'Donnell Re: Anti-Dementia Diet!
	TOD.0001.0001.0049	Email to Tony O'Donnell Re: Fresh! Fresh! Fresh!
	ALZ.0001.0001.0002	Letter from Dorothy Bennie to Alzheimer's WA
	TOD.0001.0001.0048	Email to Tony O'Donnell
	CTH.0001.4000.7334	Provider letter - 1 July (003)
	CTH.4002.1100.1070	Practices and Processes Guide.
	CTH.0001.4000.7337	Guidance and Resources for Providers to support the Aged Care Quality Standards - Updated 27 May 2019
	CTH.1000.0002.7516	NTG-0213 Response
	RCD.9999.0089.0001	Wintringham - Meet the People
	ALZ.0001.0001.0004	Hawthorn Employee survey 2018
	ALZ.0001.0001.0021	Hawthorn Elder survey 2018
	ALZ.0001.0001.0036	Hawthorn Family survey 2018
	DFI.0001.0001.0031	My Guidebook
	DLT.0001.0001.0002	Kumpunen, S., Trigg, L. & Rodrigues, R. 2014. Public reporting in health and long-term care to facilitate provider choice. Policy Summary 13 [Online]. Copenhagen: European Observatory on Health Systems and Policies, World Health Organization
	DLT.0001.0001.0062	Gigerenzer, G., Gaissmaier, W., Kurz-Milcke, E., Schwartz, L. M. & Woloshin, S. 2007. Helping Doctors and Patients Make Sense of Health Statistics. Psychological Science in the Public Interest, 8, 53-96
	DLT.0001.0001.0107	Needham, C. & Carr, S. 2009. Co-production: an emerging evidence base for adult social care transformation. Research Briefing 31. London: Social Care Institute for Excellence
	KCC.0001.0001.0001	1967
	KCC.0001.0001.0002	2005
	KCC.0001.0001.0003	2019
	LCM.0001.0001.0001	Joshua Cohen curriculum vitae
	LCM.0001.0001.0009	List of RAC Facilities in the St George and Sutherland Shire region
	MAM.0001.0001.0001	Aged Care Community Based Integrated Aged Care Hostels version 6.1
	MAM.0001.0001.0032	IUIH Annual Report 2017-18
	MAM.0001.0001.0124	Proposed ToRs for Aged Care Royal Commission

Exhibit Number	Document Number	Exhibit
	MAM.0001.0001.0132	Report on the 5th National Workshop of the Aboriginal and Torres Strait Islander Ageing Advisory Group
	MAM.0001.0001.0160	Final Consultation Report-Aboriginal and Torres Strait Islander
	MAM.0001.0001.0202	IUIH Presentation Adrian Carson for 29 March 2017
	RCD.9999.0066.0001	Aged Care Quality Standards Guidance – Standard 6
	TOD.0001.0001.0001	Anthony Patrick O'Donnell Submission to the Royal Commission
	TOD.0001.0001.0019	Tab 46 - TOD.0001.0001.0019 - Email from Tony O'Donnell
	TOD.0001.0001.0020	Photo attached to email from Tony O'Donnell re an absense of care - 1 Sat 09 FEB 2019 2.09pm
	TOD.0001.0001.0021	Photo attached to email from Tony O'Donnell re an absense of care - 2 Sat 09 FEB 2019 2.19pm
	TOD.0001.0001.0022	Photo attached to email from Tony O'Donnell re an absense of care - 3 Sat 09 FEB 2019 2.19pm
	TOD.0001.0001.0023	Photo attached to email from Tony O'Donnell re an absense of care - 4 Sat 09 FEB 2019 2.27pm
	TOD.0001.0001.0024	Photo attached to email from Tony O'Donnell re an absense of care - 5 Sat 09 FEB 2019 2.29pm
	TOD.0001.0001.0025	Photo attached to email from Tony O'Donnell re an absense of care - 6 Sat 09 FEB 2019 2.29pm
	TOD.0001.0001.0026	Photo attached to email from Tony O'Donnell re an absense of care - 7 Sat 09 FEB 2019 2.31pm
	TOD.0001.0001.0027	Photo attached to email from Tony O'Donnell re an absense of care - 8 Sat 09 FEB 2019 2.31pm
	TOD.0001.0001.0028	Photo attached to email from Tony O'Donnell re an absense of care - 9 Sat 09 FEB 2019 2.31pm
	TOD.0001.0001.0029	Photo attached to email from Tony O'Donnell re an absense of care - 10 Sat 09 FEB 2019 2.31pm
	TOD.0001.0001.0030	Email from Tony O'Donnell re an absense of care
	TOD.0001.0001.0033	Email from Tony O'Donnell re provision of care
	TOD.0001.0001.0034	Email from Tony O'Donnell re weekend care and communications
	TOD.0001.0001.0035	Email from Tony O'Donnell with reply re weekend care and communications
	TOD.0001.0001.0037	Controlling Dementia - Lifestyle & Diet - the MIND diet
	TOD.0001.0001.0053	Catalano's Seafood
	TOD.0001.0001.0056	Photo of salmon (1) attached to email from Tony O'Donnell re Fresh! Fresh! Fresh!
	TOD.0001.0001.0057	Photo of salmon (2) attached to email from Tony O'Donnell re Fresh! Fresh! Fresh!
	TOD.0001.0001.0058	Photo of salmon (3) attached to email from Tony O'Donnell re Fresh! Fresh! Fresh!
	TOD.0001.0001.0059	Email from Tony O'Donnell re Fresh! Fresh! Fresh!
	AWF.001.00519	Submission to the Royal Commission
	RCD.9999.0092.0001	Palliative Care Common Ground Propositions

Exhibit Number	Document Number	Exhibit
	RCD.9999.0095.0001	Trigg - Improving the quality of residential care for older people: a study of government approaches in England and Australia
5-8		Mitcham Case Study Tender Bundle
	NOL.0001.0001.0042	Email from [Redacted] to Noleen Hausler re- draft agenda and discussion points for meeting with Minister Wyatt.
	NOL.0001.0001.0051	Email from Noleen Hausler to Facility Manager Mitcham- 17 January 2016
	NOL.0001.0001.0061	Email from Noleen Hausler to Mitcham Facility Manager re - Clarry Hausler UTI
	NOL.0001.0001.0067	Email from Noleen Hausler to Mitcham Resident Care re- Clarrys left buttock pressure area
	NOL.0001.0001.0070	Email from Noleen Hausler to Mitcham Resident Care re- Incontinence Associated dermatitis.
	NOL.0001.0001.0077	Meeting held at Mitcham RCF received 11 January 2016
	NOL.0001.0001.0084	Meeting notes ARAS- 9 December 2016
	NOL.0001.0001.0086	Mitcham Resident Care Minutes of Meeting 5 January 2015
	NOL.0001.0001.0120	ACSAG Meeting Minutes- Extraordinary Resident and Representative Forum- 6 August 2016
	NOL.0001.0001.0166	Advocate Support Group
	NOL.0001.0001.0194	Minutes for 1st Crisis Kapara Meeting at CF
	NOL.0001.0001.0207	Fungal Nails, Isolation, Bruising Issues and Nutrition
	NOL.0001.0001.0222	Incontinence acquired dermatitis.pdf
	NOL.0001.0001.0241	Photos for Federal Minister for Health and Aged Care - Hon Ken Wyatt
	NOL.0001.0001.0244	Right Ankle Wound
	NOL.0001.0001.0295	2. Witness Impact Statement Read in Court
	NOL.0001.0001.0298	20. ACCC Issues Aged Care Act Breaches NSW ACCC Final Report 6 Feb 2017
	NOL.0001.0001.0315	22. Email Ombudsman My Response 31 May 2017
	NOL.0001.0001.0329	27. Intimidation SACAT Sabotage ACSAG ARAS 21 Mar 2016
	NOL.0001.0001.0335	29. Intimidation Unprofessional Internal Complaints 21.4.16
	NOL.0001.0001.0337	3. Agency Carer Incident Plus CF Response 2 Sept 15
	NOL.0001.0001.0340	30. Intimidation Agency RN Non Professional Attitude
	NOL.0001.0001.0345	32. ACCC CF RAH My Personal Notes Events Dec 2016
	NOL.0001.0001.0395	34. Psychological Support Personal Notes 24.9.15
	NOL.0001.0001.0403	38. Dignity Safety Issue Bed unplugged Obstructing toilet
	NOL.0001.0002.0001	Footage Lucas Force Poor Hygiene Sneezes.
	NOL.0001.0002.0002	Footage Female Agency Staff Serious Risk during feed 1 sept 2015 1700hrs
	NOL.0001.0002.0004	Uncut Original Footage Corey Assaulting Dad - Copy
	NOL.0001.0002.0005	Dad Restless Post Assault Alone Drinks from cup 9 Sept 2015 - Copy
	NOL.0001.0002.0006	Video Dads Cognitive Verbal level with me 10 July 2015
	NOL.0001.0002.0009	Footage Carer Liz Pt1 eating Dads food 9 Sept 15 5pm

Exhibit Number	Document Number	Exhibit
	NOL.0001.0002.0010	Footage Carer Liz Pt 2 eating 9 Sept 2015 5pm
	NOL.0001.0002.0011	Footage 2 Carers breach lifter Policy
	NOL.0001.0003.0002	AHPRA Podiatrist Report 8 Aug 2016
	NOL.0001.0003.0012	Apologies from JAPARA
	NOL.0001.0003.0017	Meeting Rachael Site Manager re CCTV 8 Sept 2015
	NOL.0001.0003.0024	ACCC SA Case ID S16 004010 Information
	JAH.0001.0003.2493	Mitcham Complaint
	JAH.0001.0003.2494	Letter from Noleen Hausler to Rachael Musico complaining of rough conduct by agency nurse
	JAH.0001.0003.2496	Letter from Kim Keevers responding to Noleen Hausler's written complaint
	JAH.0001.0003.2500	Re: Mitcham Complaint
	JAH.0001.0003.2528	RE: PC- pm shift
	JAH.0001.0003.2529	Response To Negative Performance Appraisal
	JAH.0001.0003.2531	FW: Mandatory Report at Mitcham Aged Care 10.09.2015
	JAH.0001.0003.2534	Re: Update: Mitcham assault case
	JAH.0001.0003.2592	RE: Noleen Hausler - Issues / Concerns I wish to put in writing on Clarry's behalf
	JAH.0001.0003.2640	FW: Noleen Hausler - Protecting and Assist Clarry's Investigation
	JAH.0001.0003.2647	RE: Hausler case
	JAH.0001.0003.5150	RE: Noleen Hausler
	JAH.0001.0003.5271	RE: Noleen Hausler
	JAH.0001.0003.5274	Hawsler N.Meeting Oct 21
	JAH.0001.0003.5277	Clarry Hausler
	JAH.0001.0003.5278	Clarry Hausler.doc
	JAH.0001.0003.5336	Meeting Noleen Hausler
	JAH.0001.0003.5337	Hausler N meeting 3.11
	JAH.0001.0003.5338	RE: Meeting Noleen Hausler
	JAH.0001.0003.5385	Re: Policy re: Noleen Hausler -Video Surveillance in Resident Roo
	JAH.0001.0003.5396	RE: Noleen Hausler
	JAH.0001.0003.5429	RE: Noleen Hausler
	JAH.0001.0003.5589	Meeting with Noleen Hausler - Tuesday 1 December at 4:00 p.m
	JAH.0001.0003.5591	noreply@acsagroup.com.au_2015112 7_123845
	JAH.0001.0003.5631	RE: Noleen - Clarry's re Rooibos Tea
	JAH.0001.0003.5646	N. Hausler 1.12.15
	JAH.0001.0003.5650	Meeting summary
	JAH.0001.0003.5651	N. Hausler 1.12.15
	JAH.0001.0003.5656	RE: Meeting summary
	JAH.0001.0003.5663	C Hausler.pdf
	JAH.0001.0003.5670	RE: Clarence Hausler Sling Lifter Transfers

Exhibit Number	Document Number	Exhibit
	JAH.0001.0003.5775	DSS Complaint regarding reportable assault reported 30.11.15
	JAH.0001.0003.5776	DSS
	JAH.0001.0003.5817	Surveillance Letter
	JAH.0001.0003.5818	Noleen Hausler 9.12.15 Covert Recording
	JAH.0001.0003.5820	Meeting 3.11.15
	JAH.0001.0003.5821	Meeting 21.10.15
	JAH.0001.0003.5914	N.Hausler Meeting15.12.15
	JAH.0001.0003.6668	FW: Noleen Hausler and Staff Letters
	JAH.0001.0003.6670	Statement relating to cards from Noleen Hausler
	JAH.0001.0003.6672	Contents of card from Noleen Hausler attached to witness statement
	JAH.0001.0003.6673	Cover of card from Noleen Hausler attached to Statement
	JAH.0001.0003.6717	Email from Julie Reed to Rachael Musico responding to issues raised by Noleen Hausler
	JAH.0001.0003.6909	RE: Various
	JAH.0001.0003.7048	RE: Noleen Hausler & On-line petition
	JAH.0001.0004.2889	Letter from SACAT notifying MRCF of Guardianship hearing in relation to Clarence Hausler
	JAH.0001.0004.2893	FW: Noleen Hausler reply- Support Group and use of Mitcham Facilities
	JAH.0001.0004.2962	RE: N Hausler Podiatry Complaint
	JAH.0001.0004.3214	Noleen Hausler and SCAT Hearing
	JAH.0001.0004.3218	Hausler SACAT hearing 2.3.16
	JAH.0001.0004.3219	Notes re N.Hausler providing unsafe personal care- 26.10.15,25.11.15,1.12.15.pdf
	JAH.0001.0004.3225	Podiatrist entries, 23.12.15,20.1.16.pdf
	JAH.0001.0004.3227	Summary of attachments 2.3.16.docx
	JAH.0001.0004.3240	RE: Hausler SACAT hearing 2.3.16
	JAH.0001.0004.3365	SACAT Report for C Hausler
	JAH.0001.0004.4134	Image of Clarence Hausler in bed appearing to obstruct door entrance
	JAH.0001.0004.4135	Image of Clarence Hausler in bed appearing to obstruct door entrance
	JAH.0001.0004.4136	Image of Clarence Hausler in bed appearing to obstruct door entrance
	JAH.0001.0004.4137	Statement relating to 26 June 2016
	JAH.0001.0004.4234	Re: Call Me Please
	JAH.0001.0004.4563	Response sent today to Aged Care Commissioner re: Hausler.
	JAH.0001.0004.4564	Hausler Clarence Response 10 July 2016.docx
	JAH.0001.0004.4783	Review by VIC Office of the Aged Care Commissioner at Mitchem SA
	JAH.0001.0004.5123	RE: Mitcham reputation management approach
	JAH.0001.0004.6839	RE: Noleen Hausler – Meeting Mon Aug 4th 2.30pm
	JAH.0001.0004.7184	Meeting Summary

Exhibit Number	Document Number	Exhibit
	JAH.0001.0005.3475	FW: Hausler – Staff statements and Petition
	JAH.0001.0005.3476	Statement relating to 8 August 2016
	JAH.0001.0005.3478	Staff Petition.pdf
	JAH.0001.0005.3480	Statement relating to 8 August 2012
	JAH.0001.0005.3758	Adelaide this Wednesday 24 August 2016
	JAH.0001.0005.3760	08.08 Resident & Representative Meeting Minutes.pdf
	JAH.0001.0005.3796	Key Facts re Clarence Hausler and his daughter Noleen Hausler.docx
	JAH.0001.0005.3797	Key Facts re Clarence Hausler and his daughter Noleen Hausler.docx
	JAH.0001.0005.3824	Email from Julie Reed including updated attachment summarising of events in relation to Clarence Hausler and Noleen Hausle
	JAH.0001.0005.3825	Updated Key Facts. Hausler August 2016.docx
	JAH.0001.0005.4638	Residents and Representatives Meeting Minutes 24.8.16
	JAH.0001.0005.4639	Fact Sheet – Visitor Code of Conduct V1.pdf
	JAH.0001.0005.5095	Email from Julie Reed attaching additional information
	JAH.0001.0005.5096	Request for additional information – Case ID S16-009155 – Clarence Ha....docx
	JAH.0001.0005.5148	Email from Julie Reed to Kim Keevers discussing addressing the Aged Care Complaints Commissioner request for additional information
	JAH.0001.0005.5151	Request for additional information – Case ID S16-009155 – Clarence Ha....docx
	JAH.0001.0005.5160	Email discussing Aged Care Complaints Commissioner request for additional information
	JAH.0001.0005.5161	Request for additional information – Case ID S16-009155 – Clarence Ha....docx
	JAH.0001.0005.5312	Email from Kim Keevers to Julie Reed responding to Aged Care Complaints Commissioner request for additional information
	JAH.0001.0005.5917	RE: Confirmation of issues letter – Case ID S17/003042 – Clarence Hausler [Sec=Unclassified]
	JAH.0001.0005.5946	FW: Notice of Intention to Issue Directions (NIID) – re Mitcham Residential Care Facility – Clarence Hausler [Sec=Unclassified]
	JAH.0001.0005.5948	NIID – Mitcham ACF.pdf
	JAH.0001.0005.6005	Re: Notice of Intention to Issue Directions (NIID) – re Mitcham Residential Care Facility – Clarence Hausler [Sec=Unclassified]
	JAH.0001.0005.6071	Noleen Hausler – weekly meetings
	JAH.0001.0005.6370	Email from Andrew Sudholz to Linda Nicholls, David Blight, Richard England and Larsen Stephenson regarding Mitcham occupancy and complaints
	JAH.0001.0005.6481	Email from Andrew Sudholz, Chris Price, Jerome Jordan, Ashley van Winkel regarding meeting with Noleen Hausler
	JAH.0001.0005.7156	Letter to John Rau – SA State Attorney General re: Video Surveillance
	JAH.0001.0005.7157	Suggested text of letter to SA A-G – December 16 docx.DOCX

Exhibit Number	Document Number	Exhibit
	JAH.0001.0005.7388	Incident Mitcham – RE: Noleen – 25.12.16 Camera Installation
	JAH.0001.0005.7431	Email from Rachael Musico to Diane Jones recording events
	JAH.0001.0005.7433	progress notes.pdf
	JAH.0001.0005.7434	Medication Management form of a resident at Mitcham
	JAH.0001.0005.7438	1.1.17 time sheets
	JAH.0001.0005.7440	Sunday 1.1.17 allocation
	JAH.0001.0005.7441	diagram
	JAH.0001.0005.7461	Email from Andrew Sudholz to Stuart Woodley and others in relation to Noleen Hausler
	JAH.0001.0005.7462	RE: Noleen Hausler matter
	JAH.0001.0005.7467	Mitcham & Hausler – Confidential
	JAH.0001.0005.7468	Updated key summary in relation to Clarence Hausler
	JAH.0001.0006.2660	RE: Complaint Number S17/006439 [Sec=Unclassified]
	JAH.0001.0006.2895	RE: Contact list
	JAH.0001.0006.2927	Complaint Number S17/006439
	JAH.0001.0006.2928	Food and Fluid Charts 12.12.16- 13.12.16.pdf
	JAH.0001.0006.2930	Med chart-Oxygen order.pdf
	JAH.0001.0006.2932	Meeting summary 13.12.16.docx
	JAH.0001.0006.2936	Progress Notes Hausler 10-15 December 2016.pdf
	JAH.0001.0006.2950	Response 20.02.17 Clarence Hausler.docx
	JAH.0001.0006.3113	S17/003042 (NSW) Hausler – request for further information
	JAH.0001.0006.3114	Education Matrix 2015 & 2016.pdf
	JAH.0001.0006.3116	Fm – 006 – Orientation of Agency Nursing Personnel Checklist V4.pdf
	JAH.0001.0006.3117	Fm – 017 – Onboarding Checklist – Facility Staff V3.pdf
	JAH.0001.0006.3118	Master_Wandering Intrusive_interfering Behav HER.doc
	JAH.0001.0006.3119	NUR – SOP002 – Nursing – Use of Lifter.docx
	JAH.0001.0006.3121	NUR – SOP004 – Nursing – Repositioning Residents in Bed.docx
	JAH.0001.0006.3123	Pro – 008 – Wound Management V5.pdf
	JAH.0001.0006.3127	Pro – 010 – Nutrition and Hydration V5.pdf
	JAH.0001.0006.3132	Pro – 015 – Continence Management V3.pdf
	JAH.0001.0006.3142	Staff Handbook – Reviewed March 2016.pdf
	JAH.0001.0006.3162	Bed Positioning Care Plan 27.06.16.docx
	JAH.0001.0006.3163	Hausler ROD report.pdf
	JAH.0001.0006.3165	Letterhead Response S17003042.docx
	JAH.0001.0006.3169	Pro – 006 – Resident of the Day Procedure V4.pdf
	JAH.0001.0008.0769	RE: Noleen - Reporting Additional Assault 2015
	JAH.0001.0008.0770	Compulsory Report – C. Hausler 31 August 2015
	JAH.0001.0008.0771	Compulsory Report Mitcham Aged Care
	JAH.0001.0008.0772	C. Hausler – Compulsory Report.pdf
	JAH.0001.0008.1180	RE: Re N.Hausler

Exhibit Number	Document Number	Exhibit
	JAH.0001.0008.1421	Email from Rachael Musico to Julie Reed and Diane Jones regarding call with Public Advocate about Clarence Hausler
	JAH.0001.0008.1545	RE: Joan Spehr - Noleen Hausler/John Buckley
	JAH.0001.0008.1596	RE: Clarence Hausler Sling Lifter Transfers
	JAH.0001.0008.5891	Re: C Hausler
	JAH.0001.0008.5892	Email banner image
	JAH.0004.0001.0460	Any other correspondence re: Surveillance
	JAH.0004.0001.0461	Policy re: Video Surveillance in Resident Roo
	JAH.0004.0001.1772	Clarence Hausler ongoing document
	JAH.0100.0001.00049	Noleen Hausler - Meeting Wed 21 2015
	JAH.0100.0004.00246	Resident Care Plan ADLs
	NOL.0001.0001.0313	21. Email Ombudsman Final Response to Complaint 17.5.17.docx
	RCD.9999.0082.0001	s 63-1AA Aged Care Act 1997 (Cth)
	JAH.0001.0003.5387	Email from Rachael Musico to Julie Reed and Diane Jones re meeting with Noleen Hausler on 10 November 2015
	JAH.0001.0003.5819	Meeting Notes
	JAH.0001.0003.5899	Hausler meeting summary
	JAH.0001.0003.5900	N.Hausler Meeting15.12.15
	JAH.0001.0003.5953	N.Hausler meeting
	JAH.0001.0003.5954	N.Hausler 22.12.15
	JAH.0001.0003.6782	N.Hausler 12.01.16
	JAH.0001.0003.6784	RE: N.Hausler 12.01.16
	JAH.0001.0004.2888	FW: C Hausler SACAT Hearing
	JAH.0001.0004.4128	FW: Noleen Hausler – Bed in corridor + UTI
	JAH.0001.0004.4589	Meeting Wed 13 July 2016 Adair Sudholz My Requests.
	JAH.0001.0005.6061	C Hausler Complaint
	JAH.0004.0001.1804	Meeting summary 13.12.16
	JAH.0016.0001.0007	Japara Complaints Procedure
	JAH.0016.0001.0010	ACSAG Complaints Procedure
	JAH.0104.0001.0006	Meeting Held at Mitcham RCF
	JAH.0114.0001.0068	Pro 009 - Incident Reporting V12.
	JAH.0114.0001.0154	Fm - 039 - Compulsory Reporting Fact Sheet
	JAH.0114.0001.0155	Pro – 028 – Whistle Blower Procedure V6 739
	JAH.0114.0001.0160	Pro 009 - Incident Reporting 620
	JAH.0121.0001.0001	ABL-7063498-1-Sudholz - Summary of Financial Results (Annexure A)
	JAH.0121.0001.0003	ABL-7063501-1-Sudholz – list of facilities (Annexure B)
	JAH.0121.0001.0004	ABL-7063502-1-Sudholz - Key executives (Annexure C)
	JAH.0121.0001.0005	Sudholz - Vision (Annexure D)
	JAH.0122.0001.0006	Curriculum Vitae of Diane Jones
	JAH.0122.0001.0010	ACSAG Position Description – Quality Manager

Exhibit Number	Document Number	Exhibit
	JAH.0123.0001.0001	Table of reportable assaults in Japara facilities
	JAH.0001.0003.5645	N. Hausler 1.12.15
	JAH.0001.0003.5662	Clarence Hausler Sling Lifter Transfers
	JAH.0001.0003.5913	FW: Hausler meeting summary
	JAH.0001.0003.6781	N.Hausler 12.01.16
	JAH.0001.0004.4587	RE: meeting with Noleen Hausler
	SMA.0001.0001.0004	Lucas, Corey Lyle
	NOL.0001.0001.0357	33. ACCC CF RAH Complaint Final Report 2 Feb 2017.docx
	JAH.0106.0003.0007	Staff Performance Appraisal Client Evaluation
	JAH.0017.0002.0001	2 CAR form recording NH's complaint.pdf
	JAH.0122.0001.0001	1 Position description.pdf
	JAH.0013.0001.0148	FW: Attention [Redacted] - Case ID: NF 16/000837 Clarence Hausler
	JAH.0013.0001.0149	noreply@acsagroup.com.au_20150910_151245.pdf
	JAH.0001.0003.2671	Document1.docx
	JAH.0001.0005.5069	C Lucas - Suspension 11092015.pdf
	JAH.0122.0001.0005	5b Letter to Corey Lucas 22.9.15.pdf
	JAH.0017.0003.0007	3 CAR Report Sept 2015.docx
	JAH.0017.0003.0023	3 Corrective Action Request Register Oct 2015.doc
	JAH.0017.0005.0001	5 Monthly Incident – Accident Report September 2015.docx
	JAH.0017.0003.0005	3 CAR Report Oct 2015.docx
	JAH.0017.0003.0019	3 Corrective Action Request Register Oct 2015.doc
	JAH.0017.0007.0014	10.15 - Monthly Incident Report Register V3.doc
	JAH.0122.0001.0009	Notice – Corey Lucas.pdf
	JAH.0017.0003.0003	3 CAR Report Nov 2015.docx
	JAH.0017.0003.0014	3 Corrective Action Request Register Nov 2015.doc
	JAH.0017.0007.0045	11.15- Monthly Incident -Accident Report V2.docx
	JAH.0015.0001.0008	Assessment Contact Advice Dec 2015.pdf
	JAH.0017.0003.0002	3 CAR Report Dec 2015.docx
	JAH.0017.0003.0009	3 Corrective Action Request Register Dec 2015.doc
	JAH.0017.0007.0104	Dec 15- Monthly Incident -Accident Report V2.docx
	JAH.0001.0004.2941	RE: Noleen Hausler reply - Support Group and use of Mitcham Facilities
	JAH.0001.0005.6089	ACCC response december 2015.pdf
	JAH.0001.0004.3185	Noleen Hausler - weekly meetings
	JAH.0001.0005.6087	Hausler 21.4.16.pdf
	JAH.0015.0001.0001	Assessment Advice July 2016.pdf
	JAH.0100.0001.00085	Total Care Progress Notes
	JAH.0015.0001.0018	Assessment_contact_advice_6002_25 -10-2016.pdf
	JAH.0015.0001.0019	Assessment_contact_report_6002_25- 10-2016.pdf
	JAH.0001.0006.2778	Meeting with Noleen Hausler and [Redacted] David Clinton (ARAS)

Exhibit Number	Document Number	Exhibit
	JAH.0001.0005.7532	Hausler AP Finalisation Letter.pdf
	JAH.0001.0006.4290	S17 003042 - Finalisation Letter (Provider).pdf
	JAH.0015.0001.0002	Assessment Advice July 2017.pdf
	JAH.0101.0003.00115	Letter from Aged Care Complaints Commissioner to MRCF regarding complaint in relation to Clarence Hausler
	RCD.0010.0001.0095	20181123 Letter to providers (top 100)
	SUB.0001.0036.1145	Japara Mitcham Royal Commission into Aged Care Quality and Safety
	JAH.0017.0003.0001	3 Bechmarking Report 2015.xls
	JAH.0017.0007.0072	2015 Critical Incident Report Register.doc
	JAH.0001.0003.5515	2015 Critical Incident Mandatory Reporting Registe.doc
	SUB.0001.0036.1146	Mitcham Residential Care Facility 1C2C.xlsx
	SUB.0001.0036.1147	Mitcham Residential Care Facility.pdf
	JAH.0014.0001.0001	ABL-7060409-1-External Complaint table exhibit to Rachael Musico Statement . docx
	JAH.0017.0001.0001	Corrective Action Request Procedure
	RCD.9999.0090.0001	Extract of NOL.0001.0002.0001
	RCD.9999.0090.0002	Extract of NOL.0001.0002.0002
	RCD.9999.0090.0003	Extract of NOL.0001.0002.0004
	RCD.9999.0091.0001	Clarry Aug 2003 Paddleboats Mannum SAust
	JAH.0018.0001.0001	Group Quality Manager 10.16.pdf
	JAH.0018.0001.0004	Stuart Woodley November 18.docx
	JAH.0001.0006.2645	RE: Complaint Number S17/006439 [Sec=Unclassified]
	JAH.0001.0006.2716	FW: Complaint Number S17/006439 [Sec=Unclassified]
	JAH.0001.0006.3098	FW: Case Number S17/006439 [Sec=Unclassified]
	JAH.0001.0006.3111	RE: Case Number S17/006439 [Sec=Unclassified]
	JAH.0001.0006.3214	RE: Case Number S17/006439 [Sec=Unclassified]
	JAH.0001.0006.3228	RE: Case Number S17/006439 [Sec=Unclassified] Attn: [Redacted]
	JAH.0001.0006.3423	Attn: [Redacted] S17/006439
	JAH.0019.0001.0013	Quality Manager - Position Description 2018
	JAH.0020.0001.0001	Itinerary for TL
5-9	WIT.1124.0001.0001	Statement of Noleen Joy Hausler
5-10	WIT.0231.0001.0001	Statement of Rachel Ann Musico
5-11	WIT.0230.0001.0001	Statement of Diane Jones
5-12	WIT.0228.0001.0001	Statement of Julie Reed

Day 27 – 25 June 2019		
Exhibit Number	Document Number	Exhibit
5-13	WIT.0229.001.0001	Statement of Mark Andrew Sudholz
5-14	WIT.0214.0001.0001	Statement of Jason Burton
5-15	WIT.1139.0001.0001	Statement of EA
5-16	WIT.1138.0001.0001	Statement of Carolyn Gai Jubb
5-17	WIT.1137.0001.0001	Statement of Kevin Charles Chester
5-18	WIT.1136.0001.0001	Statement of Kate Rice
5-19	WIT.1135.0001.0001	Statement of Bryan David Lipmann
5-20	RCD.9999.0071.0001	Video Recording of the Evidence for Anthony O'Donnell
Day 28 – 26 June 2019		
Exhibit Number	Document Number	Exhibit
5-21	WIT.0272.0001.0001	Statement of Stuart Woodley
5-22	WIT.0129.0001.0001	Statement of Gaye Margaret Whitford
5-23	WIT.1131.001.0001	Statement of Emma-Kaitlin Murphy
5-24	WIT.1127.0001.0001	Statement of Anna Christine Urwin
5-25	WIT.1130.0001.0001	Statement of Patti Annie Houston
5-26	WIT.0247.0001.0001	Statement of The Hon. Dr. Kay Christine Lesley Patterson AO
5-27	WIT.0210.0001.0001	Statement of Dale Allyson Fisher
5-28	WIT.0162.0001.0001	Statement of Matthew John Moore
5-29	WIT.0158.0002.0001	Statement of John Michael Rungie
5-30	WIT.0218.0001.0001	Statement of Craig Bowman Sinclair
Day 29 – 27 June 2019		
Exhibit Number	Document Number	Exhibit
5-31		Alkira Gardens Tender Bundle
	SLC.0001.0002.3588	St George Discharge Referral Note
	SHA.0002.0001.0002	RUD-2 - Letter from Department of Health regarding Vincent Paranthoienne's ACAT Assessment
	SLC.0001.0002.3762	Resident Respite Agreement
	SLC.0001.0002.3654	Nursing Progress Notes
	SLC.0001.0002.3400	Body Map
	SLC.0001.0002.3396	Pain Assessment
	SLC.0001.0002.3418	Pain Management Chart
	SLC.0001.0002.3656	Nursing Progress Notes
	SHA.0002.0001.0001	RUD-1 - Photo of Vincent Paranthoienne

Exhibit Number	Document Number	Exhibit
	SLC.0001.0002.3658	Nursing Progress Notes
	SLC.0001.0002.3660	Nursing Progress Notes
	SLC.0001.0002.3807	Permanent Resident Agreement
	SLC.0001.0002.3615	Medication Chart
	SLC.0001.0002.3619	Medication Chart
	SLC.0001.0002.3390	Care Plan - Complex Health Care
	SLC.0001.0002.3637	Care Plan - Pain Management
	SLC.0001.0002.3662	Nursing Progress Notes
	SLC.0001.0002.3416	Pain Management Chart
	SLC.0001.0002.3664	Nursing Progress Notes
	SLC.0001.0002.3666	Nursing Progress Notes
	SHA.0002.0001.0004	RUD-3 - Photo of Paranthoiene's lump on ribs
	SLC.0001.0002.3395	Pain Assessment
	SHA.0002.0001.0005	RUD-4 - St George Discharge Referral Note
	SLC.0001.0002.3574	St George Discharge Referral Note
	SLC.0001.0002.3668	Nursing Progress Notes
	SLC.0001.0002.3414	Pain Management Chart
	SLC.0001.0002.3617	Medication Chart
	SLC.0001.0001.3737	Email from Cohen to Alkira Gardens attaching Consultation Notes
	SLC.0001.0001.3739	Cohen Consultation Notes
	SLC.0001.0002.3670	Nursing Progress Notes
	SLC.0001.0002.3531	Wound Care Chart - Part A: Wound Assessment & Description
	SLC.0001.0002.3613	Medication Chart
	SLC.0001.0002.3672	Nursing Progress Notes
	SLC.0001.0001.5307	Email from Cohen to Alkira Gardens attaching Consultation Notes
	SLC.0001.0001.5308	Cohen Consultation Notes
	SLC.0001.0002.3534	Wound Care Chart - Part D: Progressive Wound Evaluation
	SLC.0001.0002.3089	Notice of Decision to Impose Sanctions
	SLC.0001.0002.3258	Review Audit Assessment Report
	SHA.0002.0001.0013	RUD-5 - Letter from Department of Health to Ruddock
	SLC.0001.0002.3674	Nursing Progress Notes
	SLC.0001.0007.0002	Email from Alkira Gardens to Department of Health attaching Training Proposal and Plan
	SLC.0001.0007.0003	Training Proposal and Plan
	SLC.0001.0005.2937	Email from Alkira Gardens to the Australian Aged Care Quality Agency attaching Training Proposal and Plan, Continuous Improvement Plan and Covering Letter

Exhibit Number	Document Number	Exhibit
	SLC.0001.0005.2971	Training Proposal and Plan
	SLC.0001.0005.2987	Covering Letter from Alkira Gardens to the Australian Aged Care Quality Agency
	SLC.0001.0005.2938	Continuous Improvement Plan
	SLC.0001.0002.3310	Australian Aged Care Quality Agency Audit Report
	SLC.0001.0001.3784	Internal Alkira Gardens email containing email from the Australian Aged Care Quality Agency to Alkira Gardens attaching Consideration of Serious Risk Report dated 7 November 2017
	SLC.0001.0001.3786	Australian Aged Care Quality Agency Consideration of Serious Risk Report
	SLC.0001.0001.1677	Internal Alkira Gardens email
	SLC.0001.0001.1678	Admission Form
	SLC.0001.0001.4636	Email from Alkira Gardens to the Australian Aged Care Quality Agency attaching Response to Consideration of Serious Risk Report and Covering Letter
	SLC.0001.0001.4643	Covering Letter from Alkira Gardens to the Australian Aged Care Quality Agency
	SLC.0001.0001.4637	Response from Alkira Gardens to the Consideration of Serious Risk Report
	SLC.0001.0001.3752	Email from the Australian Aged Care Quality Agency to Alkira Gardens attaching Serious Risk Report
	SLC.0001.0001.3754	Australian Aged Care Quality Agency Serious Risk Report
	SLC.0001.0001.3767	Australian Aged Care Quality Agency Serious Risk Report - Certificate for Disclosure of Protected Information
	SLC.0001.0005.0066	Email from Department of Health to Alkira Gardens attaching Notice of Non-Compliance
	SLC.0001.0005.0067	Department of Health Notice of Non-Compliance
	SLC.0001.0003.2081	Email from Department of Health to Alkira Gardens attaching Notice to Remedy Non-Compliance
	SLC.0001.0003.2082	Department of Health Notice to Remedy Non-Compliance
	SLC.0001.0003.2384	Email from Alkira Gardens to Department of Health attaching Undertaking to Remedy Non-Compliance
	SLC.0001.0003.2385	Undertaking to Remedy Non-Compliance
	SLC.0001.0003.2089	Email from Department of Health to Alkira Gardens attaching No Further Action Letter
	SLC.0001.0003.2090	Department of Health No Further Action Letter
	SLC.0001.0002.3397	Pain Assessment in Advanced Dementia (PAINAD)
	SLC.0001.0002.3626	Resident Interim Care Plan
	SLC.0001.0002.3623	Medication Chart
	SLC.0001.0002.3621	Medication Chart
	SLC.0001.0002.3566	Medical Notes

Exhibit Number	Document Number	Exhibit
	SLC.0001.0003.2060	Pain Management Chart
	SLC.0001.0002.3608	Letter from Mobile X-Ray Services to GP
	SLC.0001.0002.3386	Medication Administration Assessment
	SLC.0001.0002.3634	Care Plan - Skin Integrity Maintenance
	SLC.0001.0002.3567	Medical Notes
	SLC.0001.0002.3598	CT Scan Report
	SLC.0001.0002.3420	Weight Management Strategies Checklist (For Weight Loss)
	SLC.0001.0002.3600	Dietary Review
	SLC.0001.0002.3422	Clinical Protocol - Return from Hospital Leave
	SLC.0001.0002.3582	Residential Aged Care Facility Transfer / Discharge Summary
	SLC.0001.0002.3571	Discharge Summary
	SLC.0001.0002.3546	Nursing Progress Notes
	SLC.0001.0002.3487	Repositioning Record
	SLC.0001.0002.3568	Medical Notes
	SLC.0001.0002.3485	Repositioning Record
	SLC.0001.0002.3355	Care Directive
	SLC.0001.0002.3528	Clinical Protocol - Norton Score Result and Pressure Area / Sore
	SLC.0001.0001.5326	Email from Cohen to the GP
	SLC.0001.0002.3533	Photo of Sacrum (Tailbone) as of 1/10/17
	SLC.0001.0002.3483	Repositioning Record
	SLC.0001.0002.3481	Repositioning Record
	SLC.0001.0003.2380	Email from Alkira Gardens to Department of Health attaching Letter regarding Appointment of Administrator and Training
	SLC.0001.0003.2381	Letter from Alkira Gardens to Department of Health regarding Appointment of Administrator and Training
	SLC.0001.0005.8187	Email from Alkira Gardens to Department of Health attaching Letter regarding Appointment of Administrator
	SLC.0001.0005.8188	Letter from Alkira Gardens to Department of Health regarding Appointment of Administrator
	SLC.0001.0003.2481	Email chain between Alkira Gardens and Department of Health regarding Appointment of Administrator and Advisor
	SLC.0001.0002.3479	Repositioning Record
	SLC.0001.0004.0005	Email from Alkira Gardens to Department of Health attaching Corporate Governance Action Plan, Re-Consideration to Revoke, Continuous Improvement Plan and Covering Letter
	SLC.0001.0004.0006	Corporate Governance Action Plan
	SLC.0001.0004.0008	Re-Consideration to Revoke
	SLC.0001.0004.0029	Continuous Improvement Plan

Exhibit Number	Document Number	Exhibit
	SLC.0001.0004.0028	Covering Letter from Alkira Gardens to the Department of Health
	LCM.0002.0001.0001	JBC-3 - Joshua Cohen - Curriculum Vitae
	LCM.0002.0002.0001	JBC-4 - Joshua Cohen - ACCC Progress Notes
	SLC.0001.0002.3554	Accident/Incident Report
	SLC.0001.0002.3556	Clinical Protocol - Post Fall/Accident/Incident
	SLC.0001.0002.3555	Post Fall Screening
	SLC.0001.0002.3542	Accident/Incident Report
	SLC.0001.0002.3541	Accident/Incident Report
	SLC.0001.0002.3543	Clinical Protocol - Post Fall/Accident/Incident
	SLC.0001.0002.3544	Post Fall Screening
	SLC.0001.0002.3549	Accident/Incident Report
	SLC.0001.0002.3550	Clinical Protocol - Post Fall/Accident/Incident
	SLC.0001.0002.3552	Post Fall Screening
	SLC.0001.0002.3548	Accident/Incident Report
	SLC.0001.0002.3547	Accident/Incident Report
	SLC.0001.0002.3537	Accident/Incident Report
	SLC.0001.0002.3538	Clinical Protocol - Post Fall/Accident/Incident
	SLC.0001.0002.3540	Post Fall Screening
	SLC.0001.0002.3553	Neurological Observations Chart
	SLC.0001.0009.0005	Falls Risk Assessment Tool
	SLC.0001.0009.0009	Frequent Observations Chart
	SLC.0001.0002.3375	Personal Hygiene Assessment
	SLC.0001.0002.3413	Norton Score
	SLC.0001.0002.3440	Sight Chart
	SLC.0001.0002.3443	Sight Chart
	SLC.0001.0002.3445	Sight Chart
	SLC.0001.0002.3446	Sight Chart
	SLC.0001.0002.3447	Sight Chart
	SLC.0001.0002.3448	Sight Chart
	SLC.0001.0002.3450	Sight Chart
	SLC.0001.0002.3452	Sight Chart
	SLC.0001.0002.3453	Sight Chart
	SLC.0001.0002.3454	Sight Chart
	SLC.0001.0002.3455	Sight Chart
	SLC.0001.0002.3457	Sight Chart
	SLC.0001.0002.3459	Sight Chart

Exhibit Number	Document Number	Exhibit
	SLC.0001.0002.3460	Sight Chart
	SLC.0001.0002.3462	Sight Chart
	SLC.0001.0002.3464	Sight Chart
	SLC.0001.0002.3466	Sight Chart
	SLC.0001.0002.3468	Sight Chart
	SLC.0001.0002.3470	Sight Chart
	SLC.0001.0002.3472	Sight Chart
	SLC.0001.0002.3474	Sight Chart
	SLC.0001.0002.3476	Sight Chart
	SLC.0001.0002.3477	Sight Chart
	SLC.0001.0002.3506	Personal Hygiene Record
	SLC.0001.0002.3545	Wound Care
	SLC.0001.0002.3629	Physiotherapy Care Plan
	SLC.0001.0002.3630	Physiotherapy Assessment
	SLC.0001.0002.3642	Care Plan - Nutrition and Hydration
	SLC.0001.0002.3651	Care Plan - Personal Hygiene
	SLC.0001.0008.0001	Email chain between Ruddock, Leong and Le
	SLC.0001.0008.0003	Email from Ruddock to Leong
	SLC.0001.0008.0004	Email chain between Ruddock, Leong and Le
	SLC.0001.0009.0085	Complaints Resolution Policy
	SLC.0001.0009.0087	Family Conference Template Form
	SLC.0001.0009.0210	Nutrition and Hydration Policy
	SLC.0001.0009.0212	Maintenance of Skin Integrity Policy
	SLC.0001.0009.0216	Palliative Care Policy
	SLC.0001.0009.0220	Improvement Log
	SLC.0001.0009.0228	Standard Wound Management
	SLC.0001.0010.0001	Clinical Protocol - Pain Management Guideline
	SLC.0001.0010.0002	Pain Management Policy
	SLC.0001.0002.3518	Frequent Observations Monitoring Record
5-32	WIT.1132.0001.0001	Statement of Shannon Maree Ruddock
5-33	WIT.0179.0001.0001	Statement of Joshua Bedford Cohen
5-34	WIT.0225.0001.0001	Statement of Joshua Bedford Cohen
5-35	WIT.0244.0002.0001	Supplementary Statement of John Leong
5-36	WIT.0244.0001.0001	Statement of John Leong
5-37	WIT.0173.0001.0001	Statement of Jennifer Joy Tieman
5-38	WIT.0159.0001.0001	Statement of Jane Fischer
5-39	WIT.0187.0001.0001	Statement of Elizabeth Nancy Reymond

Day 30 – 28 June 2019		
Exhibit Number	Document Number	Exhibit
5-40	WIT.0156.0001.0001	Statement of Lisa Jane Trigg
Tab 67	AWF.001.00519	Submission of Bernard Cooney to the Royal Commission
5-41	WIT.0277.0001.0001	Statement of Kimberley Keevers
5-42	WIT.0276.0001.0001	Statement of TL

Darwin - Cairns		
Day 31 – 8 July 2019		
Exhibit Number	Document Number	Exhibit
6-1		Darwin General Tender Bundle
	KSB.0001.0002.0001	Photograph - Dad
	KSB.0001.0001.0002_E	Photograph – Dad on the floor
	KSB.0001.0001.0003_E	Photograph – urine stained pillow
	KSB.0001.0001.0004_E	Photograph – Dad’s fingernails
	LTW.0001.0001.0001	Example employee training and competency documents for catering and hospitality staff
	LTW.0001.0001.0008	Example food safety training course modules, email containing links to government resources on the 2019 Food Standards Australia and New Zealand and NSW food authority guidelines
	LTW.0001.0001.0081	Example of a dietician’s final menu review, as received by Mrs. Twyord/her employer and prepared following a consultation and feedback process
	LTW.0001.0001.0112	Supplier Photograph and product description – example of the specialty crockery (1)
	LTW.0001.0001.0113	Supplier Photograph and product description – example of the specialty crockery (2)
	LBA.0001.0001.0009	Photograph of Christine Weightman
	LBA.0001.0001.0038	Photograph of Christine Weightman as a nurse
	LBA.0001.0001.0003	Photograph of Christine Weightman in aged care
	LBA.0001.0001.0017	Photograph of injuries from earlier fall
	LBA.0001.0001.0018	Photograph of injuries from earlier fall
	LBA.0001.0001.0005	Photograph of continence aid
	LBA.0001.0001.0008	Photograph of Christine Weightman’s broken leg
	LBA.0001.0001.0007	Photograph of water container
	LBA.0001.0001.0006	Photograph of Christine Weightman
	LBA.0001.0001.0004	Photograph of pressure injury
	LBA.0001.0001.0014	Photograph of Christine Weightman on Christmas day 2018
	LBA.0001.0001.0022	Photograph from CCTV footage
	LBA.0001.0001.0023	Photograph from CCTV footage
	LBA.0001.0001.0024	Photograph from CCTV footage
	LBA.0001.0001.0025	Photograph from CCTV footage

Exhibit Number	Document Number	Exhibit
	LBA.0001.0001.0026	Photograph from CCTV footage
	LBA.0001.0001.0027	Photograph from CCTV footage
	LBA.0001.0001.0028	Photograph from CCTV footage
	LBA.0001.0001.0029	Photograph from CCTV footage
	LBA.0001.0001.0034	Photograph from CCTV footage
	LBA.0001.0001.0031	Photograph from CCTV footage
	LBA.0001.0001.0032	Photograph from CCTV footage
	LBA.0001.0001.0033	Photograph from CCTV footage
	LBA.0001.0001.0020	Photograph from CCTV footage
	LBA.0001.0001.0021	Photograph from CCTV footage
	LBA.0001.0001.0013	Photograph of Christine Weightman in aged care
	JAB.0001.0001.0001	Wrestling with Dementia: A Report for Alzheimer's Australia, Paper 34 June 2013
	JAB.0001.0001.0057	You are never 'just' an aged care nurse: A personal story, The Hive
	SMG.0001.0001.0001	Nurse practitioner standards for practice – Effective from 1 January 2014
	SMG.0001.0002.0001	Nurse Practitioner – Acute and Supportive Care
	SMG.0001.0002.0008	Nurse Practitioner – Aged Care
	SMG.0001.0002.0011	Nurse Practitioner – Primary Care
	SMG.0001.0002.0015	Diagnostic Radiography Available to Private Sector Nurse Practitioners
	SMG.0001.0002.0016	Diagnostic Ultrasonography Available to Private Sector Nurse Practitioners
	SMG.0001.0002.0017	Fact Sheet: Nurse practitioner category notation (Victoria)
	JML.0001.0001.0001	Photograph – Dad prior to entering Darwin Facility
	JML.0001.0001.0002	Photograph – Dad prior to entering Darwin Facility
	JML.0001.0001.0003	Photograph – Dad after medication
	JML.0001.0001.0004	Photograph – Dad after medication
	JML.0001.0001.0005	Hospital Transfer Form
	CSH.0001.0001.0001	Catherine Sharp CV
	CSH.0001.0001.0032	Two-Hourly Repositioning for Prevention of Pressure Ulcers in the Elderly: Patient Safety or Elder Abuse
	CSH.0001.0001.0093	Photograph – skin tear
	CSH.0001.0001.0094	Photograph – non healing ulcer
	CSH.0001.0001.0095	Photograph – tissue death
	NTH.0001.0003.0001	Q8 Attachment A - excerpt NT Psychogeriatric Service Review Report
	NTH.0001.0003.0004	Q19 Attachment A - Discharge Summary TEHS Hospitals Procedure
	NTH.0001.0003.0022	Q22 Attachment A - ACAT Performance Report June 2018
	NTH.0001.0003.0077	Q22 Attachment B - ACAT Performance Report Nov 2018

Exhibit Number	Document Number	Exhibit
	NTH.0001.0003.0093	Q22 Attachment C - ACAT Performance Report May 2019
	NTH.0001.0003.0040	Q25 Attachment A - PATS Guidelines
	NTH.0001.0003.0069	Q25 Attachment B - RACF Placement TEHS Policy
	NTH.0001.0003.0071	Q25 Attachment C - RACF Placement TEHS Procedure
	NTH.0001.0003.0075	Q25 Attachment D - RACF Placement TEHS Pamphlet
	RCD.999.0093.0001	Mildred Numamurdirdi video
	ACO.0001.0001.0001	Central Australian Aboriginal Congress Aboriginal Corporation Annual Report for 2017/2018
	ACO.0001.0001.0079	Map of Central Australian Aboriginal Congress service area
	LNA.0001.0001.0001	LNAC submission to the Royal Commission into Aged Care Quality and Safety
	LNA.0001.0001.0141	Map of Larrakia Nation service area
	NCH.0001.0001.0001	Photograph – Cinema
	NCH.0001.0001.0005	Photograph - NewDirection
	NCH.0001.0001.0009	Photograph - Hairdressers
	NCH.0001.0001.0010	Photograph - Shopping
	NCH.0001.0001.0015	Photograph - Dining
	RCD.9999.0094.0089	Southcare Geriatric Flying Squad: an innovative Australian model providing acute care in residential aged care facilities
	MBF.0001.0001.0001	Summary Literature review conducted by MBF highlighting the impact of aging on the enjoyment of food and the consequences on consumption and ultimately malnutrition
	MBF.0001.0001.0004	Literature review conducted by MBF highlighting the impact of aging on the enjoyment of food and the consequences on consumption and ultimately malnutrition
	DAA.0001.0001.0001	Scoping Project Literature Review (2012)
	DAA.0001.0001.0030	BMI and all-cause mortality in older adults: a meta-analysis
	DAA.0001.0001.0046	Meals on Wheels: Who's referring and what's on the menu? (2018)
	DAA.0001.0001.0054	Individualized Nutrition Approaches for Older Adults: Long-Term Care, Post-Acute Care, and Other Settings (2018)
	DAA.0001.0001.0066	Menu Planning in Residential Aged Care – The Level of Choice and Quality of Planning of Meals Available to Residents (2015)
	DAA.0001.0001.0079	Malnutrition in older Australians (2019)
	RCD.9999.0096.0270	Wounds Australia Standards for Wound Prevention and Management (2016, 3rd edn)
	RCD.9999.0096.0336	Pan Pacific Clinical Practice Guideline for the Prevention and Management of Pressure Injury (2012)
	RCD.9999.0096.0460	Norton Pressure Sore Risk-Assessment Scale Scoring System
	RCD.9999.0096.0461	Adapted Waterlow Pressure Area Risk Assessment Chart
	RCD.9999.0096.0463	Braden Scale for Predicting Pressure Sore Risk
	RCD.9999.0096.0465	STAR Skin Tear Classification System
	ALE.0001.0002.0001	Medicare Benefits Schedule

Exhibit Number	Document Number	Exhibit
	ALE.0001.0001.0001	Example of missed care – dentures
	ALE.0001.0001.0002	Example of missed care – natural teeth
	ALE.0001.0001.0003	Building Better Oral Health Communities Project Summary
	ALE.0001.0001.0011	National Screening and Assessment Form (NSAF) Comprehensive Assessment
	ALE.0001.0001.0058	Media Release – Australia’s First Dental Plan for Nursing Homes (1 March 2009)
	RCD.9999.0047.0001	Better Oral Health in Residential Care Final Report
	JOS.0001.0001.0001	Continence Tools for Residential Aged Care: An Education Guide
	JOS.0001.0001.0033	Continence Assessment Form and Care Plan
	JOS.0001.0001.0040	Continence Management flow chart
	JOS.0001.0001.0041	Continence Review Form
	JOS.0001.0001.0042	Continence Screening Form
	JOS.0001.0001.0048	Learning to accept incontinence and continence care in residential aged care facilities: Family members’ experiences (2016)
	JOS.0001.0001.0056	Legal opinion re: validity of continence care policies and practices in long term care homes (2007)
	JOS.0001.0001.0085	Monthly Bowel Chart
	JOS.0001.0001.0086	Reframing continence care in care-dependence (2017)
	JOS.0001.0001.0093	Fear and overprotection in Australian residential aged care facilities
	JOS.0001.0001.0101	Seven Day Bowel Chart
	JOS.0001.0001.0121	Three Day Bladder Chart
	JOS.0001.0002.0001	The economic impact of incontinence in Australia (2011)
	JOS.0001.0003.0001	GEN Aged Care Data 2015-16: People’s care needs in aged care (2017)
	JOS.0001.0003.0003	A conceptual model of the risk of elder abuse posed by incontinence and care dependence (2017)
	JOS.0001.0004.0001	A suite of evidence-based continence assessment tools for residential aged care (2011)
	JOS.0001.0005.0253	Incontinence in Australia (2013)
	JOS.0001.0005.0417	The Resident Assessment Instrument – Minimum Data Set 2.0 quality indicators (2010)
	RCD.9999.0096.0001	SARRAH report on the economic impact of allied health interventions
	RCD.9999.0096.0113	Strategies for increasing allied health recruitment and retention in rural Australia
	RCD.9999.0096.0165	Report from the Allied Health Reference Group, 2018
	RCD.9999.0094.0031	A systematic review of instruments for measuring outcomes in economic evaluation within aged care
	RCD.9999.0094.0018	Economic evaluations in community aged care: a systematic review

Exhibit Number	Document Number	Exhibit
	RCD.9999.0094.0073	Not just about costs: the role of health economics in facilitating decision making in aged care
	RCD.9999.0094.0017	A good life: developing a new quality of life instrument within older Australians for economic evaluation in aged care
	RCD.9999.0097.0001	Developing a new quality of life
	RCD.9999.0097.0007	Does one size fit all? Assessing the preferences of older
	SIU.0001.0001.0001	Photographs of food
	RCD.9999.0102.0001	Annexure 1 - Former positions held by Olga Haven
	RCD.9999.0102.0002	Annexure 2 – Relevant experience of Dr Sarah Giles
	RCD.9999.0102.0003	Annexure 3 – Map of Major Aboriginal Languages in the NT
	RCD.9999.0102.0004	Annexure 4 – Continuum of Cultural Competence
	CSH.0001.0001.0022	Estimating the risk of pressure ulcer development: is it truly evidence based?
	RCD.9999.0103.0001	Antipsychotic medicines dispensed before and after entering residential aged care: Preliminary report and findings from the National Historic Cohort of the Registry of Older South Australians
	RCD.9999.0098.0001	Antidepressants and benzodiazepines medicines dispensed before and after entering residential aged care: Preliminary report and findings from the National Historic Cohort of the Registry of Older South Australians
	RCD.9999.0100.0001	Medicare Benefits Schedule Review Taskforce: Final Report of the Allied Health Reference Group – SARRAH Consultation Response
	RCD.9999.0100.0012	Discussion Paper for Consultation: Rural Allied Health Quality, Access and Distribution, Options for Commonwealth Government Policy Reform and Investment
	RCD.9999.0111.0001	Australian and New Zealand Clinical Practice Guideline for Prevention and Management of Venous Leg Ulcers
	RCD.9999.0113.0001	Interventions for preventing falls in older people in care facilities and hospitals (Review)
	RCD.9999.0114.0001	ACITC_TechnologyRoadmap 2017
	RCD.9999.0114.0054	Diagram 1 Summarised view of generic medication workflow in RACFs
	RCD.9999.0114.0055	Diagram 2 Workflow changes in eNRMCTrial
	RCD.9999.0114.0056	National Health (Electronic National Residential Medication Chart Trial) Special Arrangement 2018
	RCD.9999.0114.0071	NRMC-phased-implementation-evaluation-report
	RCD.9999.0114.0120	US and Canadian Quality Indicators
	RCD.9999.0118.0001	Fifth Community Pharmacy Agreement
	RCD.9999.0118.0037	Sixth Community Pharmacy Agreement
	RCD.9999.0119.0001	Extract of MBS – Item 903
	RCD.9999.0119.0004	FAQ – Ensuring sustainability and delivering efficiencies
	RCD.9999.0115.0001	The effectiveness of a twice-daily skin-moisturising regimen for reducing the incidence of skin tears

Exhibit Number	Document Number	Exhibit
	RCD.9999.0116.0001	Cost-effectiveness of multidisciplinary wound care in nursing homes: a pseudo-randomized pragmatic cluster trial
	RCD.9999.0112.0001	Making a Difference: The Human Service Sector of the Northern Territory
	SIU.0001.0002.0001	What does it cost to feed aged care residents in Australia? (2018)
	MBF.0001.0002.0001	The role of dietitians in residential aged care: How do cooks and chefs perceive their contribution? (2018)
6-2	WIT.0233.0001.0001	Statement of Dr Meredith Hansen-Knarhoi
6-3	WIT.0254.0001.0001	Statement of Sarah Louise Brown
6-4	WIT.0264.0001.0001	Statement of Kim Maree Mckay
6-5	WIT.0265.0001.0001	Statement of Ms Donna Ah Chee concurred in by Dr Boffa
6-6	WIT.0263.0001.0001	Statement of Olga Havnen concurred in by Dr Giles
6-7	WIT.0235.0001.0001	Statement of Michelle Mckay

Day 32 – 9 July 2019		
Exhibit Number	Document Number	Exhibit
6-8		William Beach Gardens Tender Bundle
	IRT.0001.0001.0184	IRT Memo re: Shirley Fowler
	IRT.0001.0001.0350	Complaints/Comments Issue Summary Reference 2017-03
	IRT.0001.0001.0478	Australian Aged Care Quality Agency Self-Assessment Tool - IRT William Beach Gardens
	IRT.0001.0001.0645	5.0 Pain Assessment-Management Plan Review WBG April17 (3).pdf
	IRT.0001.0001.0662	Medication Administration Assessment Report WBG
	IRT.0001.0002.0010	Fowler Salesforce - Enterprise Edition Records
	IRT.0001.0002.0039	Email from L Fowler to K Perry titled "Lactose free supplies" (dated 20.10.2017)
	IRT.0001.0002.0048	Email chain between L Fowler and K Perry titled "Lactose free supplies" (dated 20.10.2017 - 21.10.2017)
	IRT.0001.0002.0058	Email chain between L Fowler and K Perry titled "Re RE Shirley Fowler" (Dated 29.6.2017 - 3.7.2017)
	IRT.0001.0002.0066	Email chain between L Fowler and K Perry titled "RE Shirley Fowler" (dated 7.8.2017 - 8.8.2017)
	IRT.0001.0002.0069	Email chain between L Fowler and K Perry titled "RE System failure" (dated 12.4.2018)
	IRT.0001.0002.0075	Email chain between L Fowler and K Perry titled "RE {EXT} Lactose free meals" (dated 20.2.2019 - 22.2.2019)
	IRT.0001.0002.0087	Email chain between L Fowler and K Perry titled "RE {EXT} Pureed meals" (dated 6.2.2019 - 7.2.2019)
	IRT.0001.0002.0107	Email from L Fowler to K Perry titled "Shirley Fowler" (dated 9.3.2018)

Exhibit Number	Document Number	Exhibit
	IRT.0001.0002.0108	Email from M Hurdling to K Perry and L Fowler titled "Summary - Meeting with Lyndall Fowler" (dated 8.3.2019)
	IRT.0001.0002.0111	Email from L Fowler to K Perry titled "{EXT} Lactose free meals" (dated 20.2.2019)
	IRT.0001.0002.0130	Email titled "{EXT} Thanks for Lactose Free Foods" (dated 5.3.2019)
	IRT.0001.0002.0136	Dental Consent Form 11.2018.pdf
	IRT.0001.0002.0137	Dental Pain 29.11.2018.pdf
	IRT.0001.0002.0142	Dental Visit 28.11.2018.pdf
	IRT.0001.0002.0154	Email from L Fowler to Dapto Healthcare forwarded to K Taylor titled "Fwd_ ATT Dr Robert Bird" (dated 05.04.2019)
	IRT.0001.0002.0166	Email Fwd_ End of Life Plan for Shirley Fowler - please fwd. to Sam 22.05.2017-2.pdf
	IRT.0001.0002.0173	Email Fwd_ Foot protectors 19.03.2018.pdf
	IRT.0001.0002.0182	Email Fwd_ Lyndal Fowler 23.05.2017.pdf
	IRT.0001.0002.0186	Email Fwd_ Maggie's mission_ why we need to give food more thought 30.01.2017.pdf
	IRT.0001.0002.0190	Nebo menu.xlsx
	IRT.0001.0002.0204	Email between L Fowler and K Taylor Fwd_ Palliative Care 05.04.2019.pdf
	IRT.0001.0002.0217	Email chain between K Taylor and L Fowler titled "Fwd_ SD Fowler" (dated 18.3.2018 - 20.03.2018)
	IRT.0001.0002.0220	Email Fwd_ SD Fowler 21.03.2018-2.pdf
	IRT.0001.0002.0225	Email chain between K Taylor and L Fowler titled "Fwd_ SD Fowler" (dated 18.3.2018 - 21.03.2018)
	IRT.0001.0002.0240	Email chain between K Taylor and L Fowler titled "Fwd_ SDF scalp care" (dated 7.8.2018 - 08.08.2018)
	IRT.0001.0002.0242	Email Fwd_ Shirley Fowler 04.05.2018.pdf
	IRT.0001.0002.0246	Email Fwd_ Shirley Fowler 08.01.2018-2.pdf
	IRT.0001.0002.0251	Email Fwd_ Shirley Fowler 10.10.2018.pdf
	IRT.0001.0002.0261	Email between K Taylor and L Fowler titled "Fwd_ Shirley Fowler" (dated 29.01.2017)
	IRT.0001.0002.0263	Email titled "Fwd_ Shirley Fowler eye" (dated 12.10.2018)
	IRT.0001.0002.0318	Positioning Options - 06.02.2019.pdf
	IRT.0001.0002.0351	Lifestyle Activity Record - 1 July 2016 - 1 January 2019
	IRT.0001.0002.0389	Email from K Perry to L Fowler titled "Follow up"
	IRT.0001.0002.0392	Email from L Fowler to A Creed titled "FW: Dying with dementia"
	IRT.0001.0002.0397	Email from L Fowler to S Fisher titled "Fwd: Shirley Fowler"
	IRT.0001.0002.0413	Email from L Fowler to S Fisher titled "RE: Follow up"
	IRT.0001.0002.0419	Email Re: SD Fowler
	IRT.0001.0002.0430	Email RE: SD Fowler
	IRT.0001.0002.0437	Email from K Perry to L Fowler titled "RE: Shirley Fowler"
	IRT.0001.0002.0466	Email from K Perry to L Fowler titled "Shirley Fowler"
	IRT.0001.0002.0470	Email Shirley Fowler

Exhibit Number	Document Number	Exhibit
	IRT.0001.0002.0474	Email from L Fowler to K Perry titled "Shirley Fowler"
	IRT.0001.0002.0483	COMMENTS AND COMPLAINTS CENTRAL REGISTER 2018.xls
	IRT.0001.0002.0549	Email from K Taylor to L Fowler titled "RE: Shirley Fowler"
	IRT.0001.0002.0550	Email chain titled "RE: {EXT} Shirley Fowler" (4.3.2019 - 5.3.2019)
	IRT.0001.0002.0558	Email chain titled "Re: {EXT} Shirley Fowler" (dated 4.3.2019 - 5.3.2019)
	IRT.0001.0002.0569	Primary Medication Charts 2016-2018
	IRT.0001.0002.0583	Short Course Medication Interim Signing Sheets 2017-2018
	IRT.0001.0002.0591	Acute Care Needs _ Nursing Care Plan Shirley Fowler 13th December 2016.rtf
	IRT.0001.0002.0598	Acute Care Needs _ Nursing Care Plan Shirley Fowler 18th October 2016.rtf
	IRT.0001.0002.0602	Acute Care Needs _ Nursing Care Plan Shirley Fowler 29th July 2016.rtf
	IRT.0001.0002.0608	Airways Breathing Circulation Assessment 17 August 2018.rtf
	IRT.0001.0002.0630	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 12th October 2016.rtf
	IRT.0001.0002.0636	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 15th June 2017.rtf
	IRT.0001.0002.0643	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 16th April 2018.rtf
	IRT.0001.0002.0650	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 17th June 2017.rtf
	IRT.0001.0002.0657	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 17th March 2017.rtf
	IRT.0001.0002.0664	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 18th August 2017.rtf
	IRT.0001.0002.0671	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 18th October 2016.rtf
	IRT.0001.0002.0678	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 1st August 2017.rtf
	IRT.0001.0002.0685	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 1st December 2017.rtf
	IRT.0001.0002.0692	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 21st April 2017.rtf
	IRT.0001.0002.0699	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 28th December 2017.rtf
	IRT.0001.0002.0706	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 29th December 2017 2.rtf
	IRT.0001.0002.0713	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 29th December 2017.rtf
	IRT.0001.0002.0720	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 29th March 2017.rtf
	IRT.0001.0002.0727	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 2nd April 2018.rtf

Exhibit Number	Document Number	Exhibit
	IRT.0001.0002.0735	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 2nd December 2016.rtf
	IRT.0001.0002.0742	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 2nd July 2016.rtf
	IRT.0001.0002.0748	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 31st July 2017.rtf
	IRT.0001.0002.0755	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 3rd April 2018.rtf
	IRT.0001.0002.0763	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 3rd July 2016.rtf
	IRT.0001.0002.0769	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 4th December 2017.rtf
	IRT.0001.0002.0776	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 4th July 2016.rtf
	IRT.0001.0002.0782	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 4th October 2016. 2rtf.rtf
	IRT.0001.0002.0788	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 4th October 2016.rtf
	IRT.0001.0002.0794	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 5th December 2016.rtf
	IRT.0001.0002.0801	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 5th June 2017.rtf
	IRT.0001.0002.0808	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 6th October 2016.rtf
	IRT.0001.0002.0814	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 7th April 2017.rtf
	IRT.0001.0002.0821	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 7th April 2018.rtf
	IRT.0001.0002.0829	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 7th March 2017.rtf
	IRT.0001.0002.0836	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 7th October 2016.rtf
	IRT.0001.0002.0842	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 8th October 2016.rtf
	IRT.0001.0002.0848	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 9th December 2017.rtf
	IRT.0001.0002.0855	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 9th June 2017.rtf
	IRT.0001.0002.0862	Care Evaluation - Care Outcomes _ Changes Shirley Fowler 13th August 2017.rtf
	IRT.0001.0002.0954	Care Evaluation Shirley Fowler 13th August 2017.rtf
	IRT.0001.0002.1245	Care Plan Shirley Fowler
	IRT.0001.0002.1714	Daily Record_ Daily Repositioning Shirley Fowler 1 January 2018 to 1 January 2019
	IRT.0001.0002.1886	Daily Record_ Food _ Fluid Intake Shirley Fowler 1 January 2017 to 1st January 2018.pdf

Exhibit Number	Document Number	Exhibit
	IRT.0001.0002.1923	Daily Record_ Food _ Fluid Intake Shirley Fowler 1st January 2018 to 1st January 2019
	IRT.0001.0002.1962	Daily Record_ Food _ Fluid Intake Shirley Fowler 1st July 2016 to 1st January 2017.pdf
	IRT.0001.0002.2034	Daily Record_ Pain Shirley Fowler 1st January 2017 to 1st January 2018.pdf
	IRT.0001.0002.2042	Daily Record_ Pain Shirley Fowler 1st January 2018 to 1st January 2019.pdf
	IRT.0001.0002.2051	Daily Record_ Pain Shirley Fowler 1st July 2016 to 1st January 2017.pdf
	IRT.0001.0002.2080	Dietary Details Shirley Fowler 12th April 2017.rtf
	IRT.0001.0002.2083	Dietary Details Shirley Fowler 12th November 2016.rtf
	IRT.0001.0002.2085	Dietary Details Shirley Fowler 16th January 2018.rtf
	IRT.0001.0002.2088	Dietary Details Shirley Fowler 17th January 2018.rtf
	IRT.0001.0002.2091	Dietary Details Shirley Fowler 17th March 2017.rtf
	IRT.0001.0002.2093	Dietary Details Shirley Fowler 1st June 2017.rtf
	IRT.0001.0002.2096	Dietary Details Shirley Fowler 20th June 2017.rtf
	IRT.0001.0002.2099	Dietary Details Shirley Fowler 20th November 2017.rtf
	IRT.0001.0002.2102	Dietary Details Shirley Fowler 21st November 2016.rtf
	IRT.0001.0002.2104	Dietary Details Shirley Fowler 23rd October 2017.rtf
	IRT.0001.0002.2107	Dietary Details Shirley Fowler 24th October 2017.rtf
	IRT.0001.0002.2110	Dietary Details Shirley Fowler 29th June 2017.rtf
	IRT.0001.0002.2113	Dietary Details Shirley Fowler 29th October 2016.rtf
	IRT.0001.0002.2115	Dietary Details Shirley Fowler 2nd July 2016.rtf
	IRT.0001.0002.2117	Dietary Details Shirley Fowler 31st May 2017 2.rtf
	IRT.0001.0002.2120	Dietary Details Shirley Fowler 31st May 2017.rtf
	IRT.0001.0002.2123	Dietary Details Shirley Fowler 3rd August 2018.rtf
	IRT.0001.0002.2126	Dietary Details Shirley Fowler 4th December 2017.rtf
	IRT.0001.0002.2129	Dietary Details Shirley Fowler 5th June 2017 2.rtf
	IRT.0001.0002.2132	Dietary Details Shirley Fowler 5th June 2017.rtf
	IRT.0001.0002.2135	Dietary Details Shirley Fowler 7th September 2017.rtf
	IRT.0001.0002.2138	Falls and Other Risks _ Safety Assessment Shirley Fowler 11th October 2016 2.rtf
	IRT.0001.0002.2142	Falls and Other Risks _ Safety Assessment Shirley Fowler 11th October 2016.rtf
	IRT.0001.0002.2146	Falls and Other Risks _ Safety Assessment Shirley Fowler 14th July 2016.rtf
	IRT.0001.0002.2150	Falls and Other Risks _ Safety Assessment Shirley Fowler 15th October 2016 2.rtf
	IRT.0001.0002.2154	Falls and Other Risks _ Safety Assessment Shirley Fowler 15th September 2016.rtf
	IRT.0001.0002.2166	Falls and Other Risks _ Safety Assessment Shirley Fowler 19th August 2016.rtf

Exhibit Number	Document Number	Exhibit
	IRT.0001.0002.2178	Falls and Other Risks _ Safety Assessment Shirley Fowler 29th October 2016 2.rtf
	IRT.0001.0002.2182	Falls and Other Risks _ Safety Assessment Shirley Fowler 2nd July 2016.rtf
	IRT.0001.0002.2190	Falls and Other Risks _ Safety Assessment Shirley Fowler 5th October 2016.rtf
	IRT.0001.0002.2194	Falls and Other Risks _ Safety Assessment Shirley Fowler 6th February 2018.rtf
	IRT.0001.0002.2198	Functional Assessment Shirley Fowler
	IRT.0001.0002.2202	Functional Assessment Shirley Fowler 13th March 2017.rtf
	IRT.0001.0002.2209	Functional Assessment Shirley Fowler 17th March 2017.rtf
	IRT.0001.0002.2212	Functional Assessment Shirley Fowler 18th May 2018.rtf
	IRT.0001.0002.2216	Functional Assessment Shirley Fowler 24th October 2016.rtf
	IRT.0001.0002.2219	Functional Assessment Shirley Fowler 25th October 2016.rtf
	IRT.0001.0002.2222	Functional Assessment Shirley Fowler 29th October 2016.rtf
	IRT.0001.0002.2226	Functional Assessment Shirley Fowler 2nd April 2018.rtf
	IRT.0001.0002.2230	Functional Assessment Shirley Fowler 2nd July 2016.rtf
	IRT.0001.0002.2234	Functional Assessment Shirley Fowler 30th November 2016.rtf
	IRT.0001.0002.2237	Functional Assessment Shirley Fowler 3rd August 2018.rtf
	IRT.0001.0002.2241	Functional Assessment Shirley Fowler 3rd December 2016.rtf
	IRT.0001.0002.2244	Functional Assessment Shirley Fowler 5th December 2016.rtf
	IRT.0001.0002.2247	Functional Assessment Shirley Fowler 5th June 2017.rtf
	IRT.0001.0002.2251	Functional Assessment Shirley Fowler 6th July 2017.rtf
	IRT.0001.0002.2255	Functional Assessment Shirley Fowler 8th August 2018.rtf
	IRT.0001.0002.2287	Health Management Shirley Fowler 2nd July 2016.rtf
	IRT.0001.0002.2293	Health Management Shirley Fowler
	IRT.0001.0002.2332	Incident Form Shirley Fowler - 1 January 2018.rtf
	IRT.0001.0002.2338	Incident Form Shirley Fowler - 10 October 2016-2.rtf
	IRT.0001.0002.2340	Incident Form Shirley Fowler - 10 October 2016.rtf
	IRT.0001.0002.2341	Incident Form Shirley Fowler - 10 September 2018.rtf
	IRT.0001.0002.2343	Incident Form Shirley Fowler - 11 July 2016.rtf
	IRT.0001.0002.2346	Incident Form Shirley Fowler - 14 July 2016.rtf
	IRT.0001.0002.2348	Incident Form Shirley Fowler - 15 October 2016-2.rtf
	IRT.0001.0002.2351	Incident Form Shirley Fowler - 15 September 2016.rtf
	IRT.0001.0002.2356	Incident Form Shirley Fowler - 17 July 2016.rtf
	IRT.0001.0002.2397	Infection Record - 10 April 2018.rtf
	IRT.0001.0002.2404	Infection Record - 15 September 2017.rtf
	IRT.0001.0002.2405	Infection Record - 16 November 2017.rtf
	IRT.0001.0002.2412	Infection Record - 25 October 2017.rtf
	IRT.0001.0002.2588	Mini Nutritional Assessment (MNA) Shirley Fowler 10th August 2018.rtf
	IRT.0001.0002.2591	2016 Advanced Care Directive Form.pdf

Exhibit Number	Document Number	Exhibit
	IRT.0001.0002.2689	Prescription history
	IRT.0001.0002.2714_E	Discharge Summary Shirley Fowler 25.01.2016.pdf
	IRT.0001.0002.2798	2017 Clinical Paper File
	IRT.0001.0002.2830	Restraint Authorisation - 3 November 2017
	IRT.0001.0002.2835	2018 New Care Evaluation
	IRT.0001.0002.2845	2018 Resident of the Day - L Fowler
	IRT.0001.0002.2847	23-24 February 2018 - Daily notes during system outage.pdf
	IRT.0001.0002.2856	Nutrition Assessment Shirley Fowler 14th August 2017.rtf
	IRT.0001.0002.2859	Nutrition Assessment Shirley Fowler 17th March 2017.rtf
	IRT.0001.0002.2861	Nutrition Assessment Shirley Fowler 25th April 2017.rtf
	IRT.0001.0002.2863	Nutrition Assessment Shirley Fowler 29th October 2016.rtf
	IRT.0001.0002.2865	Nutrition Assessment Shirley Fowler 2nd July 2016.rtf
	IRT.0001.0002.2867	Nutrition Assessment Shirley Fowler 5th June 2017.rtf
	IRT.0001.0002.2870	Nutrition Assessment Shirley Fowler 6th February 2018.rtf
	IRT.0001.0002.2873	Nutrition Assessment Shirley Fowler 7th August 2018.rtf
	IRT.0001.0002.2898	Oral _ Dental Assessment Shirley Fowler 2nd July 2017.rtf
	IRT.0001.0002.2917	Pain Assessment _ Management Plan Shirley Fowler 13th December 2016.rtf
	IRT.0001.0002.2926	Pain Assessment _ Management Plan Shirley Fowler 18th October 2016.rtf
	IRT.0001.0002.2935	Pain Assessment _ Management Plan Shirley Fowler 28th October 2016 10.33am
	IRT.0001.0002.2938	Pain Assessment _ Management Plan Shirley Fowler 28th October 2016 9.49am
	IRT.0001.0002.2945	Pain Assessment _ Management Plan Shirley Fowler 29th October 2016 2.rtf
	IRT.0001.0002.2960	Pain Assessment _ Management Plan Shirley Fowler 3rd December 2016.rtf
	IRT.0001.0002.2995	Physical - Self Care Ability _ Preferences Shirley Fowler 29th October 2016.rtf
	IRT.0001.0002.3028	Skin Assessment Shirley Fowler 14th November 2016.rtf
	IRT.0001.0002.3030	Skin Assessment Shirley Fowler 16th April 2018.rtf
	IRT.0001.0002.3033	Skin Assessment Shirley Fowler 16th January 2018.rtf
	IRT.0001.0002.3035	Skin Assessment Shirley Fowler 17th August 2018.rtf
	IRT.0001.0002.3038	Skin Assessment Shirley Fowler 17th March 2017.rtf
	IRT.0001.0002.3040	Skin Assessment Shirley Fowler 18th April 2018.rtf
	IRT.0001.0002.3043	Skin Assessment Shirley Fowler 19th April 2018.rtf
	IRT.0001.0002.3046	Skin Assessment Shirley Fowler 20th December 2018.rtf
	IRT.0001.0002.3049	Skin Assessment Shirley Fowler 20th March 2018 2.rtf
	IRT.0001.0002.3055	Skin Assessment Shirley Fowler 21st April 2018.rtf
	IRT.0001.0002.3058	Skin Assessment Shirley Fowler 25th April 2017.rtf
	IRT.0001.0002.3060	Skin Assessment Shirley Fowler 27th June 2017.rtf
	IRT.0001.0002.3062	Skin Assessment Shirley Fowler 29th October 2016.rtf

Exhibit Number	Document Number	Exhibit
	IRT.0001.0002.3064	Skin Assessment Shirley Fowler 2nd July 2016.rtf
	IRT.0001.0002.3066	Skin Assessment Shirley Fowler 3rd November 2016.rtf
	IRT.0001.0002.3068	Skin Assessment Shirley Fowler 5th August 2017.rtf
	IRT.0001.0002.3070	Skin Assessment Shirley Fowler 5th December 2016 11.53am
	IRT.0001.0002.3072	Skin Assessment Shirley Fowler 5th December 2016 10.54am
	IRT.0001.0002.3074	Skin Assessment Shirley Fowler 5th June 2017.rtf
	IRT.0001.0002.3076	Skin Assessment Shirley Fowler 6th July 2017.rtf
	IRT.0001.0002.3078	Skin Assessment Shirley Fowler 8th June 2018.rtf
	IRT.0001.0002.3103	Allied Health Documentation Shirley Fowler 27.11.2018
	IRT.0001.0002.3108	Case Management Record
	IRT.0001.0002.3109	Case Management Record
	IRT.0001.0002.3118	Discharge Summary Shirley Fowler 17.10.2016.pdf
	IRT.0001.0002.3149	Pathology Shirley Fowler 14.11.2017.pdf
	IRT.0001.0002.3158	Right Foot Swab Result Shirley Fowler 01.04.2018.pdf
	IRT.0001.0002.3162	Statement of Medical Dlgagnosis 10.11.2016
	IRT.0001.0002.3166	Wound Swab Result Shirley Fowler 08.09.2017.pdf
	IRT.0001.0002.3167	Wound Swab Result Shirley Fowler 27.10.2017.pdf
	IRT.0001.0002.3173	GCS- 1.7.16-1.1.19.pdf
	IRT.0001.0002.3174	Urinalysis 1.7.16-1.1.19.pdf
	IRT.0001.0002.3177	Weight and Vital Signs Record 1.7.16-1.1.19
	IRT.0001.0002.3314	Wound chart 24.3.17.pdf
	IRT.0001.0002.3320	Wound / Skin Management Plan and Evaluation 30.8.19
	IRT.0001.0002.3332	Wound / Skin Management Plan and Evaluation 1.7.17.pdf
	IRT.0001.0002.3336	Wound / Skin Management Plan and Evaluation 10.6.17.pdf
	IRT.0001.0002.3339	Wound / Skin Management Plan and Evaluation 10.7.17.pdf
	IRT.0001.0002.3344	Wound / Skin Management Plan and Evaluation 12.7.17.pdf
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	IRT.0001.0002.3375	Wound / Skin Management Plan and Evaluation 16.7.17.pdf
	IRT.0001.0002.3381	Wound / Skin Management Plan and Evaluation 17.7.17.pdf
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	IRT.0001.0002.3416	Wound / Skin Management Plan and Evaluation 20.8.17
	IRT.0001.0002.3423	Wound / Skin Management Plan and Evaluation 21.7.17.pdf
	IRT.0001.0002.3429	Wound / Skin Management Plan and Evaluation 22.7.17.pdf
	IRT.0001.0002.3435	Wound / Skin Management Plan and Evaluation 23.8.17.pdf
	IRT.0001.0002.3443	Wound / Skin Management Plan and Evaluation 26.8.17.pdf

Exhibit Number	Document Number	Exhibit
	IRT.0001.0002.3452	Wound / Skin Management Plan and Evaluation 27.7.17.pdf
	IRT.0001.0002.3459	Wound / Skin Management Plan and Evaluation 27.8.17.pdf
	IRT.0001.0002.3468	Wound / Skin Management Plan and Evaluation 28.8.17.pdf
	IRT.0001.0002.3477	Wound / Skin Management Plan and Evaluation 29.8.17.pdf
	IRT.0001.0002.3489	Wound / Skin Management Plan and Evaluation 3.7.17
	IRT.0001.0002.3493	Wound / Skin Management Plan and Evaluation 30.8.17.pdf
	IRT.0001.0002.3502	Wound / Skin Management Plan and Evaluation 31.7.17.pdf
	IRT.0001.0002.3509	Wound / Skin Management Plan and Evaluation 4.7.17
	IRT.0001.0002.3513	Wound / Skin Management Plan and Evaluation 4.8.17.pdf
	IRT.0001.0002.3520	Wound / Skin Management Plan and Evaluation 6.7.17.pdf
	IRT.0001.0002.3527	Wound / Skin Management Plan and Evaluation 7.7.17.pdf
	IRT.0001.0002.3531	Wound / Skin Management Plan and Evaluation 7.8.17
	IRT.0001.0002.3538	Wound / Skin Management Plan and Evaluation 8.8.17.pdf
	IRT.0001.0002.3545	Wound / Skin Management Plan and Evaluation 9.8.17.pdf
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	IRT.0001.0002.3575	Wound / Skin Management Plan and Evaluation 10.10.17.pdf
	IRT.0001.0002.3585	Wound / Skin Management Plan and Evaluation 11.10.17.pdf
	IRT.0001.0002.3595	Wound / Skin Management Plan and Evaluation 12.10.17.pdf
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	IRT.0001.0002.3625	Wound / Skin Management Plan and Evaluation 16.10.17.pdf
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	IRT.0001.0002.3655	Wound / Skin Management Plan and Evaluation 19.10.17.pdf
	IRT.0001.0002.3668	Wound / Skin Management Plan and Evaluation 2.10.17.pdf
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	IRT.0001.0002.3699	Wound / Skin Management Plan and Evaluation 22.10.17.pdf
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	IRT.0001.0002.3807	Wound / Skin Management Plan and Evaluation 9.10.17.pdf
	IRT.0001.0002.3817	Wound / Skin Management Plan and Evaluation 1.12.17.pdf
	IRT.0001.0002.3836	Wound / Skin Management Plan and Evaluation 1.9.17.pdf

Exhibit Number	Document Number	Exhibit
	IRT.0001.0002.3845	Wound / Skin Management Plan and Evaluation 10.12.17.pdf
	IRT.0001.0002.3858	Wound / Skin Management Plan and Evaluation 10.9.17.pdf
	IRT.0001.0002.3867	Wound / Skin Management Plan and Evaluation 11.11.17.pdf
	IRT.0001.0002.3879	Wound / Skin Management Plan and Evaluation 11.12.17.pdf
	IRT.0001.0002.3895	Wound / Skin Management Plan and Evaluation 12.12.17.pdf
	IRT.0001.0002.3911	Wound / Skin Management Plan and Evaluation 12.9.17.pdf
	IRT.0001.0002.3920	Wound / Skin Management Plan and Evaluation 13.11.17.pdf
	IRT.0001.0002.3932	Wound / Skin Management Plan and Evaluation 13.12.17.pdf
	IRT.0001.0002.3948	Wound / Skin Management Plan and Evaluation 13.9.17.pdf
	IRT.0001.0002.3958	Wound / Skin Management Plan and Evaluation 14.11.17.pdf
	IRT.0001.0002.3970	Wound / Skin Management Plan and Evaluation 14.12.17.pdf
	IRT.0001.0002.3986	Wound / Skin Management Plan and Evaluation 14.9.17.pdf
	IRT.0001.0002.3996	Wound / Skin Management Plan and Evaluation 15.11.17.pdf
	IRT.0001.0002.4017	Wound / Skin Management Plan and Evaluation 15.9.17.pdf
	IRT.0001.0002.4027	Wound / Skin Management Plan and Evaluation 16.12.17.pdf
	IRT.0001.0002.4043	Wound / Skin Management Plan and Evaluation 16.9.17.pdf
	IRT.0001.0002.4054	Wound / Skin Management Plan and Evaluation 17.11.17.pdf
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	IRT.0001.0002.4082	Wound / Skin Management Plan and Evaluation 17.9.17.pdf
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	IRT.0001.0002.4122	Wound / Skin Management Plan and Evaluation 19.12.17.pdf
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	IRT.0001.0002.4263	Wound / Skin Management Plan and Evaluation 20.9.17.pdf
	IRT.0001.0002.4274	Wound / Skin Management Plan and Evaluation 21.12.17.pdf
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	IRT.0001.0002.4304	Wound / Skin Management Plan and Evaluation 22.11.17.pdf
	IRT.0001.0002.4325	Wound / Skin Management Plan and Evaluation 22.9.17.pdf
	IRT.0001.0002.4335	Wound / Skin Management Plan and Evaluation 23.10.17.pdf
	IRT.0001.0002.4345	Wound / Skin Management Plan and Evaluation 23.12.17.pdf
	IRT.0001.0002.4368	Wound / Skin Management Plan and Evaluation 23.9.17.pdf
	IRT.0001.0002.4378	Wound / Skin Management Plan and Evaluation 24.11.17.pdf

Exhibit Number	Document Number	Exhibit
	IRT.0001.0002.4390	Wound / Skin Management Plan and Evaluation 24.12.17.pdf
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	IRT.0001.0002.4417	Wound / Skin Management Plan and Evaluation 24.10.17.pdf
	IRT.0001.0002.4428	Wound / Skin Management Plan and Evaluation 25.10.17.pdf
	IRT.0001.0002.4439	Wound / Skin Management Plan and Evaluation 25.11.17.pdf
	IRT.0001.0002.4452	Wound / Skin Management Plan and Evaluation 25.12.17.pdf
	IRT.0001.0002.4472	Wound / Skin Management Plan and Evaluation 25.9.17.pdf
	IRT.0001.0002.4482	Wound / Skin Management Plan and Evaluation 26.10.17.pdf
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	IRT.0001.0002.4522	Wound / Skin Management Plan and Evaluation 27.11.17.pdf
	IRT.0001.0002.4535	Wound / Skin Management Plan and Evaluation 27.12.17.pdf
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	IRT.0001.0002.4597	Wound / Skin Management Plan and Evaluation 29.10.17.pdf
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	IRT.0001.0002.4658	Wound / Skin Management Plan and Evaluation 3.11.17.pdf
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	IRT.0001.0002.4886	Wound / Skin Management Plan and Evaluation 9.9.17.pdf
	IRT.0001.0002.4895	Wound / Skin Management Plan and Evaluation 10.10.17
	IRT.0001.0002.4908	Wound / Skin Management Plan and Evaluation 19.8.17
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Exhibit Number	Document Number	Exhibit
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	IRT.0001.0002.5324	Wound / Skin Management Plan and Evaluation 24.10.17
	IRT.0001.0002.5335	Wound / Skin Management Plan and Evaluation 26.9.17
	IRT.0001.0002.5345	Wound / Skin Management Plan and Evaluation 27.9.17
	IRT.0001.0002.5356	Wound / Skin Management Plan and Evaluation 30.9.17
	IRT.0001.0002.5367	Wound / Skin Management Plan and Evaluation 8.10.17
	IRT.0001.0002.5377	Wound / Skin Management Plan and Evaluation 10.9.17

Exhibit Number	Document Number	Exhibit
	IRT.0001.0002.5386	Wound / Skin Management Plan and Evaluation3 11.9.17.pdf
	IRT.0001.0002.5395	Wound / Skin Management Plan and Evaluation 20.9.17
	IRT.0001.0002.5406	Wound / Skin Management Plan and Evaluation 22.11.17
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	IRT.0001.0002.5428	Wound / Skin Management Plan and Evaluation 28.10.17
	IRT.0001.0002.5439	Wound / Skin Management Plan and Evaluation 29.10.17
	IRT.0001.0002.5450	Wound / Skin Management Plan and Evaluation 8.9.17
	IRT.0001.0002.5459	Wound / Skin Management Plan and Evaluation 12.10.17
	IRT.0001.0002.5469	Wound / Skin Management Plan and Evaluation 26.9.17
	IRT.0001.0002.5482	Wound / Skin Management Plan and Evaluation 10.9.17
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	IRT.0001.0002.5531	Wound / Skin Management Plan and Evaluation 11.1.18
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Exhibit Number	Document Number	Exhibit
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Exhibit Number	Document Number	Exhibit
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Exhibit Number	Document Number	Exhibit
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Exhibit Number	Document Number	Exhibit
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Exhibit Number	Document Number	Exhibit
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	IRT.0001.0002.9071	Wound / Skin Management Plan and Evaluation 10.5.18.pdf
	IRT.0001.0002.9092	Wound / Skin Management Plan and Evaluation 13.3.18.pdf
	IRT.0001.0002.9107	Wound / Skin Management Plan and Evaluation 13.5.18.pdf
	IRT.0001.0002.9121	Wound / Skin Management Plan and Evaluation 13.7.18.pdf
	IRT.0001.0002.9126	Wound / Skin Management Plan and Evaluation 15.7.18.pdf
	IRT.0001.0002.9132	Wound / Skin Management Plan and Evaluation 16.5.18.pdf
	IRT.0001.0002.9146	Wound / Skin Management Plan and Evaluation 18.3.18.pdf
	IRT.0001.0002.9162	Wound / Skin Management Plan and Evaluation 19.3.18.pdf
	IRT.0001.0002.9179	Wound / Skin Management Plan and Evaluation 20.5.18.pdf
	IRT.0001.0002.9194	Wound / Skin Management Plan and Evaluation 20.7.18.pdf
	IRT.0001.0002.9199	Wound / Skin Management Plan and Evaluation 22.4.18.pdf
	IRT.0001.0002.9216	Wound / Skin Management Plan and Evaluation 22.5.18.pdf
	IRT.0001.0002.9232	Wound / Skin Management Plan and Evaluation 22.6.18.pdf
	IRT.0001.0002.9236	Wound / Skin Management Plan and Evaluation 23.2.18.pdf
	IRT.0001.0002.9250	Wound / Skin Management Plan and Evaluation 27.5.18.pdf
	IRT.0001.0002.9266	Wound / Skin Management Plan and Evaluation 27.7.18.pdf

Exhibit Number	Document Number	Exhibit
	IRT.0001.0002.9271	Wound / Skin Management Plan and Evaluation 29.6.18.pdf
	IRT.0001.0002.9275	Wound / Skin Management Plan and Evaluation 4.1.18.pdf
	IRT.0001.0002.9290	Wound / Skin Management Plan and Evaluation 4.5.18.pdf
	IRT.0001.0002.9308	Wound / Skin Management Plan and Evaluation 5.4.18.pdf
	IRT.0001.0002.9325	Wound / Skin Management Plan and Evaluation 7.4.18.pdf
	IRT.0001.0002.9342	Wound / Skin Management Plan and Evaluation 7.6.18.pdf
	IRT.0001.0002.9356	Wound / Skin Management Plan and Evaluation 8.6.18.pdf
	IRT.0001.0002.9370	Wound / Skin Management Plan and Evaluation 9.3.18.pdf
	IRT.0001.0002.9385	Wound / Skin Management Plan and Evaluation 9.7.18.pdf
	IRT.0001.0002.9390	Wound / Skin Management Plan and Evaluation 10.1.18.pdf
	IRT.0001.0002.9403	Wound / Skin Management Plan and Evaluation 9.1.18.pdf
	IRT.0001.0002.9420	Wound / Skin Management Plan and Evaluation 13.5.18.pdf
	IRT.0001.0002.9434	Wound / Skin Management Plan and Evaluation 13.7.18.pdf
	IRT.0001.0002.9440	Wound / Skin Management Plan and Evaluation 16.5.18.pdf
	IRT.0001.0002.9454	Wound / Skin Management Plan and Evaluation 23.2.18.pdf
	IRT.0001.0002.9468	Wound / Skin Management Plan and Evaluation 27.7.18.pdf
	IRT.0001.0002.9473	Wound / Skin Management Plan and Evaluation 4.1.18.pdf
	IRT.0001.0002.9488	Wound / Skin Management Plan and Evaluation 4.5.18.pdf
	IRT.0001.0002.9506	Wound / Skin Management Plan and Evaluation 8.6.18.pdf
	IRT.0001.0002.9520	Wound / Skin Management Plan and Evaluation5 16.5.18.pdf
	IRT.0001.0002.9534	Wound / Skin Management Plan and Evaluation5 23.2.18.pdf
	IRT.0001.0002.9548	Wound / Skin Management Plan and Evaluation6 16.5.18.pdf
	IRT.0001.0002.9562	Wound / Skin Management Plan and Evaluation6 23.2.18.pdf
	IRT.0001.0002.9576	Shirley Fowler Progress Notes 1 January 2017 - 30 June 2017.docx
	IRT.0001.0002.9675	Shirley Fowler Progress Notes 1 January 2018 - 30 June 2018.docx
	IRT.0001.0003.0001	Shirley Fowler Progress Notes 1 July 2017 - 31 December 2017.docx
	IRT.0001.0003.0175	Shirley Fowler Progress Notes 1 July 2018 - 1 January 2019.docx
	IRT.0001.0003.0289	Shirley Fowler Progress Notes 1 June 2016 - 31 December 2016.docx
	IRT.0001.0003.0854	C-12 Behavioural Management.pdf
	IRT.0001.0003.0858	C-32 Emotional Support.pdf
	IRT.0001.0003.0861	C-7 Falls Management.pdf
	IRT.0001.0003.0865	CC-10B Reviewing a Deteriorating Resident (Clinical Assessment).pdf
	IRT.0001.0003.0866	CC-11 Palliative Care Management.pdf
	IRT.0001.0003.0870	CC-3 Wound Management.pdf
	IRT.0001.0003.0886	1.15 Specialised Nursing Care Needs.PDF
	IRT.0001.0003.0890	1.17 MEDICATION MANAGEMENT (CARE CENTRES).PDF
	IRT.0001.0003.0943	1.20 Pain Management.PDF
	IRT.0001.0003.0952	1.21 Palliative Care.PDF
	IRT.0001.0003.0960	1.22 Nutrition and Hydration.PDF

Exhibit Number	Document Number	Exhibit
	IRT.0001.0003.0986	1.23.01 Skin Care Management Procedure.PDF
	IRT.0001.0003.1000	1.24 Foot Care.PDF
	IRT.0001.0003.1002	1.28 Mobility Dexterity Rehabilitation.PDF
	IRT.0001.0003.1011	1.57 Clinical Risk and Deterioration.PDF
	IRT.0001.0003.1020	1.57.01 - Falls Management Immediate Response.PDF
	IRT.0001.0003.1028	1.57.02 Nutrition and Hydration Procedure.PDF
	IRT.0001.0003.1052	OP 1.57 Fall Management Policy.PDF
	IRT.0001.0003.1324	Response - IRT William Beach Gardens.pdf
	IRT.0001.0003.1402	S18-00XXX IRT WBG ACC Response 07092017.pdf
	IRT.0001.0003.1479	Email CASE ID: S18/00XXXX
	IRT.0001.0003.1567	CASE ID S18 00XXXX Response.docx
	IRT.0001.0003.1572	Email Case ID S1800XXXX
	IRT.0001.0003.1573	Case ID S1800XXXX Response to clinical concerns.docx
	IRT.0001.0003.1607	Template 10c - Finalisation Letter (Provider) S18 00XXXX.pdf
	IRT.0001.0003.1627	IRT Report - Template.docx
	IRT.0001.0003.1641	Incidental & "One to One" Training Log re wounds complaint
	IRT.0001.0003.1911	Email RE: CASE ID: S18/00XXXX [SEC=UNCLASSIFIED]
	IRT.0001.0003.1954	OP 1 14 Clinical Care.pdf
	IRT.0001.0003.1981	Email RE: Case ID S1800XXXX [SEC=UNCLASSIFIED]
	IRT.0001.0003.1985	S18 00XXXX - Notice of Intention to Issue Directions.pdf
	IRT.0001.0003.2007	IRT WBG Response to Aged Care Complaints Commissioner
	IRT.0001.0003.2348	Re-accreditation Decision and statement of reasons for IRT William Beach Gardens
	IRT.0001.0003.2560	Goals of Care - Care, Lifestyle and Podiatry
	IRT.0001.0003.2609	9.0 Dietary Supplement List (10).pdf
	IRT.0001.0003.2616	3.0 Unresolved Wounds (37).pdf
	IRT.0001.0003.2764	5.0 Case Conference (2).pdf
	IRT.0001.0003.2818	5.0ComplexHealthCare WBG 271017.pdf
	IRT.0001.0004.0193	Internal IRT email re IRT ACC Financial Report Oct18
	IRT.0001.0004.4485	Email RE: Shirley Fowler
	IRT.0001.0004.4495	Email RE: complaint
	IRT.0001.0017.5540	Email FW: Dietitian
	IRT.0001.0017.5586	Emails between L Fowler and K Taylor re Staffing levels
	IRT.0001.0022.3070	IRT email re Leecare Webstercare Synchronisation Notification (All)
	IRT.0001.0022.4030	patient care concern
	IRT.0001.0022.4031	Email SD Fowler
	IRT.0001.0022.4038	Email SD Fowler
	IRT.0001.0022.4039	Aug 2015.JPG
	IRT.0001.0022.4040	Aug 2015 3.JPG
	IRT.0001.0022.4041	Aug 2015 4.JPG
	IRT.0001.0022.4068	Email Shirley Fowler

Exhibit Number	Document Number	Exhibit
	IRT.0001.0022.4069	Emails between L Fowler and K Perry re Maggie's mission: why we need to give food more thought
	IRT.0001.0022.4085	Email from L Fowler to K Perry re Shirley Fowler
	IRT.0001.0022.4090	Emails between L Fowler and K Perry re Lactose free supplies
	IRT.0001.0022.4091	Fwd: Lyndal Fowler
	IRT.0001.0022.4131	Emails between L Fowler and K Perry re Shirley Fowler
	IRT.0001.0022.4133	Emails between L Fowler and K Perry re Shirley Fowler
	IRT.0001.0022.4141	Email from L Fowler to K Perry re Best Practice Food & Nutrition for Aged Care
	IRT.0001.0022.4142	Email from L Fowler to K Perry re Shirley Fowler
	IRT.0001.0022.4146	Emails between K Perry and L Fowler re Update
	IRT.0001.0022.4148	Emails between L Fowler and K Perry re Lactose free supplies
	IRT.0001.0022.4150	Email from L Fowler to K Perry re Lactose free supplies
	IRT.0001.0022.4153	Email from L Fowler to K Perry re Shirley Fowler
	IRT.0001.0022.4156	Email from L Fowler to K Perry re Lactose free options
	IRT.0001.0022.4177	RE: Shirley Fowler
	IRT.0001.0022.4179	RE: Puree meal
	IRT.0001.0022.4181	RE: Shirley Fowler
	IRT.0001.0022.4186	RE: Shirley Fowler
	IRT.0001.0022.4191	RE: Shirley Fowler
	IRT.0001.0022.4192	RE: RE: Shirley Fowler
	IRT.0001.0022.4194	Email RE: Shirley Fowler
	IRT.0001.0022.4197	Email RE: Update
	IRT.0001.0022.4201	RE: Shirley Fowler
	IRT.0001.0022.4202	RE: Shirley Fowler
	IRT.0001.0022.4205	RE: Shirley Fowler
	IRT.0001.0022.4206	RE: Lactose free options
	IRT.0001.0022.4209	RE: System failure
	IRT.0001.0022.4213	Mobile Dental Service
	IRT.0001.0022.4216	FW: Mobile Dental Service
	IRT.0001.0022.4230	FW: Maggie's mission: why we need to give food more thought
	IRT.0001.0022.4237	FW: Mince Moist meal
	IRT.0001.0022.4247	Lactose free diet
	IRT.0001.0022.4248	RE: Meals for Shirley
	IRT.0001.0022.4250	Shirley Fowler
	IRT.0001.0022.4268	RE: SD Fowler
	IRT.0001.0022.4286	RE: Shirley Fowler
	IRT.0001.0022.4291	RE: SD Fowler
	IRT.0001.0022.4296	RE: SD Fowler
	IRT.0001.0022.4301	FW: Spark of Life Certified Club Facilitator Course
	IRT.0001.0022.4315	FW: Shirley Fowler
	IRT.0001.0022.4342	Email re tears and toe nails

Exhibit Number	Document Number	Exhibit
	IRT.0001.0022.4482	FW: Sling for hoist
	IRT.0001.0022.4511	RE: Shirley Fowler
	IRT.0001.0022.4579	Email re Total Mobility and sling
	IRT.0001.0022.4595	RE: Foot protectors
	IRT.0001.0022.4597	RE: Maggie's mission: why we need to give food more thought
	IRT.0001.0022.4604	FW: Shirley Fowler
	IRT.0001.0022.4609	RE: Shirley Fowler
	IRT.0001.0022.4610	Shirley Fowler
	IRT.0001.0022.4619	RE: Lactose free options
	IRT.0001.0022.4627	RE: Shirley Fowler
	IRT.0001.0022.4637	RE: Shirley Fowler
	IRT.0001.0022.7049	IRT Memo re: Resident Movement Notice
	IRT.0001.0022.7058	shirley Fowler
	IRT.0001.0022.8304	Re: podiatrist visits
	IRT.0001.0023.3268	RE: Shirley Fowler
	IRT.0001.0036.3767	RE: SD Fowler
	IRT.0001.0036.3783	RE: Dental Appointment
	IRT.0001.0036.9256	Re: Shirley Fowler
	IRT.0001.0041.3443	Feedback on the ACFI for Shirley Fowler follows:
	IRT.0001.0041.3451	Shirley Fowler
	IRT.0001.0041.3452	Oct 2015 014.JPG
	IRT.0001.0041.3453	Oct 2015 015.JPG
	IRT.0001.0041.3454	Oct 2015 018.JPG
	IRT.0001.0041.3467	Fwd: End of Life Plan for Shirley Fowler - please fwd. to Sam
	IRT.0001.0041.3495	Shirley Fowler
	IRT.0001.0041.3507	Re: Shirley Fowler
	IRT.0001.0041.3512	RE: Shirley Fowler
	IRT.0001.0041.3527	Re: Shirley Fowler
	IRT.0001.0041.3545	RE: Shirley Fowler
	IRT.0001.0041.3547	Email Shirley Fowler
	IRT.0001.0041.3548	RE: Shirley Fowler
	IRT.0001.0041.3554	ATT Dr Robert Bird
	IRT.0001.0041.3563	Email
	IRT.0001.0041.3564	20180613_164503.jpg
	IRT.0001.0041.3577	RE: Shirley Fowler
	IRT.0001.0041.3602	Quote for sling
	IRT.0001.0041.3603	Quote for sling
	IRT.0001.0041.3619	Air chairs
	IRT.0001.0041.5754	Email to Kristy Taylor re handover
	IRT.0001.0042.4546	William Beach Gardens Reaccreditation Selfassessment Tool - 2017.pdf
	IRT.0001.0048.8510	0.3 ALLERGIES REPORT WBG 1.docx

Exhibit Number	Document Number	Exhibit
	IRT.0001.0048.9119	20180619 - Fact Finding Meeting - Shahab Parsa.docx
	IRT.0001.0049.6452	FALLS JUNE - NOVEMBER 2016.docx
	IRT.0001.0051.8796	WBG - Comments and Complaints Register 2018 - Copy.xls
	IRT.0001.0051.8797	WBG 14.12.17.docx
	IRT.0001.0054.3356	Audit WBG week commencing 5.02.18.docx
	IRT.0001.0054.3428	Note re L Fowler administering O2 to another resident
	IRT.0001.0055.3417	Audit WBG Week commencing 13.11.17 (3).docx
	IRT.0001.0058.0408	FALLS REVIEW REPORT with vitals (3).pdf
	IRT.0001.0058.3006	QA Audit Feedback - IRT WBG.docx
	IRT.0001.0058.6083	Audit WBG week commencing 22.01.18 (Autosaved).docx
	IRT.0001.0063.5607	IRT OP 1.29 Oral and Dental Care
	IRT.0001.0063.5631	IRT OP 1.39 Leisure Interests and Activities
	IRT.0001.0066.0004	IRT OP 1.16 Other Health & Related Services
	IRT.0001.0066.0008	IRT OP 1.25 Continence Management
	IRT.0001.0066.0015	IRT OP 1.26 Behavioural Management
	IRT.0001.0066.0032	IRT OP 1.27 Restraint
	IRT.0001.0066.0051	IRT OP 1.30 Sensory Loss
	IRT.0001.0066.0063	IRT OP 1.49 Catering
	IRT.0001.0066.0094	IRT OP 3.10 Critical Incident Management Plan (New Template).docx
	IRT.0001.0066.0137	IRT OP 1.46 Ageing in Place.PDF
	IRT.0001.0066.0199	IRT ST 3.10 Critical Incident Management Plan ver 1 3 May 2015.PDF
	IRT.0001.0067.0010	1.12.17 - Clinical Care Team Meeting Minutes
	IRT.0001.0067.0021	4.5.18 - Clinical Care Team Meeting Minutes
	IRT.0001.0067.0025	4.12.17 - Clinical Care Team Meeting Minutes
	IRT.0001.0068.0001	Progress Notes Shirley FOWLER Contractures 27/10/2016 - 10/04/2017
	IRT.0001.0068.0016	Physiotherapy Assessment / Plan 290716
	IRT.0001.0068.0021	Physiotherapy Assessment _ Plan 290716.pdf
	IRT.0001.0068.0026	Physiotherapy Assessment _ Plan 181016.pdf
	IRT.0001.0068.0038	0.7 Functional Assessment 091116.pdf
	IRT.0001.0068.0067	0.25 Pain Management Record 010716-011116.pdf
	IRT.0001.0068.0070	Progress Notes Shirley FOWLER Mobility 010716-011116.docx
	IRT.0001.0068.0099	0.3 Falls and Other Risks Shirley FOWLER 18072016.pdf
	IRT.0001.0068.0127	0.11 Functional Assessment Shirley FOWLER 02072016.pdf
	IRT.0001.0068.0141	0.1 Incident ID No 7196889 Created 070716.pdf
	IRT.0001.0068.0143	0.2 Incident ID No 7335316 Created 140716.pdf
	IRT.0001.0068.0145	0.3 Incident ID No 7396230 Created 170716.pdf
	IRT.0001.0068.0147	0.4 Incident ID No 8652106 Created 150916.pdf
	IRT.0001.0068.0149	0.6 Incident ID No 9075960 Created 051016.pdf
	IRT.0001.0068.0151	0.7 Incident ID No 9185613 Created 101016.pdf

Exhibit Number	Document Number	Exhibit
	IRT.0001.0068.0154	0.28 Physical - Self Care Ability _ Preferences 020716.pdf
	IRT.0001.0068.0159	Incident ID No 25453375 Created 040918.pdf
	IRT.0001.0068.0161	Incident ID No 25594926 Created 090918.pdf
	IRT.0001.0068.0163	Physiotherapy_Occupational Therapy Assessment_Plan 130818.pdf
	IRT.0001.0068.0168	Progress Notes Mobility
	IRT.0001.0068.0174	0. Incident ID No 19477039 Created 010118.pdf
	IRT.0001.0068.0176	0. Incident ID No 9008483 Created 021016.pdf
	IRT.0001.0068.0178	Progress Notes PA & Wound Mx 010916-311017.docx
	IRT.0001.0068.0203	0.2 Progress Notes PA & Wound Mx 011117 - 280218.docx
	IRT.0001.0068.0216	0.3 Progress Notes PA & Wound Mx 010318-300518.docx
	IRT.0001.0068.0273	8 Skin Assessment 250417.pdf
	IRT.0001.0068.0277	Infection ID No 16791700 Created 090917.pdf
	IRT.0001.0068.0278	Infection ID No 17218340 Created 270917.pdf
	IRT.0001.0068.0280	Infection ID No 17963353 Created 281017.pdf
	IRT.0001.0068.0283	Infection ID No 21511638 Created 280318.pdf
	IRT.0001.0068.0567	Wound _ Skin Management Plan and Evaluation(148).pdf
	IRT.0001.0068.1781	Wound _ Skin Management Plan and Evaluation(264).pdf
	IRT.0001.0068.2087	Wound _ Skin Management Plan and Evaluation(288).pdf
	IRT.0001.0068.3918	Wound _ Skin Management Plan and Evaluation(414).pdf
	IRT.0001.0068.4615	Wound _ Skin Management Plan and Evaluation(455).pdf
	IRT.0001.0068.6045	Wound _ Skin Management Plan and Evaluation(550).pdf
	IRT.0001.0068.6226	Wound _ Skin Management Plan and Evaluation(590).pdf
	IRT.0001.0068.6459	Wound _ Skin Management Plan and Evaluation(633).pdf
	IRT.0001.0068.6480	Wound _ Skin Management Plan and Evaluation(638).pdf
	IRT.0001.0069.0113	1.0Physiotherapy Assessment _ Plan 021015.pdf
	IRT.0001.0069.0117	1.10Physiotherapy_Occupational Therapy Assessment_Plan 130818.pdf
	IRT.0001.0069.0122	1.11Physiotherapy_Occupational Therapy Assessment_Plan 180119.pdf
	IRT.0001.0069.0127	1.1Physiotherapy Assessment _ Plan 301215.pdf
	IRT.0001.0069.0131	1.4Physiotherapy Assessment _ Plan 131216.pdf
	IRT.0001.0069.0137	1.5Physiotherapy Assessment _ Plan 030817.pdf
	IRT.0001.0069.0143	1.6Physiotherapy Assessment _ Plan 080817.pdf
	IRT.0001.0069.0149	1.7Physiotherapy Assessment _ Plan 301117.pdf
	IRT.0001.0069.0155	1.8Physiotherapy Assessment _ Plan 211217.pdf
	IRT.0001.0069.0161	1.9Physiotherapy_Occupational Therapy Assessment_Plan 180418.pdf
	IRT.0001.0069.0166	2.0Functional Assessment 150415.pdf
	IRT.0001.0069.0185	2.1Functional Assessment 021015.pdf
	IRT.0001.0069.0196	2.22Functional Assessment 070219.pdf
	IRT.0001.0069.0200	2.2Functional Assessment 151215.pdf

Exhibit Number	Document Number	Exhibit
	IRT.0001.0069.0203	2.3Functional Assessment 220316.pdf
	IRT.0001.0069.0207	2.4Functional Assessment 260316.pdf
	IRT.0001.0069.0211	2.5Functional Assessment 010416.pdf
	IRT.0001.0069.0219	Progress Notes Contractures 010716-310718.docx
	IRT.0001.0069.0228	Progress Notes Contractures 010818-010119.docx
	IRT.0001.0069.0231	0.0Care Evaluation 221215.pdf
	IRT.0001.0069.0236	0.10Care Evaluation (New Format from this date) 260418.pdf
	IRT.0001.0069.0242	0.11Care Evaluation 170818.pdf
	IRT.0001.0069.0247	0.12Care Evaluation 201218.pdf
	IRT.0001.0069.0252	0.13Care Evaluation 270419.pdf
	IRT.0001.0069.0258	0.1Care Evaluation 300316.pdf
	IRT.0001.0069.0264	0.2Care Evaluation 040716.pdf
	IRT.0001.0069.0342	0.1Dietary Details 150415.pdf
	IRT.0001.0069.0359	0.25Dietary Details 170219.pdf
	IRT.0001.0069.0362	0.26Dietary Details 130419.pdf
	IRT.0001.0069.0365	0.3Dietary Details 220316 (2).pdf
	IRT.0001.0069.0380	1.0Progress Notes Dietary Needs 010715-311015.docx
	IRT.0001.0069.0389	1.10Progress Notes Dietary Needs 011118-280219.docx
	IRT.0001.0069.0395	1.11Progress Notes Dietary Needs 010319-010619.docx
	IRT.0001.0069.0404	1.1Progress Notes Dietary Needs 011115-290216.docx
	IRT.0001.0069.0409	1.2Progress Notes Dietary Needs 010316-300616.docx
	IRT.0001.0069.0417	1.3Progress Notes Dietary Needs 010716-311016.docx
	IRT.0001.0069.0419	1.4Progress Notes Dietary Needs 011116-280217.docx
	IRT.0001.0069.0423	1.5Progress Notes Dietary Needs 010317-300617.docx
	IRT.0001.0069.0445	1.6Progress Notes Dietary Needs 010717-311017.docx
	IRT.0001.0069.0458	1.7Progress Notes Dietary Needs 011117-280218.docx
	IRT.0001.0069.0468	1.8Progress Notes Dietary Needs 010318-300618.docx
	IRT.0001.0069.0476	1.9Progress Notes Dietary Needs 010718-311018.docx
	IRT.0001.0069.0481	2.0Nutrition Assessment 150419.pdf
	IRT.0001.0069.0483	2.10Nutrition Assessment 130419.pdf
	IRT.0001.0069.0486	2.1Nutrition Assessment 220316.pdf
	IRT.0001.0069.0511	Med Chart Notes 010815.docx
	IRT.0001.0069.0512	Notes attached to Point 6.docx
	IRT.0001.0069.0513	Weight Record 150415-080619.pdf
	IRT.0001.0069.0520	IRT Integrated Progress Notes - GP
	IRT.0001.0069.0522	Physiotherapy Assessment _ Plan 8 August 17.pdf
	IRT.0001.0069.0528	Progress Notes 08116-161116.docx
	IRT.0001.0069.0534	Progress Notes 4 AUg 17 re physio referral.pdf
	IRT.0001.0069.0539	Resident Client Aggression Incident Report 040813.docx
	IRT.0001.0069.0540	Resident Client Aggression Incident Report 050813.docx
	IRT.0001.0069.0541	S FOWLER CRISIS ORDERS-16062017172252.jpg

Exhibit Number	Document Number	Exhibit
	IRT.0001.0069.0542	S Fowler Resident of the Day Progress Notes.pdf
	IRT.0001.0069.0561	Shirley FOWLER Platinum 5.0 File Front Page.docx
	IRT.0001.0069.0562	Weight and Vital Signs_ Urinalysis 100716-111016.pdf
	IRT.0001.0069.0563	Z SCANS_pall care-fowler-31.5.17-31052017170516.jpg
	IRT.0001.0069.0564	Doctor & Health Specialist Visit Record 260218-190619.pdf
	IRT.0001.0069.0567	GP Contact 010715-300616.docx
	IRT.0001.0069.0574	GP contact 010716-300617.docx
	IRT.0001.0069.0585	GP Contact 010717-3011018.docx
	IRT.0001.0069.0603	GP Contact 051218-010619.docx
	IRT.0001.0069.0606	GP Vital Signs Monitoring Directive 100419.pdf
	IRT.0001.0069.0607	S Fowler Repositioning Record 1 July 2016 to 1 January 2019.pdf
	IRT.0001.0070.0001	1.33 Emotional Support.PDF
	IRT.0001.0070.0014	1.54 Non IRT Food Policy.PDF
	IRT.0001.0070.0022	OP 1.42 Choice and Decision Making.pdf
	IRT.0001.0070.0026	OP1.35 Independence.pdf
	IRT.0001.0071.0001	Daily Record_ Pain 1 July 16 to 1 jan 19.pdf
	IRT.0001.0071.0024	Infection report for 27 oct 17.pdf
	IRT.0001.0071.0025	Infection report form 14 Nov 17.pdf
	IRT.0001.0071.0026	Initial interview - food assessment.pdf
	IRT.0001.0071.0038	Z READ ONLY Behaviour Evaluation 5 June 2017.pdf
	IRT.0001.0071.0041	Z READ ONLY Physiotherapy Assessment _ Plan 30 Nov 17.pdf
	IRT.0001.0072.0001	1.37 Privacy and Dignity Policy
	IRT.0001.0072.0035	Communication - training record_AU_Active01_905033053_1.xlsx
	IRT.0001.0072.0036	Daily Record_ Behaviour 010716-011116.pdf
	IRT.0001.0072.0037	Daily Record_ Bowel Chart 010716-011116.pdf
	IRT.0001.0072.0049	Daily Record_ Hygiene _ Care 010716-011116.pdf
	IRT.0001.0072.0054	Falls Management - training record_AU_Active01_905033078_1.xls
	IRT.0001.0072.0055	2017 William Beach Gardens Education Calendar.xlsx
	IRT.0001.0072.0078	WBG Education Calendar2018.xlsx
	IRT.0001.0072.0079	WBG_education calendar_2019_promo version.xlsx
	IRT.0001.0072.0080	Wound Photos in Chronological Order.docx
	IRT.0001.0072.0315	Nutrition and Hydration - training record_AU_Active01_905033017_1.xlsx
	IRT.0001.0072.0316	Skin Care - training record_AU_Active01_905033074_1.xlsx
	IRT.0001.0072.0317	WBG Map.pdf
	IRT.0001.0072.0321	Wound Care - training record_AU_Active01_905033060_1.xlsx
	IRT.0002.0001.0010	Annexure A - Number of direct care staff at IRT Williams Beach Gardens as at 1 November 2017.pdf
	LFO.0001.0001.0003	L foot bunion area 18 March 2018
	LFO.0001.0001.0005	L foot Nov 29 2017
	LFO.0001.0001.0008	Positioned with booties to protect feet
	LFO.0001.0001.0011	R foot 3 Dec 2017

Exhibit Number	Document Number	Exhibit
	LFO.0001.0001.0013	R foot bunion area 29 November 2017 and below Dec 2017 showing necrotic
	LFO.0001.0001.0019	Severe contracture R leg (2)
	LFO.0001.0001.0020	Severe contracture R leg
	LFO.0001.0001.0022	Photograph (Shirley) February/March 2015
	LFO.0001.0001.0027	Photograph (Shirley with dog)
	IRT.0001.0002.0592	Acute Care Needs _ Nursing Care Plan Shirley Fowler 15th June 2017.rtf
	IRT.0001.0002.2920	Pain Assessment _ Management Plan Shirley Fowler 16th June 2017.rtf
	DHC.0001.0001.0001	Attachment 1 - Proposal by Dapto Healthcare Pty Ltd to Trial a Variation in Aged Health Care Service Del
	DHC.0001.0001.0004	Attachment 2 - Royal Commission into Aged Care Quality and Safety - The Key Clinical Issues
	DHC.0001.0001.0008	Attachment 3 - Progress Notes for Shirley Fowler
	DHC.0001.0001.0017	Attachment 4 - Certificates
	DHC.0001.0001.0031	Attachment 5 - Dapto Healthcare Nursing Home Attendance Roster
	DHC.0001.0001.0043	Attachment 6 - Progress Notes Selection Criteria
	IRT.0001.0002.1624	Daily Record_ Daily Repositioning Shirley Fowler 1 January 2017 to 1 January 2018.pdf
	IRT.0001.0002.1714	Daily Record_ Daily Repositioning Shirley Fowler 1 January 2018 to 1 January 2019.pdf
	IRT.0001.0002.1883	Daily Record_ Daily Repositioning Shirley Fowler 1 July 2016 to 1 January 17.pdf
	IRT.0001.0003.2026	Daily Repositioning.pdf
	IRT.0001.0041.4203	Daily Repositioning.pdf
	IRT.0001.0041.3464	Fwd: PT meeting
	IRT.0001.0003.1924	RE: Case Id: S18/00XXXX [SEC=UNCLASSIFIED]
	DHC.0002.0001.0117	Email from L Fowler to Dapto Healthcare
	DHC.0002.0001.0001	Discharge Referral
	DHC.0002.0001.0003	Discharge Referral
	DHC.0002.0001.0005	Dapto Healthcare Patient Registration Form
	DHC.0002.0001.0032	Discharge Referral
	DHC.0002.0001.0034	Fax from IRT to Dapto Healthcare
	DHC.0002.0001.0035	Discharge Referral
	DHC.0002.0001.0037	Discharge Referral
	DHC.0002.0001.0039	Fax from IRT to Dapto Healthcare
	DHC.0002.0001.0041	Fax from IRT to Dapto Healthcare
	DHC.0002.0001.0045	Referral from IRT to Dapto Healthcare
	DHC.0002.0001.0047	General Referral
	DHC.0002.0001.0049	Fax from IRT to Dapto Healthcare
	DHC.0002.0001.0070	Fax from IRT to Dapto Healthcare

Exhibit Number	Document Number	Exhibit
	DHC.0002.0001.0071	Fax from IRT to Dapto Healthcare
	DHC.0002.0001.0074	Fax from IRT to Dapto Healthcare
	DHC.0002.0001.0077	Admission notification to GP
	DHC.0002.0001.0078	Fax from Podiatrist to Dapto Healthcare
	DHC.0002.0001.0079	Discharge Referral
	DHC.0002.0001.0081	Admission notification to GP
	DHC.0002.0001.0082	Histopathology Report
	DHC.0002.0001.0084	Palliative Care Discharge Referral
	DHC.0002.0001.0085	Fax from IRT to Dapto Healthcare
	DHC.0002.0001.0090	Letter from psychiatrist to Dapto Healthcare
	DHC.0002.0001.0092	Pathology report
	DHC.0002.0001.0093	General Referral
	DHC.0002.0001.0095	Letter from psychiatrist to Dapto Healthcare
	DHC.0002.0001.0096	Letter from plastic surgeon to Dapto Healthcare
	DHC.0002.0001.0097	Fax from IRT to Dapto Healthcare
	DHC.0002.0001.0100	Letter from Geriatrician to Dapto Healthcare
	DHC.0002.0001.0102	Letter from Geriatrician to Dapto Healthcare
	DHC.0002.0001.0105	General Referral
	DHC.0002.0001.0107	Podiatrist referral form
	DHC.0002.0001.0109	General Referral
	DHC.0002.0001.0111	Doctor visit record
	DHC.0002.0001.0112	Fax from IRT to Dapto Healthcare
	DHC.0002.0001.0114	Fax from IRT to Dapto Healthcare
	DHC.0002.0001.0117	Email from L Fowler to Dapto Healthcare
	DHC.0002.0001.0118	General Referral
	DHC.0002.0001.0120	Discharge Referral
	DHC.0002.0001.0122	Dr Bird Statement of Medical Diagnosis
	DHC.0002.0001.0123	General Referral
	DHC.0002.0001.0125	Residential Medication Management Review
	DHC.0002.0001.0127	General Referral
	DHC.0002.0001.0129	Fax from IRT to Dapto Healthcare
	DHC.0002.0001.0157	Residential Medication Management Review
	DHC.0002.0001.0159	Email from L Fowler to April Creed
	DHC.0002.0001.0160	General Referral
	DHC.0002.0001.0162	Letter from plastic surgeon to Dapto Healthcare
	DHC.0002.0001.0163	Discharge notification to GP
	DHC.0002.0001.0164	Discharge Referral
	DHC.0002.0001.0166	General Referral
	DHC.0002.0001.0168	Discharge notification to GP
	DHC.0002.0001.0170	Letter from Dapto Healthcare to Doctor
	DHC.0002.0001.0171	Letter from Dapto Healthcare to Doctor

Exhibit Number	Document Number	Exhibit
	DHC.0002.0001.0173	Letter from Dapto Healthcare to IRT
	DHC.0002.0001.0174	Letter from Dapto Healthcare to ACAT
	DHC.0002.0001.0177	Health Summary Sheet
	DHC.0002.0001.0179	Health Summary Sheet
	DHC.0002.0001.0181	Health Summary Sheet
	DHC.0002.0001.0183	Letter from Dapto Healthcare to Palliative Care
	DHC.0002.0001.0188	Pathology report
	DHC.0002.0001.0189	Blood test
	DHC.0002.0001.0190	Pathology report
	DHC.0002.0001.0191	Blood test
	DHC.0002.0001.0192	Blood test
	DHC.0002.0001.0193	Histopathology Report
	DHC.0002.0001.0194	Blood test
	DHC.0002.0001.0195	Blood count
	DHC.0002.0001.0196	Specimen test
	DHC.0002.0001.0197	Liver function test
	DHC.0002.0001.0198	Serum
	DHC.0002.0001.0199	Serum
	RCD.9999.0099.0002	Letter from IRT to Dapto Healthcare
	RCD.9999.0105.0001	Prabhu et al, Passive movements for the treatment and prevention of contractures, Cochrane Database of Systematic Reviews 2013, Issue 12.
	RCD.9999.0105.0032	Extract from Potter and Perry's Fundamentals of Nursing 2017 (5th edition).
	SUB.0001.0069.0029	IRT Group provider response
	SUB.0001.0069.1455	IRT William Beach Gardens provider response
	RCD.9999.0106.0001	National Aged Care Mandatory Quality Indicator Program Manual 1.0
	DHC.0002.0001.0169	Mrs Shirley (Shirley) Fowler
	RCD.9999.0108.0001	"Chronology"
	RCD.9999.0104.0001	Letter to Royal Commission from Alex Rickarby 05.07.19 (NTG-0259 #1)
	RCD.9999.0104.0009	Letter to Royal Commission from Alex Rickarby 05.07.19 (NTG-0259 #2)
6-9	WIT.0103.0001.0001	Statement of Lyndall Helen Fowler
6-10	WIT.0103.0002.0001	Statement of Lyndall Helen Fowler to Royal Commission Into Safety and Quality of Aged Care
6-11	WIT.0259.0001.0001	Amended Statement of Kristy Lee Taylor
6-12	WIT.0259.0002.0001	Statement of Sophoronia Briguglio

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Exhibit Number	Document Number	Exhibit
6-13		Assisi Tender Bundle
	ACL.501.0001.9004	Standard 2.5 (02) Diabetes Management
	ACL.501.0002.2747	Staff Night Routines Updated 8/9/2016
	ACL.501.0002.2611	Staff Night Routines Updated 29/9/2016
	ACL.501.0002.2631	St Anthony 7 - 11am shift.docx
	ACL.501.0001.9247	Standard 2.7 Medication Management
	ACL.001.0015.0009	Assisi Centre Aged Care: Standard 2.11 Wound Management
	ACL.500.0001.9530	Standard 2.11 - Wound Management & Standard 2.8 - Pain Management
	ACL.500.0001.2526	Queensland FRAT - Santoro, Annunziata
	ACL.500.0001.2780	Norton Risk Assessment Scale - Santoro, Annunziata
	ACL.500.0001.8848	Permanent Resident Agreement, Assisi Centre Aged Care - Santoro, Annunziata
	ACL.501.0001.3618	Email to Unit Managers titled 'Mrs. Santoro'
	ACL.500.0001.2512	Physiotherapy Assessment - Santoro, Annunziata
	ACL.500.0001.2454	Nutrition & Hydration Assessment - Santoro, Annunziata
	ACL.500.0001.2415	Mobility Transfers & Dexterity Assessment - Santoro, Annunziata
	ACL.500.0001.2525	Psychogeriatric Assessment Scale (PAS) - Santoro, Annunziata
	ACL.500.0001.2585	Pain Care Plan - Santoro, Annunziata
	ACL.500.0001.2606	Risk Care Plan - Santoro, Annunziata
	ACL.500.0001.2742	Cornell Depression Scale - Santoro, Annunziata
	ACL.501.0002.3209	Medication Care Plan - Santoro, Annunziata
	ACL.501.0001.3601	Email from A Ng titled 'FW: Annunziata Santoro'
	ACL.001.0004.0038	Resident Medication Chart - Santoro Annunziata
	ACL.501.0002.5390	Staff Survey Report 2017
	ACL.501.0001.3594	Email chain between A Ng and Unit managers, Catering titled 'FW: Annunziata Santoro' (16/7/2017 - 25/07/2017)
	ACL.001.0001.0092	Leisure Lifestyle & Wellbeing Program Form - Santoro, Annunziata
	ACL.501.0001.2240	Email from A Ng titled 'Mrs Santoro'
	ACL.501.0001.3583	Email titled 'FW: Re Mrs Santoro'
	ACL.500.0002.0238	Standard 2.11 - SKIN CARE
	ACL.501.0001.8784	Standard 2.14 (01) Mobility,dexterity and Rehabilitation

Exhibit Number	Document Number	Exhibit
	CTH.4003.9000.0118	Roster St Anthony (26/2/18-29/4/18)
	ACL.500.0002.0244	Standard 2.4 (1) - CLINICAL CARE - General
	ACL.001.0007.0352	Progress Notes for Santoro, Annunziata
	ACL.501.0001.1442	Email chain between A Ng and A Yao titled 'Re: Ana Yao Fwd: Mrs Santoro' (12/04/2018 - 9/04/2018)
	ACL.500.0001.0106	Progress notes - Santoro, Annunziata (5 April - 14 April 2018)
	ACL.501.0001.1438	Email chain between A Ng and A Yao titled 'Re: Mrs Santoro' (16/04/2018)
	ACL.501.0001.1873	Email between A Yao and A Ng titled 'FW: Mrs Santoro'
	ACL.001.0007.0353	Progress Notes for Santoro, Annunziata
	ACL.501.0001.2158	Email titled 'FW: Special nurse for Mrs Santoro - room 44'
	ACL.501.0001.2161	Email from A Yao titled 'Annunciata Santoro'
	ACL.501.0001.1429	Email chain between A Yao and Pharmacy titled 'RE: Annunciata Santoro'
	ACL.501.0001.3548	Email from A Yao titled 'Annunciata Santoro'
	ACL.501.0001.1404	Email chain titled 'RE: Special Agency for Mrs Santoro' (18/04/2018 - 19/04/2018)
	ACL.001.0007.0367	Progress Notes for Santoro, Annunziata
	ACL.501.0001.2107	Email chain between A Yao and A Ng titled 'FW: Mrs Santoro' (16/04/2018 - 14/05/2018)
	ACL.501.0001.3545	Email chain to Assisi Recruitment titled 'Regarding private carer for Mrs. Santoro'
	ACL.501.0001.3546	Email to Assisi RNs titled 'Floor height beds'
	CTH.4003.9000.0088	Email from A Ng to Aged Care Complaints Vic titled 'FW: Attention Lucy [SEC=UNCLASSIFIED]'
	ACL.001.0001.0035	Mobility Transfers & Dexterity Assessment - Santoro, Annunziata
	ACL.001.0001.0045	Medication Assessment - Santoro, Annunziata
	ACL.001.0001.0047	Oral & Dental Assessment - Santoro, Annunziata
	ACL.001.0001.0052	Personal Hygiene Assessment - Santoro, Annunziata
	ACL.001.0001.0056	Norton Risk Assessment Scale - Santoro, Annunziata
	ACL.001.0001.0058	Queensland FRAT - Santoro, Annunziata
	ACL.001.0007.0206	Pain Care Plan - Santoro, Annunziata
	ACL.500.0001.2409	Medication Assessment - Santoro, Annunziata
	ACL.501.0001.1379	Email from ACCC titled 'S18/009440 [SEC=UNCLASSIFIED]'

Exhibit Number	Document Number	Exhibit
	ACL.501.0001.1382	Email from A Yao to Assisi RNs & unit managers titled 'wound chart'
	ACL.501.0002.3161	Nutrition & Hydration Assessment - Santoro, Annunziata
	ACL.500.0001.0113	Repositioning chart - Santoro, Annunziata (Date range: 1 Mar 2018 - 30 April 2018)
	ACL.501.0001.1370	Email between chain A Ng and A Yao titled 'RE: Mrs Santoro' (29/4/2018 - 30/04/2018)
	ACL.501.0001.3540	Email chain titled 'RE:Mrs Santoro' (29/4/2018 - 30/4/2018)
	ACL.001.0001.0039	Continence & Toileting Assessment - Santoro, Annunziata
	ACL.001.0001.0042	Communication & Sensory Assessment - Santoro, Annunziata
	ACL.001.0001.0099	Email chain between Anna Ng and Ana Yao from 29 April 2018 - 1 May 2018 titled 'Mrs Santoro'
	ACL.501.0001.1360	Email to A Yao titled 'Mrs. Santoro's bed height'
	ACL.501.0001.1355	Email chain between A Ng and A Yao titled 'RE: Mrs Santoro' (22/04/2018 - 2/05/18)
	CTH.4003.9000.0111	Assisi Response to concerns received by the Complaints Commissioner regarding Mrs Nancy Santoro
	ACL.501.0001.1335	Email chain between A Ng and A Yao titled 'RE: Mrs Santoro' (29/04/2018 - 4/05/18)
	ACL.001.0001.0094	Activity Attendee - Santoro, Annunziata
	ACL.501.0001.1314	Email to A Yao titled 'Annunziata Santoro'
	ACL.501.0001.1300	Email to A Yao titled 'Regarding Santoro'
	ACL.001.0007.0396	Progress Notes for Santoro, Annunziata - Clinical Care Review (14 Dec 2017 - 13 May 2018)
	ACL.001.0007.0118	Email chain between Anna Ng and Ana Yao titled 'Mrs Santoro' (13 & 14 May 2018)
	CTH.4003.9000.0116	St Anthony - Roster (11/06/2018 - 24/06/2018)
	CTH.4003.9000.0129	Nurising roster (11/06/2018 - 24/06/2018)
	ACL.500.0001.9230	Roster Report by Role Date range: 11 Jun - 24 Jun 2018)
	ACL.501.0001.1259	Email titled 'RE: About Mrs Santoro'
	ACL.501.0001.1752	Email chain between A Yao and A Ng titled 'FW: Mrs Santoro'
	ACL.501.0001.1220	Email chain btween A Ng and A Yao titled 'RE: Mrs Santoro'
	ACL.501.0001.3504	Email between A Ng and A Yao titled 'RE: Mrs Santoro'
	ACL.001.0001.0021	Progress Notes for Santoro, Annunziata
	ACL.500.0001.2339	Medication Assessment - Santoro, Annunziata

Exhibit Number	Document Number	Exhibit
	ACL.500.0001.2432	Mobility Transfers & Dexterity Assessment - Santoro, Annunziata
	ACL.501.0001.1188	Email from A Yao to Resident Movement titled 'Annunziata Santoro'
	ACL.501.0001.3733	Abbey Pain Scale & Documentation - Santoro, Annunziata (Various dates)
	ACL.501.0001.3492	Email chain between A Ng and A Yao titled 'RE: Mrs Santoro' (14/07/2018 - 19/7/2018)
	ACL.501.0001.1159	Email chain between A Yao and Dr Tay titled 'RE: Annunziata Santoro'
	ACL.501.0001.1060	Email chain between internal Assisi staff titled 'RE: Annunziata Santoro'
	ACL.501.0001.2568	Email from Assisi Recruitment to Assisi Accounts titled 'FW: Re: St Anthony timesheets'
	ACL.501.0001.1005	Email chain between A Ng and A Yao titled 'RE: Mrs Santoro'
	ACL.001.0001.0110	Progress Notes Detailed - Santoro, Annunziata
	ACL.001.0001.0111	Progress Notes Detailed - Santoro, Annunziata
	ACL.501.0001.0994	Email from A Yao to Dr Tay titled 'Annunziata Santoro'
	ACL.501.0001.0982	Email chain between A Yao and A Ng, F Santoro, T Santoro titled 'RE: Annunziata Santoro'
	ACL.501.0001.0975	Email chain from A Yao titled 'RE: A. Santoro'
	ACL.501.0001.0973	Email from S Manuel to Dr Tay titled 'follow UP Mrs Santoro'
	ACL.501.0001.5027	Email between Assisi and Dr Tay titled 'RE: follow UP Mrs Santoro' (5/8/2018 - 6/08/2018)
	ACL.001.0001.0128	Progress Notes Detailed - Santoro, Annunziata (6 Aug 2018 - 7 Aug 2018)
	ACL.501.0001.0964	Email from A Yao titled 'RE: Mrs Santoro'
	ACL.501.0001.0956	Email from A Yao to Dr Tay titled 'Annunziata Santoro'
	ACL.501.0001.0940	Email Frank Santoro titled 'Nancy Santoro'
	ACL.001.0001.0140	Progress Notes Detailed - Santoro, Annunziata (18 July 2018 & 11 Aug 2018)
	ACL.001.0001.0141	Progress Notes Detailed - Santoro, Annunziata (26 July, 2 Aug & 12 Aug 2018)
	ACL.001.0007.0026	Progress Notes for Santoro, Annunziata
	ACL.501.0001.0927	Email titled 'Possible extra 1 hr Padre Pio 2-3PM and St anthony'
	ACL.001.0001.0024	Progress Notes for Santoro, Annunziata
	ACL.001.0001.0025	Progress Notes for Santoro, Annunziata

Exhibit Number	Document Number	Exhibit
	ACL.501.0001.0923	Email A Ng titled 'RE: Mrs Santoro'
	ACL.501.0001.0906	Email from J Jacob to Assisi Staff titled 're Mrs Santoro' (transfer to St Francis)
	ACL.501.0001.0908	Email chain between J Jacob and E Tay titled 'RE: re Mrs Santoro'
	ACL.501.0001.0845	Email from A Yao to A Yao containing photograph of heel wound
	ACL.001.0001.0199	Progress Notes Detailed - Santoro, Annunziata
	ACL.501.0002.3293	Record of Family Meeting - 14 September 2018
	ACL.001.0001.0262	Progress Notes Detailed - Santoro, Annunziata (18 Sept, 3 Oct, 12 Oct 2018)
	ACL.501.0001.3328	Email from J Jacob to Assis RNs titled 're Mrs santoro'
	ACL.501.0001.0873	Email chain with J Jacob titled 'RE: A. Santoro'
	ACL.001.0001.0223	Progress Notes Detailed - Santoro, Annunziata
	ACL.001.0001.0224	Progress Notes Detailed - Santoro, Annunziata
	ACL.001.0001.0233	Progress Notes Detailed - Santoro, Annunziata
	ACL.001.0001.0235	Progress Notes Detailed - Santoro, Annunziata (17, 18 Sept & 3 Oct 2018)
	ACL.001.0001.0236	Progress Notes Detailed - Santoro, Annunziata (25 Sept & 3 Oct 2018)
	ACL.001.0007.0215	Progress Notes for Santoro, Annunziata
	ACL.001.0008.0005	Adverse Event Detailed - Santoro, Annunziata (12 Nov 2017 - 4 Oct 2018)
	ACL.500.0001.1753	Adverse Events Review Details (Date range: 1 Jun 2017 - 8 Nov 2018)
	ACL.001.0001.0239	Progress Notes Detailed - Santoro, Annunziata
	ACL.500.0001.0312	Behaviours Chart - Santoro, Annunziata (Date range: 1 Jun 2018 - 8 Nov 2018)
	ACL.501.0001.3274	Email from A Ng and subsequent email chain with J Jacob titled 'RE: '
	ACL.501.0001.3280	Email with J Jacob titled 'RE: re Mrs Santoro'
	ACL.001.0001.0241	Progress Notes Detailed - Santoro, Annunziata
	ACL.001.0001.0243	Progress Notes Detailed - Santoro, Annunziata (2 & 9 Oct 2018)
	ACL.500.0002.0088	Photo: wound 1 heel
	ACL.501.0001.2574	Email chain between A Ng, J Jacob titled 'FW: Mrs Santoro' (4/10/2018 - 30/04/2019)
	ACL.001.0001.0245	Progress Notes Detailed - Santoro, Annunziata (9 & 10 Oct 2018)

Exhibit Number	Document Number	Exhibit
	ACL.001.0001.0263	Progress Notes Detailed - Santoro, Annunziata (10 Oct & 13 Oct 2018)
	ACL.001.0001.0246	Progress Notes Detailed - Santoro, Annunziata
	ACL.001.0002.0018	Chronic Wound - Right Heel - Assessment - Santoro, Annunziata
	ACL.500.0001.2297	Chronic Wound (right heel) Care Plan - Santoro, Annunziata
	ACL.001.0001.0254	Progress Notes Detailed - Santoro, Annunziata
	ACL.500.0002.0087	Photo: maggots found
	ACL.500.0002.0089	Photo: wound 2 lower leg
	ACL.500.0002.0090	Photo: wound 3 rt big toe
	ACL.500.0002.0091	Photo: wound 4 rt 4th toe
	ACL.001.0001.0260	Progress Notes Detailed - Santoro, Annunziata
	ACL.001.0002.0012	Personal Hygiene Assessment - Santoro, Annunziata
	ACL.001.0006.0084	Wound Audit
	ACL.001.0007.0214	Progress Notes for Santoro, Annunziata: Austin Residential Outreach Team
	ACL.500.0001.9059	Assisi Review of Event - Pressure Wound
	ACL.501.0001.0861	Transfer Form - Santoro, Annunziata
	CTH.4003.9000.0316	Email from Aged Care Complaints Vic titled 'FW: New Submission from aged Care Complaints Scheme: Lodge a complaint online 2016 [DLM=Sensitive:Personal]'
	ACL.500.0001.8455	Weights List - Santoro, Annunziata (Date range: 1 Jun 2016 - 8 Nov 2018)
	ACL.501.0001.0855	Email chain between Dr Eric Tay and Assisi titled 'RE: Mrs Santoro'
	CTH.4003.9000.0387	Assisi Wound Audit Report - Santoro, Annunziata
	CTH.4003.9000.0323	Email from Aged Care Complaints Vic titled 'FW: Case S19/004796 [SEC=UNCLASSIFIED]'
	ACL.500.0001.0437	Pain Care Plan - Santoro, Annunziata
	ACL.500.0001.2636	Chronic Wound (Right Heel) Assessment - Santoro, Annunziata
	ACL.501.0001.1524	Email chain between J Jacob and Dr Tay titled 'FW: Mrs Santoro' (16/10/2018 - 14/05/2018)
	ACL.501.0001.3169	Email from J Jacob to E Tay titled 're Mrs Santoro'
	ACL.501.0001.3173	Email chain between J Jacob and Dr Tay titled 'RE: Mrs Santoro' (16/10/2018 - 17/10/2018)
	ACL.501.0001.5278	Email chain between J Jacob and Dr Tay titled 'FW: Mrs Santoro' (16/10/2018 - 14/05/2018)

Exhibit Number	Document Number	Exhibit
	CTH.4003.9000.0327	Wound Details (Date range: 18 July 2018 - 17 Oct 2018)
	ACL.500.0001.6320	Pain Monitoring Details - Santoro, Annunziata (Date range: 1 Jun 2016 - 8 Nov 2018)
	ACL.001.0002.0244	Resident Medication Chart
	ACL.001.0002.0246	Resident Medication Chart - Santoro Annunziata
	ACL.001.0007.0481	Assisi written response with regard to concerns raised re. Santoro, Annunziata
	ACL.500.0001.2266	Risk Care Plan - Santoro, Annunziata
	ACL.500.0001.2333	Chronic Wound (Right Heel) Care Plan - Santoro, Annunziata
	ACL.500.0001.2737	Physiotherapy Assessment - Santoro, Annunziata
	ACL.500.0001.2807	Penisular Health FRAT - Santoro, Annunziata
	ACL.500.0001.9959	Assisi Wound Audit Report - Santoro, Annunziata
	ACL.501.0001.0609	Progress notes - Santoro, Annunziata - Doctors reviews (Date range: 1 Jun to 19 Oct 2018)
	ACL.501.0001.3056	Abbey Pain Scale - Santoro, Annunziata (Bundle of 5, multiple dates)
	CTH.4003.9000.0350	Multiple Chronic wound (right heel) Assessments Santoro, Annunziata. Resident medication chart
	CTH.4003.9000.0391	Weight Chart 2018 & Pain Details (Oct 2018)
	CTH.4003.9000.0400	Progress notes - Summary and system entries (13/05/2018 - 13/09/2018)
	CTH.4003.9000.0418	Progress notes (14 Oct - 19 Oct 2018)
	CTH.4003.9000.0445	Progress notes (Sept 2018 - Oct 2018)
	CTH.4003.9000.0470	Assisi Written Response with regard to the following concerns.docx
	ACL.001.0002.0026	Progress Notes - Santoro Annunziata, Date range: 1 Jul 2018 - 31 Jan 2019
	ACL.500.0001.1493	Wound Monitoring (Appearance Details) - Santoro, Annunziata (Date range: 1 Jun 2018 - 8 Nov 2018)
	ACL.500.0001.6228	Client communications - Santoro, Annunziata (Date range: 1st June 2016 to 8th Nov 2018)
	ACL.500.0001.8543	Wound Monitoring (Treatment Details) - Santoro, Annunziata (Date range: 1 Jun 2016 - 8 Nov 2018)
	ACL.501.0001.3815	Communication, Organiser - Mrs Santoro (Date range May 2018 - Oct 2018)
	ACL.501.0001.4310	Medication charts & Patient History - Annunziata Santoro (1/7/18 - 1/10/18)

Exhibit Number	Document Number	Exhibit
	CTH.4003.9000.0544	Regular medication signing charts (July - October 2018)
	CTH.4003.9000.0485	Record of notes taken by A Ng (Sept 2018 - Oct 2018)
	CTH.4003.9000.1107	Email titled 'Active wound review'
	CTH.4003.9000.0475	Email chain between A Ng and Dr Tay forwarded to Aged Care Complaints Vic titled 'FW: re Mrs Santoro's medications review. S19-004796 [Sec=Unclassified]'
	CTH.4003.9000.0477	Email with A Ng forwarded to Aged Care Complaints Vic titled 'FW: Mrs Santoro S19- 004796 [Sec=Unclassified]'
	CTH.4003.9000.0482	Email chain between A Ng and J Jacob forward to Aged Care Complaints Vic titled 'FW: re Mrs Santoro's general updates 19-004796 Robert Rogers [Sec=Unclassified]'
	ACL.500.0001.9285	Email titled 're wound one to one session with ' & CQI Plan Items
	CTH.4003.9000.0778	Email with CQI Plan Items Doc attached
	CTH.4003.1000.0903	Letter from Delegate of the Aged Care Complaints Commissioner to CEO, AACQA titled 'S19/004796 Type 2 Referral - Significant issue/concern - Assisi Centre Aged Care - RACS ID 3364'
	CTH.4003.1000.1499	AACQA Assessment Contact Report Assisi Centre Aged Care
	CTH.4003.9000.1001	Email from ACQSC titled 'Case ID S19/004796 Assisi Centre - Mrs Santoro [Sec=Unclassified]'
	ACL.501.0001.0131	Progress notes - Santoro, Annuziata (July 2018 to October 2018)
	CTH.4003.9000.1003	Email from ACQSC titled 'Case ID S19/004796 Assisi [SEC=UNCLASSIFIED]'
	CTH.4003.9000.1136	Emails between ACQSC and Dr Tay titled 'RE: Case ID S19/004796 Assisi - Mrs A Santoro [SEC=UNCLASSIFIED]'
	CTH.4003.9000.1152	Email from Aged Care Complaints Clinical Advice titled 'RE: Case ID S19/004796 Assisi Centre (Maggots) [DLM=Sensitive:Personal]'
	CTH.4003.9000.1156	Email chain between Aged Care Quality Vic and A Ng titled 'Case ID S19/004796 Assisi - Mrs Santoro [SEC=UNCLASSIFIED]' (16/2/2019 - 18/2/2019)
	CTH.4003.9000.1283	Forwarded email from A Ng to Aged Care Quality Vic titled 'FW: S19/004796 [Sec=Unofficial]'
	ACL.501.0001.5129	Board Minutes 25 March 2019.pdf
	ACL.501.0003.0191	Minutes of the Special Board Meeting 1 April 2019
	ACL.001.0007.0197	Information Required by Complaints Commission
	ACL.500.0001.0299	Assisi Centre Aged Care: Standard 2.10 Nutrition and Hydration
	ACL.500.0002.0271	Standard 2.8(1) - PAIN MANAGEMENT

Exhibit Number	Document Number	Exhibit
	ACL.501.0002.3014	Care Directives - Chronic Wounds (1/05/2016 - 10/05/2019)
	ACL.501.0002.5540	Historical Drug Usage and PRN Administration Record - Mrs A Santoro
	ACL.501.0004.0003	Letter from ACQSC, Case ID: S19/004796
	ACL.501.0001.0326	Assisi Summary - Mrs Santoro
	ACL.501.0002.2757	Night Shift Floater duty list
	AMN.0001.0001.0001	Photo
	AMN.0001.0001.0002	All about me
	AMN.0001.0001.0003	Assisi Centre Inc Residents, Families and Friends Meeting Minutes
	AMN.0002.0001.0001	Email correspondence between Anna Ng and Assisi Centre Aged Care re complaint
	AMN.0002.0001.0007	Letter from Aged Care Quality and Safety Commission to Anna Ng attaching feedback and outcomes
	AMN.0003.0001.0001	Photo
	AMN.0004.0001.0001	Email from Andrew Place Clinic to Anna Ng re medication
	SUB.0001.0026.0424	Letter from Assisi Aged Care to Royal Commission into Aged Care Quality and Safety re provider response
	SUB.0001.0026.0387	Assisi Aged Care Submission to the Royal Commission into Aged Care Quality and Safety
	ACL.500.0001.3586_E	Progress Notes from 12/11/2017 - 13/11/2017
	ACL.001.0004.0364	Austin Health Discharge Summary
	ACL.001.0004.0373	Austin Health Patient Summary Report
	ACL.500.0001.3592_E	Progress Notes from 21/11/2017 - 22/11/2017
	ACL.001.0004.0078	Austin Health Advance Care Plan
	ACL.500.0001.3602_E	Progress Notes from 12/12/2017 - 14/12/2017
	ACL.001.0004.0264	Austin Health Discharge Summary
	ACL.001.0004.0279	Austin Health Patient Summary Report
	ACL.001.0004.0354	Hospital Discharge Summary
	ACL.500.0001.3660_E	Progress Notes for 17/04/2018
	ACL.500.0001.3683_E	Progress Notes for 26/04/2018
	CTH.4003.9000.0267	Finalisation letter from Aged Care Quality and Safety Commission to Ms Ng
	ACL.500.0001.3755_E	Progress Notes for 14/06/2018
	ACL.001.0004.0252	Austin Health Patient Summary Report

Exhibit Number	Document Number	Exhibit
	ACL.001.0004.0259	Austin Health Assessment Form
	ACL.500.0001.3780_E	Progress Notes from 12/07/2018 - 17/07/2018
	ACL.001.0004.0218	Austin Health Encounter Summary
	ACL.001.0004.0213	Austin Health Emergency Discharge Documentation
	ACL.001.0004.0216	Austin Health Patient Summary Report
	ACL.500.0001.3827_E	Progress Notes for 08/08/2018
	ACL.500.0001.3848_E	Progress Notes from 19/08/2018 to 20/08/2018
	ACL.500.0001.3898_E	Progress Notes from 16/09/2018 to 17/09/2018
	ACL.500.0001.3901_E	Progress Notes for 18/09/2018
	ACL.500.0001.3937_E	Progress Notes from 03/10/2018 to 04/10/2018
	ACL.500.0001.3947_E	Progress Notes from 09/10/2018 to 12/10/2018
	RCD.0010.0001.0101	Letter from Royal Commission to Assisi Centre Limited re Darwin Cairns Hearing
	RCD.0003.0258.0001	Notice to Give to Assisi Centre Limited (NTG-0258)
	DET.0001.0001.0001	Andrew Place Clinic records between 26/04/2018 to 18/10/2018
	DET.0001.0002.0001	Bundle of emails from E Tay between 17/04/2018 to 26/10/2018
	DET.0001.0003.0001	Emails between E Tay and A Ng between 01/11/2018 to 15/11/2018
	CTH.4003.1000.0037	Audit Assessment Information - Assisi Centre Aged Care
	CTH.4003.1000.0035	Re-Accreditation Decision and STATEMENT of Reasons
	CTH.4003.1000.0455	Assessment Contact Advice - Assisi Centre Inc
	CTH.4003.1000.0456	Assessment Contact Report - Assisi Centre Inc
	CTH.4003.1000.0901	Assessment Contact Advice - Assisi Centre Inc
	CTH.4003.1000.0895	Assessment Contact Report - Assisi Centre Inc
	CTH.4003.1000.1510	Assessment Contact Advice - Assisi Centre Limited
	ACL.501.0001.9399	Std 2.7 (3) Application of Medicated Creams and Lotions.doc
	ACL.001.0017.0100	Pain Management Policy
	ACL.501.0001.9383	Std 2.7 (1) Medication Management - High Care Facility.doc
	ACL.501.0001.9391	Std 2.7 (2) Medication Management - Hostel.doc
	ACL.001.0017.0014	Clinical Care - General Policy
	ACL.501.0001.9657	Assisi Centre Aged Care Std 2.4 (01) - CLINICAL CARE - General.doc
	ACL.001.0017.0053	Other Health and Related Services Policy

Exhibit Number	Document Number	Exhibit
	ACL.001.0017.0155	Therapeutic (Modified) Diet Menus Policy
	ACL.001.0017.0168	Assisi Centre Aged Care Std 2.11 Skin Care Policy
	ACL.501.0001.9602	Assisi Centre Aged Care Std 2.12 - CONTINENCE MANAGEMENT.doc
	ACL.001.0017.0032	Hand Over Policy and Procedure
	ACL.001.0017.0029	Adverse Event Management Policy
	ACL.501.0001.8810	Assisi Centre Aged Care 2.4 (03) Adverse Event Management.doc
	ACL.501.0001.9667	Assisi Centre Aged Care Std 2.5 (01) - SPECIALISED NURSING CARE PROCEDURE.doc
	ACL.501.0002.0055	Assisi Centre Aged Care Std 3.9.(01) Choice and decision making.doc
	ACL.001.0017.0114	Assisi Centre Aged Care Std 2.9 Palliative Care Policy
	ACL.001.0005.0102	Staff Orientation and Induction Program
	ACL.001.0017.0035	Management of Acute Clinical Events Policy
	ACL.001.0017.0098	Resident Self Administration of Medications Policy
	ACL.501.0001.8817	Assisi Centre Aged Care 2.4 (05) Management of Acute Clinical Events.docx
	ACL.501.0002.0027	Assisi Centre Aged Care Std 3.6.(02) Death and Dying with dignity.doc
	ACL.501.0002.0029	Assisi Centre Aged Care Std 3.7 (01) Leisure Interests and Activities.doc
	ACL.501.0002.0038	Assisi Centre Aged Care Std 3.8 (01) Cultural and Spiritual Life.doc
	ACL.501.0002.0057	Assisi Centre Aged Care Std 3.9.(02) Committees residents and friends.doc
	ACL.501.0002.0004	Assisi Centre Aged Care Std 3.4 (01) Emotional Support.doc
	ACL.501.0001.8726	Assisi Std 2.11 Wound Care.doc
	ACL.501.0001.9275	Assisi Centre Aged Care Std 2.8 - Pain Management
	ACL.501.0002.4885	Assisi Falls Management Policy
	ACL.001.0017.0057	Medication Management Policy
	ACL.501.0002.0067	Education & Training from 02/05/2016 to 14/05/2019
	ACL.001.0017.0139	Nutrition and Hydration Policy
	ACL.001.0003.0175	Application for Respite Care or Permanent Entry to Assisi Centre Aged Care - Santoro Annunziata
	ACL.500.0001.4886	Blood Glucose Levels from 24/06/2016 to 15/10/2018

Exhibit Number	Document Number	Exhibit
	ACL.501.0001.8102	Validation from 24/06/2016 to 30/10/2018
	ACL.501.0002.4351	Urinalysis List from 24/06/2016 to 17/10/2018
	ACL.501.0002.4766	Bowels Monitoring Chart from 24/06/2016 to 23/10/2018
	ACL.501.0002.3615	Client Care Document Care Plan Initial
	ACL.500.0002.0100	Annunziata Santoro Comprehensive Assessment
	ACL.501.0002.4906	Assisi Wound Management Policy
	ACL.001.0007.0031	Pain Care Plan
	ACL.501.0001.6118	Staffing Report by Role from 29/05/2017 to 08/10/2017
	ACL.001.0004.0400	Long Term Medication Management Chart - Annunziata Santoro as at 13/06/2017
	ACL.001.0004.0095	Activity and Interest Checklist
	ACL.001.0004.0440	Pathology results
	ACL.500.0001.1641	Activity Attendance from 15/06/2017 to 23/10/2018
	ACL.500.0001.4272	Weight Monitoring from 15/06/2017 to 16/10/2018
	ACL.501.0002.3611	Client Care Document Norton Risk Scale
	ACL.501.0002.4864	Initial Assessment
	ACL.500.0001.2596	Client Care Document Care Plan Physiotherapy 22nd June 2017.pdf
	ACL.501.0002.3806	Pain Monitoring Details from 23/06/2017 to 23/10/2018
	ACL.501.0002.2846	Behaviours Monitoring from 04/07/2017 to 5/10/2018
	ACL.500.0001.2774	Client Care Document Assessment Continenence & Toileting 12th July 2017.pdf
	ACL.001.0016.0056	Abbey Pain Scale
	ACL.501.0002.3097	Client Care Document Care Plan Risk
	ACL.001.0004.0015	ACFI 5 Continenence - Assessment
	ACL.501.0001.4600	Email from A Ng re Mrs Santoro
	ACL.500.0001.2772	Client Care Document Assessment Client Profile Form from 22/08/2017 to 21/09/2018
	ACL.500.0001.2308	Client Care Document Care Plan Leisure Lifestyle & Wellbeing from 24/08/2017 to 17/01/2018
	ACL.500.0001.2399	Client Care Document Assessment leisure Lifestyle & Wellbeing 24th August 2017.pdf
	ACL.500.0001.9218	Leisure Lifestyle Program form from 24/08/2017 to 17/01/2018
	ACL.500.0001.2388	Client Care Document Assessment Continenence & Toileting 6th September 2017.pdf

Exhibit Number	Document Number	Exhibit
	ACL.500.0001.2598	Client Care Document Care Plan Physiotherapy 22nd September 2017.pdf
	ACL.500.0001.2905	Infection Monitoring from 27/09/2017 to 03/10/2018
	ACL.500.0001.0152	Weight Chart 2018 from 06/10/2017 to 16/09/2018 and Pain Details from 15/10/2018 to 19/10/2018
	ACL.502.0001.0346	Roster Report by Role from 09/10/2017 to 06/05/2018
	ACL.500.0001.2304	Client Care Document Care Plan Contnence & Toileting.pdf
	ACL.001.0008.0030	Adverse Events List from 12/11/2017 to 04/10/2018
	ACL.001.0002.0082	Abbey Pain Scale
	ACL.500.0001.2755	Client Care Document Risk Scale Queensland FRAT 22nd Nov2017.pdf
	ACL.501.0002.3283	Client Care Document Risk Scale Norton Risk Assessment Scale
	ACL.001.0006.0007	Internal Transfer Checklist
	ACL.501.0001.8797	Assisi Centre Aged Care 2.4 (02) Clinical Documentation.doc
	ACL.500.0001.2612	Client Care Document Care Plan Risk 5th December 2017.pdf
	ACL.500.0001.2302	Client Care Document Care Plan Continence 12th December 2017.pdf
	ACL.500.0001.2360	Client Care Document Assessment Continence &Toileting 12th December 2017.pdf
	ACL.501.0002.3281	Client Care Document Nutrition & Hydration
	ACL.500.0001.2355	Client Care Document Advanced Care Plan Authorisation 14th December 2017.pdf
	ACL.500.0001.3236	Oxygen Saturation Monitoring from 25/12/2017 to 23/10/2018
	ACL.001.0017.0205	Mobility Dexterity and Rehabilitation Policy
	ACL.500.0001.2508	Client Care Document Assessment Physiotherapy 9th January 2018.pdf
	ACL.500.0001.2791	Client Care Documentcare Plan Physiotherapy 9th January 2018.pdf
	ACL.501.0001.4592	Internal email re Assisting Nancy to settle into care
	ACL.001.0007.0400	Whereabouts Chart from 08/02/2018 to 01/09/2018
	ACL.501.0002.0685	Assisi Centre Aged Care 4.4.(03) Restraint Management.docx
	ACL.501.0001.2171	Emailsfrom A Ng re Mrs Santoro
	ACL.500.0001.2504	Client Care Document Assessment Physiotherapy 6th April 2018.pdf
	ACL.501.0002.4369	Wound Monitoring Appearance Details List from 17/04/2018 to 23/10/2018

Exhibit Number	Document Number	Exhibit
	ACL.501.0002.4383	Wound Monitoring Notes List from 17/04/2018 to 23/10/2018
	ACL.001.0007.0361	Progress Notes for Santoro Annunziata
	ACL.500.0001.2488	Client Care Document Assessment Physiotherapy 18th April 2018.pdf
	ACL.001.0007.0368	Progress Notes for Santoro Annunziata
	ACL.001.0007.0372	Progress Notes for Santoro Annunziata
	ACL.001.0007.0374	Progress Notes for Santoro Annunziata
	ACL.001.0001.0057	Abbey Pain Scale
	ACL.001.0001.0061	Risk Care Plan
	ACL.001.0002.0083	Abbey Pain Scale
	ACL.500.0001.2757	Client Care Document Risk Scale Queensland FRAT 27th April 2018.pdf
	ACL.501.0002.3207	Client Care Document Care Plan Continence & Toileting
	ACL.501.0002.3249	Client Care Document Norton Risk Assessment Scale
	ACL.502.0001.0455	Roster Report by Role from 07/05/2018 to 31/10/2018
	ACL.001.0007.0169	Dietary Supplement Record Chart
	ACL.001.0015.0209	Email from Physiotherapist to Assisi re Manual Handling Training Content
	ACL.500.0001.0397	Food and Fluid Monitoring Details from 01/06/2018 to 24/06/2018
	ACL.500.0001.9093	Doctors reviews from 01/06/2018 to 19/10/2018
	ACL.501.0001.0072	Doctors reviews from 01/06/2018 to 19/10/2018
	ACL.001.0007.0187	Dietary Supplement Record Chart
	ACL.501.0002.4409	Nutrition & Hydration Assessment
	ACL.001.0007.0188	Dietary Supplement Record Chart
	ACL.001.0007.0189	Dietary Supplement Record Chart
	ACL.001.0007.0190	Dietary Supplement Record Chart
	ACL.001.0007.0191	Dietary Supplement Record Chart
	ACL.500.0001.1491	Wound Details from 09/06/2018 to 18/10/2018
	ACL.500.0001.1599	Wound Monitoring Treatment List from 09/06/2018 to 22/10/2018
	ACL.001.0007.0192	Dietary Supplement Record Chart
	ACL.001.0007.0193	Dietary Supplement Record Chart
	ACL.001.0007.0194	Dietary Supplement Record Chart

Exhibit Number	Document Number	Exhibit
	ACL.500.0001.2789	Client Care DocumentCare Plan Physiotherapy 12th June 2018.pdf
	ACL.001.0007.0195	Dietary Supplement Record Chart
	ACL.500.0001.1079	Infection Monitoring Details from 14/06/2018 to 11/10/2018
	ACL.500.0001.2566	Client Care Document care Plan Mobility Transfers & Dexterity 15th June 2018.pdf
	ACL.501.0002.5039	Assisi Centre Aged Care Training Schedule July - December 2018
	ACL.500.0001.0323	Bladder Monitoring from 02/07/2018 to 06/07/2018
	ACL.501.0001.1217	Emails between A Ng and A Yao re Audiologist for Mrs Santoro
	ACL.500.0001.2600	Client Care Document care Plan Physiotherapy 6th April 2018.pdf
	ACL.500.0001.2550	Client Care Document Care Plan Continence & Toileting 12th July 2017.pdf
	ACL.001.0002.0007	Personal Hygiene Assessment
	ACL.001.0002.0084	Abbey Pain Scale
	ACL.001.0007.0035	Abbey Pain Scale
	ACL.001.0007.0211	Norton Risk Assessment Scale
	ACL.500.0001.1069	Client Summary Care Plan
	ACL.501.0001.8431	Wound Details from 18/07/2018 to 23/10/2018
	ACL.500.0001.2492	Client Care Document Assessment Physiotherapy 19th July 2018 (2).pdf
	ACL.500.0001.2496	Client Care Document Assessment Physiotherapy 19th July 2018.pdf
	ACL.500.0001.9542	Wound charting from 21/07/2018 to 12/09/2018
	ACL.001.0007.0395	Whereabouts Chart from 29/08/2018 to 04/09/2018
	ACL.001.0001.0181	Progress Notes Detailed - Speech Pathology Assessment Report
	ACL.500.0001.9511	Santoro Progress notes from 18/09/2018 to 13/10/2018
	ACL.500.0001.2396	Client Care Document Assessment Leisure Lifestyle & Wellbeing 19th September 2018.pdf
	ACL.501.0001.1561	Emails between A Ng and J Jacob re Dietician review for Mrs Santoro
	ACL.001.0016.0117	Wound Monitoring - Treatment Details from 01/10/2018 to 23/10/2018
	ACL.500.0001.2516	Client Care Document Assessment Physiotherapy 2nd October 2018.pdf

Exhibit Number	Document Number	Exhibit
	ACL.001.0004.0061	Whereabouts Chart from 03/10/2018 to 16/10/2018
	ACL.001.0002.0190	Progress Notes from 15/10/2018 to 17/10/2018
	ACL.501.0001.1516	Emails J Jacob re Dietician review for Mrs Santoro
	ACL.501.0001.1983	Emails J Jacob re Dietician review for Mrs Santoro
	ACL.001.0002.0085	Abbey Pain Scale
	ACL.001.0002.0239	Pain Care Plan
	ACL.001.0016.0063	Risk Care Plan
	ACL.500.0001.2804	Client Care Document Nutrition & Hydration Care Plan 19th October 2018.pdf
	ACL.500.0001.2809	Client Care Documents Physiotherapy Care Plan 19th October 2019.pdf
	ACL.501.0001.6538	Nutrition & Hydration Assessment
	ACL.501.0002.4443	Continence & Toileting Care Plan
	ACL.501.0002.4467	Risk Care Plan
	ACL.001.0004.0080	End of Life Wishes
	ACL.501.0002.4894	Assisi Handover Policy and Procedure
	ACL.501.0001.0344	Residents families Guide January 2019- highlighted.pdf
	ACL.501.0001.8789	Assisi 2.14 (02) Falls Management.doc
	ACL.001.0007.0329	Weight Report
	ACL.501.0002.5559	Assisi Medication Management Policy
	ACL.502.0001.0344	Emails between Assisi and Physiotherapist titled "Re Private Physiotherapy Invoices at Assisi"
	ACL.001.0004.0091	Assisi Centre Aged Care - Nursing Staff - Permanent Resident Admission Checklist
	ACL.001.0004.0097	Leisure & Lifestyle Profile
	ACL.501.0001.0474	Daily organizer tasks and daily wound monitoring details.pdf
	ACL.501.0001.9366	Assisi Centre Aged Care Std 2.1 to 2.3.doc
	ACL.501.0001.6683	Progress Notes from 24/06/2016 to 30/10/2018
	ACL.501.0002.3853	Progress Notes from 24/06/2016 to 30/10/2018
	ACL.502.0001.1254	Attachment 3 - Email exchanges Complaints Commissioner.pdf
	ACL.501.0001.5142	Board Minutes 29 October 2018.pdf
	ACL.502.0001.1276	Attachment 5 - Complaints Commissioner Notification incorrectly addressed to Peter Staples and Eileen Kielty.pdf
	ACL.502.0001.1292	AGM Minutes November 2018.pdf

Exhibit Number	Document Number	Exhibit
	ACL.502.0001.1242	Attachment 2 - Assessment Contact Report from the Complaints Commissioner.pdf
	ACL.502.0001.1262	Attachment 4 - Email Exchanges Complaints Commissioner.pdf
	ACL.501.0001.5138	Board Minutes 29 January 2019.pdf
	ACL.501.0001.5125	Board Minutes 25 February 2019.pdf
	ACL.502.0001.1238	Attachment 1 - Exchange of Don P & CEO Emails.pdf
	ACL.501.0001.5129	Board Minutes 25 March 2019.pdf
	ACL.502.0001.0642	Attachment 07 - CEO Review Into Complaint 05072013.pdf
	ACL.502.0001.0645	Attachment 07.1 - Complaints Flow Chart 2013.pdf
	ACL.502.0001.0646	Attachment 07.2 - Complaints Flow Chart 2019.pdf
	ACL.502.0001.0647	Attachment 08 - Rationale for RC Submission.pdf
	ACL.501.0003.0191	Minutes of the Special Board Meeting of 1 April 2019.pdf
	ACL.501.0001.5134	Board Minutes 29 April 2019.pdf
	ACL.501.0003.0194	Minutes of the Special Board Meeting of 15 May 2019.pdf
	ACL.502.0001.1288	Board Minutes 27 May 2019.pdf
	ACL.502.0001.1295	Board Minutes 26 June 2019.pdf
	RCD.9999.0101.0001	Linkedin Profile
	ACL.001.0007.0488	Email from Aged Care Commplains Commissioner to Assisi
	ACL.501.0001.5161	CEO Report for Board Meeting of 29 October 2018
	ACL.001.0006.0035	Letter from Aged Care Complaints Commissioner to Assisi Centre Limited
	ACL.001.0006.0043	Email from Aged Care Complaints Commissioner to Assisi
	ACL.501.0001.4485	Email from Aged Care Quality and Safety Commission to Assisi
	ACL.501.0001.5156	CEO Report for Board Meeting of 29 January 2019
	ACL.502.0001.1156	Agenda - Board Meeting 29 January 2019
	ACL.501.0001.5146	CEO Report for Board Meeting of 25 February 2019
	ACL.501.0001.5121	Appendix 3 to CEO Report for Board Meeting of 25 February 2019 - Chronological Reporting on a Complaint regarding Mrs S
	ACL.502.0001.1459	Review into Complaint - Event Fall - 5 July, 2013
	ACL.502.0001.1432	Email correspondece from Aged Care Online re complaint
	ACL.502.0001.1440	Email from D Smarrelli to Board Members
	ACL.502.0001.1303	Report to Chair re AS - Prepared by CEO
	ACL.502.0001.0716	Attachment 03 - Meeting Action Sheet 25 March 2019

Exhibit Number	Document Number	Exhibit
	ACL.502.0001.0735	Attachment 13 - CEO Report 25 March 2019
	ACL.502.0001.1040	Attachment 03 - Meeting Action Sheet 29 April 2019
	ACL.501.0001.5150	CEO Report for Board Meeting of 29 April 2019
	RCD.9999.0110.0001	Chronology - Assisi Case Study
6-14	WIT.0271.0001.0001	Statement of Robert Keith Bird
6-15	WIT.0169.0001.0001	Statement of Anamaria Ng
6-16	WIT.0248.0001.0001	Statement of Eric Tiong Yew Tay

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Exhibit Number	Document Number	Exhibit
6-17	WIT.0258.0001.0001	Statement of Paul Stephen Cohen
6-18	WIT.0258.0002.0001	Supplementary Statement of Paul Stephen Cohen
6-19	WIT0288.0001.0001	Statement of Donato Smarrelli
6-20	WIT.0221.0001.0001	Statement of Lisa Maree Backhouse
6-21	WIT.0197.0001.0001	Statement of Associate Professor Peter Neil Gonski
6-22	WIT.0196.0001.0001	Statement of Johanna Irene Mary Westbrook
6-23	WIT.0196.0002.0001	Second Statement of Johanna Irene Mary Westbrook
6-24	WIT.0273.0001.0001	Amended Statement of Michael John Murray
6-25	WIT.0222.0001.0001	First Statement of Joan Ostaszkievic
6-26	WIT.0222.0002.0001	Second Statement of Joan Ostaszkievic
6-27	WIT.0222.0003.0001	Corrigendum Prepared by Joan Ostaszkievic
6-28	WIT.0240.00001.0001	Statement of Catherine Anne Sharp
6-29	WIT.0257.0001.0001	Statement of Sally Jeanne Hopkin
6-30	WIT.0257.0001.0001	Joint Statement of Geoffrey Mendes Sussman and Hayley Maree Ryan on Behalf of Wounds Australia

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Exhibit Number	Document Number	Exhibit
6-31	WIT.0209.0001.0001	Statement of Jo-Ann Mayse Lovegrove
6-32	WIT.0251.0001.0001	Statement of Janet Kathleen Sluggett
6-33	WIT.0198.0001.0001	Statement of Catherine Mary Maloney
6-34	WIT.0255.0001.0001	Statement of Larrakia Nation Aboriginal Corporation

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Exhibit Number	Document Number	Exhibit
6-35		Avondrust Tender Bundle
	WIT.0220.0001.0001	Statement Of Johanna Aalberts Henderson
	WIT.0260.0001.0001	Statement Of Robert Van Duuren
	RCD.9999.0121.0001	Consolidated Annexure To Statement Of Robert Van Duuren
	WIT.0260.0002.0001	Statement Of Petronella Neeleman
	WIT.0278.0001.0001	Statement Of Jan Rice
	WIT.0293.0001.0001	Supplementary Statement Of Jan Rice
	JAA.0001.0001.0041	Photograph Of Mrs Aalberts' Room
	JAA.0001.0001.0042	Photograph Of Mrs Aalberts
	JAA.0001.0001.0043	Photograph Of Mrs Aalberts (First Day)
	JAA.0001.0001.0048	Photograph Of Mrs Aalberts' Right Foot
	JAA.0001.0001.0049	Photograph Of Mrs Aalberts' Arm (Plastered)
	JAA.0001.0001.0052	Photograph Of Debrided Wound
	JAA.0001.0001.0054	Photograph Of Ear
	JAA.0001.0001.0055	Photograph Of Haematoma On Shin
	JAA.0001.0001.0058	Photograph Of Mrs Aalberts' Left Knee
	JAA.0001.0001.0059	Photograph Of Mrs Aalberts' Left Knee
	JAA.0001.0003.0002	Photograph Beth Aalberts (Age 12)
	JAA.0001.0003.0005	Photograph Beth Aalberts (Honeymoon)
	JAA.0001.0003.0008	Photograph Beth Aalberts (Age 17)
	MIC.0001.0001.0024	Application For Residential Aged Care - Application For Avondrust Lodge Carrum Downs - Bertha Aalberts
	MIC.0001.0001.0304	Adverse Drug Reaction - Bertha Aalberts Beth - Mrn Mq00110542 - Adm No Aq02330280
	MIC.0001.0001.0313	Dietary Card Master - Beth Aalberts - Room No 17
	MIC.5000.0001.2600	Avondrust Qualification Register.Docx
	MIC.5000.0001.3051	Micare Interaction Rules.Pdf
	CTH.4007.9000.0398	Aacqa Human Resource Management
	CTH.4007.9000.0065	Avondrust Care Plan For Bertha
	MIC.5000.0001.3239	Staff Training Register.Xls
	CTH.4007.1000.1386	Aacqa Re-Accreditation Audit Report - Avondrust
	MIC.5000.0001.2146	Consumer Experience Report
	MIC.5000.0001.2147	Consumer Experience Report
	JAA.0001.0001.0025	Letter To Frederick Aalberts Attaching Pharmacy Bill
	MIC.5000.0001.3376	Staffing Roster - Ppe 13052018.Pdf
	MIC.0001.0001.0186	Lifestyle Personality Profile
	MIC.0001.0001.0386	Aged Care Funding Instrument - Application For Classification - Effective From 1 January 2017 - Section 1 Particulars Of Person Being Appraised - Bertha Aalberts

Exhibit Number	Document Number	Exhibit
	MIC.5000.0001.3167	Care Plan.Pdf
	MIC.0001.0001.0462	Mini Care Plan - Bertha Aalberts
	MIC.0001.0001.0181	Observation Chart - Bertha Aalberts - Room 17
	CTH.4007.9000.0251	Incident Forms
	MIC.0001.0001.0124	Incident Form - Resident - Bertha Aalberts (17) - Date Of Occurrence Sat 26 May 2018 8:10 Pm
	MIC.0001.0001.0439	Checklist Must Be Completed - Bertha Aalberts Rm 17
	MIC.0001.0001.0440	Acfi 6 Cognitive Skills - Assessment - Pas - Cis - Bertha Aalberts - Facility Id 3167
	MIC.5000.0001.2149	0518 Micare Ltd Board Papers.Pdf
	CTH.1013.1004.0199	Audit Report: Micare Avondrust Lodge
	CTH.4007.1000.1379	Aacqa Re-Accreditation Decision - Avondrust
	CTH.4007.2000.0186	Aacqa Published Decision - Avondrust
	MIC.0001.0001.0191	Review And Evaluation Form - Elder Of The Day - Bertha Aalberts - June 2018
	MIC.0001.0001.0127	Incident Form - Medication - Bertha Aalberts (17) - Date Of Occurrence Fri 08 Jun 2018 8:00 Pm
	MIC.0001.0001.0130	Incident Form - Resident - Bertha Aalberts (17) - Date Of Occurrence Fri 08 Jun 2018 9.00 Pm
	MIC.0001.0001.0182	Neurological (Glasgow Coma Scale=Gcs) & Vital Signs Observations - Bertha Aalberts
	MIC.5000.0001.3374	Ppe 10062018.Pdf
	MIC.5000.0001.3371	Staffing Roster - Ppe 24062018.Pdf
	MIC.0001.0001.0177	Form B - Initial Care Plan - Bertha Aalberts
	MIC.0001.0001.0139	Incident Form - Medication - Bertha Aalberts (17) - Date Of Occurrence Tue 03 Jul 2018 10:53Am
	MIC.0001.0001.0142	Incident Form - Resident - Bertha Aalberts (17) - Date Of Occurrence Tue 03 Jul 2018 7:52 Pm
	MIC.0001.0001.0267	Mrs Bertha Aalberts - Dob 13/11/1930 - 21/10 Warrandyte Road Langwarrin 3910 - X-Ray Right Wrist
	MIC.0001.0001.0293	Pathology Report - Serum C-Reactive Protein (Crp) - Bertha Aalberts (Beth) - Lab No 18- 37108764
	MIC.0001.0001.0312	Elder Dietary Requirements - Bertha Aalberts (Berth(
	JAA.0001.0002.0098	Peninsula Private Hospital Notes
	MIC.0001.0001.0161	Clinical Variance Record - Berth Aalberts - Room No 17
	MIC.0001.0001.0268	Mrs Bertha Aalberts - Dob 13/11/1930 - 21/10 Warrandyte Road Langwarrin 3910 - Ct Brain
	MIC.0001.0001.0269	Mrs Bertha Aalberts - Dob 13/11/1930 - 21/10 Warrandyte Road Langwarrin 3910 - X-Ray Chest
	MIC.0001.0001.0300	Adverse Drug Reaction - Bertha Aalberts Beth - Mrn Mq00110542 - Acc # Aq02330199 - Medication Chart No 1 Of 2 - Authority Prescription No 12196934

Exhibit Number	Document Number	Exhibit
	MIC.0001.0001.0297	Falls Risk Screening Tool - Bertha Aalberts Beth - Mrn Mq00110542 - Adm No Aq02330280
	MIC.5000.0001.3368	Staffing Roster - Ppe 08072018.Pdf
	MIC.0001.0001.0193	Care Plan - Bertha Aalberts (17)
	MIC.0001.0001.0033	Note From Johanna Aalberts-Henderson
	MIC.0001.0001.0054	Letter From Dr Bhalla To Dr Nar Re Bertha Aalberts
	MIC.0001.0001.0283	Discharge Summary - Bertha Aalberts - Pph Mrn Mq00110542 - Admission No Aq2330280
	MIC.0001.0001.0285	Total Care Progress Notes - Mrs Bertha Aalberts - Mrn Mq00110542
	MIC.0001.0001.0286	Patient Transfer Form - Non-Time Critical Patients - Transfer Destination Nursing Home - Av - Bertha Aalberts - Mrn Mq00110542 - Adm No Aq02330280
	MIC.0001.0001.0287	Wound Worksheet - Bertha Aalberts Beth - Mrn Mq00110542 - Adm No Aq02330280
	MIC.0001.0001.0288	Pressure Injury Prevention And Management Plan - Bertha Aalberts Beth - Mrn Mq00110542 - Adm No Aq02330280
	MIC.0001.0001.0421	Physiotherapy Assessment - Bertha Aalberts (17)
	MIC.0001.0001.0133	Incident Form - Medication - Bertha Aalberts (17) - Date Of Occurrence Thu 12 Jul 2018 8:01 Am
	MIC.0001.0001.0210	Verbal Behaviour Assessment (And Acfi 08) - Bertha Aalberts (17)
	MIC.0001.0001.0212	Toileting Assessment (And Acfi 04) - Bertha Aalberts (17)
	MIC.0001.0001.0214	Speech And Comprehension Assessment - Bertha Aalberts (17)
	MIC.0001.0001.0216	Sleep Assessment - Bertha Aalberts (17)
	MIC.0001.0001.0229	Physical Behaviour Assessment (And Acfi 09) - Bertha Aalberts (17)
	MIC.0001.0001.0231	Personal Hygiene Assessment (And Acfi 03) - Bertha Aalberts (17)
	MIC.0001.0001.0436	Continence Assessment (And Acfi 05) - Bertha Aalberts (17)
	MIC.0001.0001.0429	Wound Assessment And Management Plan - Bertha Aalberts (17)
	MIC.0001.0001.0218	Skin Assessment - Waterlow - Bertha Aalberts (17)
	MIC.0001.0001.0233	Pain Assessment Management And Flow Chart - Bertha Aalberts (17)
	MIC.0001.0001.0238	Nutrition Assessment (And Acfi 01) - Bertha Aalberts (17)
	MIC.0001.0001.0241	Medication Assistance Assessment (And Acfi 11) - Pre-January 2017 - Bertha Aalberts (17)
	MIC.0001.0001.0243	Hearing Assessment - Bertha Aalberts (17)
	MIC.0001.0001.0373	Complex Care Directives - Bertha Aalberts - Location Delp - Room No 17
	MIC.0001.0001.0175	Bertha Aalberts - Diagnoses/Problems

Exhibit Number	Document Number	Exhibit
	MIC.5000.0001.3367	Staffing Roster - Ppe 22072018.Pdf
	MIC.0001.0001.0247	Contenance Assessment (And Acfi 05) - Bertha Aalberts (17)
	MIC.0001.0001.0226	Physiotherapy Assessment - Bertha Aalberts (17)
	MIC.0001.0001.0245	Falls Risk Assessment Tool (Frat) - Bertha Aalberts (17)
	CTH.4007.9000.0369	Falls Risk Assessment Tool, Contenance Assessment, Chemosensory Loss Assessment - 02/08/2018 - 06/08/2018
	MIC.0001.0001.0145	Wound Assessment And Management Plan (Laceration On Top Of Left Ear) - Bertha Aalberts (17)
	MIC.0001.0001.0201	Chemosensory Loss Assessment - Bertha Aalberts (17)
	CTH.4007.9000.0303	Wound Assessment And Management Plans - 06/08/2018 -07/08/2018
	MIC.0001.0001.0149	Wound Assessment And Management Plan (Shin On Lower Right Leg) - Bertha Aalberts (17)
	MIC.0001.0001.0153	Wound Assessment And Management Plan (Left Shin) - Bertha Aalberts (17)
	MIC.0001.0001.0157	Wound Assessment And Management Plan (Sacral Pressure Inj) - Bertha Aalberts (17)
	MIC.0001.0001.0193	Care Plan - Bertha Aalberts (17)
	MIC.0001.0001.0239	Mobility Assessment (And Acfi 02) - Bertha Aalberts (17)
	MIC.0001.0001.0256	Massage/Skincare Chart - Bertha Aalberts - Room No 17
	MIC.0001.0001.0271	Mrs Bertha Aalberts - 1105 Frankston Dandenong Road Carrum Downs Vic 3201 - Folio 11.8505671 - Ur
	MIC.0001.0001.0349	Aged Care Funding Instrument - Application For Classification - Effective From 1 January 2017 - Section 1 Particulars Of Person Being Appraised - Bertha Aalberts
	MIC.0001.0001.0366	Mobility Assessment (And Acfi 02) - Bertha Aalberts (17)
	MIC.0001.0001.0372	Checklist Must Be Completed - Bertha Aalberts Rm 17
	MIC.0001.0001.0374	Case Notes - Bertha Aalberts (17)
	MIC.0001.0001.0375	Wound Assessment And Management Plan (Shin On Lower Right Leg) - Bertha Aalberts (17)
	MIC.0001.0001.0379	Wound Assessment And Management Plan (Right Heel) - Bertha Aalberts (17)
	MIC.0001.0001.0382	Wound Assessment And Management Plan (Sacral Pressure Inj) - Bertha Aalberts (17)
	JAA.0001.0002.0001	Avondrust Nursing Notes - As Sent To Beleura
	JAA.0001.0002.0028	Beleura Hospital Notes
	MIC.5001.0001.0529	Emails Re Beth Aalberts
	MIC.5001.0001.0526	Internal Emails Re: Beth Aalberts
	MIC.5001.0001.0527	Internal Emails Fw: Beth Aalberts
	MIC.0001.0001.0035	Email Correspondence Between Johanna Aalberts And Micare
	MIC.0001.0001.0042	Internal Emails Regarding Beth Aalberts
	CTH.4007.9000.0001	Submission From Aged Care Complaints Scheme

Exhibit Number	Document Number	Exhibit
	CTH.1013.1004.0434	Letter From Aged Care Complaints Commissioner To Australian Aged Care Quality Agency Regarding Type 2 Referral - Micare Avondrust Lodge
	MIC.5000.0001.3172	Progress Notes.Pdf
	MIC.5001.0001.0830	Fw: Bertha Alberts
	CTH.1013.1002.0003	Review Audit 16/08/2018
	MIC.5000.0001.3115	Re: Avondrust Visit
	CTH.4007.1000.0782	Audit Report: Micare Avondrust Lodge
	MIC.0001.0001.0066	Consolidated Progress Notes - Bertha Aalberts
	MIC.5000.0001.3364	Staffing Roster - Ppe 19082018.Pdf
	JAA.0001.0003.0001	Death Certificate
	MIC.5000.0001.2598	Med Chart And Bloods.Pdf
	MIC.5000.0001.3166	Charts Results.Pdf
	CTH.4007.1000.2849	Review Audit Assessment Information
	CTH.4007.1000.5247	Review Audit Report
	CTH.1013.1004.1098	Department Of Health Email Regarding Sanctions Under Consideration: Approved Provider Micare Ltd In Respect Of Micare Avondrust Lodge
	MIC.5001.0001.0175	Re: Care Plan Reviews
	MIC.5000.0001.2800	29.08.2018 - Ndis - Micare Avondrust Lodge.Doc.Pdf
	MIC.5000.0001.0760	Email Re: Sanctions
	MIC.5000.0001.3365	Staffing Roster - Ppe 02092018.Pdf
	MIC.5000.0001.3194	180830 Avondrust 3167 Micare Unmet Outcomes Audit Response.Docx
	CTH.4007.1000.1471	Aacqa Assessment Contact Report - Avondrust
	CTH.4007.2000.0163	Aacqa Published Decision - Avondrust
	MIC.5000.0001.3398	Care Pathway Wound Management
	MIC.5000.0001.3404	Care Pathway Assessment Of Possible Infection
	MIC.5000.0001.3422	Care Pathway Warfarin
	CTH.4007.1000.0548	Letter To Micare From The Aged Care Quality Agency Regarding Findings Of Failure And Possible Serious Risk To The Safety, Health Or Wellbeing Of A Care Recipient
	CTH.1013.1004.2620	Aacqa Decision To Vary - Avondrust
	CTH.4007.1000.0513	Email From Aged Care Quality Agency To Micare
	CTH.4007.1000.0517	Decision Following A Review Audit
	CTH.4007.1000.0546	Email To Micare From The Aged Care Quality Agency Regarding Findings Of Failure And Possible Serious Risk To The Safety, Health Or Wellbeing Of A Care Recipient
	CTH.4007.1000.5239	Review Audit Decision And Statement Of Reasons
	MIC.5000.0001.2638	Presentation 11.9.Pdf
	CTH.1013.1004.2880	Correspondence From Ansell Strategic To Department Of Health

Exhibit Number	Document Number	Exhibit
	CTH.1013.1004.2881	Micare Nurse Advisor And Administrator Sanctions Progress Report
	CTH.1013.1004.2998	Aacqa Serious Risk Report - Avondrust
	CTH.4007.1000.0686	Email From Micare To The Quality Agency
	CTH.4007.1000.0687	Micare Avondrust Lodge (Racs Id 3167) Continuous Improvement Plan – Sanctions Rectification
	CTH.1013.1004.3282	Aacqa Assessment Contact Report - Avondrust
	CTH.4007.1000.1638	Aacqa Assessment Contact Advice - Avondrust
	CTH.1013.1004.3226	Department Of Health Notice Of Non-Compliance With Accreditation Standards
	MIC.5001.0001.0512	Re: Aged Care Complaints Commissioner Case Id S19/001859 [Sec=Unclassified]
	MIC.5001.0001.0513	Re: Print Screen Of Weight Chart B. Aalberts
	MIC.5001.0001.0514	Print Screen Of Weight Chart B. Aalberts
	MIC.5001.0001.0515	Copy Of Avondrust Lodge - Monthly Weight Chart 2018.Xlsx
	MIC.5001.0001.0516	Internal Emails Re Aalberts
	CTH.1013.1004.3401	Micare Avondrust Lodge Nurse Advisor And Administrator Report
	MIC.5001.0001.0507	Phone Conference With Jillian Re Aalberts
	MIC.5001.0001.0508	Re: Print Screen Of Weight Chart B. Aalberts
	CTH.4007.9000.0597	Email From Jillian Bradtke To Petra Neeleman, Micare
	CTH.4007.9000.0689	Micare Memo
	MIC.0001.0001.0065	Email From Micare To Jan Rice
	MIC.5001.0001.0393	Aged Care Complaint Commissioner Case Ids19/003117
	MIC.5001.0001.0396	Fw: Aged Care Complaints Commissioner [Sec=Unclassified] Aalberts
	MIC.5001.0001.0488	Re: Aged Care Complaints Commissioner [Sec=Unclassified] Aalberts
	MIC.5000.0001.2930	Lb Jan Rice Response.Pdf
	CTH.4007.9000.0713	Email From Jillian Bradtke To Petra Neeleman, Micare
	MIC.5001.0001.0485	Fwd: Re Aalberts [Sec=Unclassified]
	CTH.4007.1000.0802	Email Correspondence Between Aged Care Complaints Commissioner And Aged Care Quality Agency
	CTH.4007.1000.5267	Decision To Publish Serious Risk Of Information
	CTH.4007.9000.0742	Email From..., Aged Care Complaints Commissioner,..., AACQA
	MIC.5000.0001.3440	Policy 2.8 Pain Management.Docx
	CTH.4007.9000.0746	Type 1 Referral (Relevant Issue/Concern) For Avondrust From Aged Care Complaints Commissioner To AACQA
	CTH.4007.1000.1117	Assessment Contact Report: Micare Avondrust Lodge
	CTH.4007.1000.1201	Aacqa Assessment Contact Advice - Avondrust
	CTH.4007.1000.2661	Assessment Contact Advice

Exhibit Number	Document Number	Exhibit
	CTH.4007.1000.2791	Assessment Contact Report
	CTH.1013.1004.3897	Notice To Remedy Non-Compliances
	MIC.5000.0001.1242	Board Report - Residential.Docx
	CTH.4007.1000.1946	Record Of National Line Call
	CTH.1013.1002.0574	Assessment Contact Report
	CTH.1013.1004.4188	Assessment Contact Advice: MiCare Avondrust Lodge
	MIC.5001.0001.0935	181029 Physio Action Plan.Docx
	CTH.4007.1000.1204	Aacqa Audit Report - Avondrust
	CTH.4007.2000.0058	Assessment Contact Report
	CTH.1013.1004.5043	Assessment Contact Advice: Miccare Avondrust Lodge
	MIC.5000.0001.3473	Care Pathway Falls Assessment & Management
	CTH.4007.1000.5272	Site Audit Report
	CTH.4007.2000.0632	Aacqa Evidence Record - Site Audit - Avondrust
	MIC.5000.0001.0067	11.01.2018 – Notice Of Decision To Lift Sanctions (Signed) - Micare Avondrust.Pdf
	MIC.5000.0001.0068	11.01.2018 – No Further Action (Signed) – MiCare Avondrust.Pdf
	MIC.5000.0001.2818	1901 Board Report.Docx
	MIC.5000.0001.0912	Email Re: Stupidity
	MIC.5000.0001.3401	Care Pathway Pain
	MIC.5000.0001.3464	Care Pathway Hypoglycaemia
	MIC.5001.0001.0397	Mini Nutritional Assessment.Pdf
	MIC.5001.0001.0399	Policy 2.10 Nutrition And Hydration P&P.Docx
	CTH.4007.2000.0140	Aacqa Decision To Re-Accredit Following Site Audit - Avondrust
	MIC.5001.0001.0107	Re-Accreditation Decision To Re-Accredit
	MIC.5000.0001.1247	Micare Ltd Covering Letter 8.2.19.Pdf
	MIC.5000.0001.1248	Appendix 1 Avondrust Lodge.Pdf
	MIC.5000.0001.1251	Appendix 2 Avondrust Lodge.Pdf
	MIC.5000.0001.1254	Avondrust Lodge Final 8.2.19.Pdf
	MIC.5000.0001.0752	13022019 Potential Sanctions Causation Report Draft.Pdf
	MIC.5000.0001.1494	Response Avondrust Rc.Doc
	CTH.4007.1000.3407	Compliance Update
	MIC.5000.0001.3447	Competency Medication Yearly Review
	MIC.5000.0001.3462	Competency Neuro Obs
	CTH.4007.9000.0966	Aged Care Complaints Commissioner - Detailed Resolution Report
	CTH.4007.9000.1005	Aacqa - Notification To Complainant On Resolution Process
	MIC.5000.0001.2599	Finalisation Letter Micare.Pdf
	CTH.4007.3000.0001	Briefing Note – Avondrust – Acqsc Consolidated Notes
	MIC.5000.0001.3380	Staffing Roster Ppe 27052018.Pdf
	MIC.5000.0001.3381	Staffing Roster Ppe 05082018.Pdf

Exhibit Number	Document Number	Exhibit
	WIT.0260.0003.0001	Supplementary Statement Of Petronella Neeleman
	WIT.0260.0004.0001	Supplementary Statement Of Robert Van Duuren
	RCD.9999.0120.0001	Agreed Chronology
	RCD.9999.0120.0007	Correspondence From Royal Commission To Micare Dated 8 July 2019
	RCD.9999.0120.0005	Screenshots Of Micare'S Website - Eden Alternative
	MIC.5000.0001.1471	Minutes Of Meeting [Tab 4 Of Board Paper Bundle]
	MIC.5000.0001.0832	Board Papers [Tab 8 Of Board Paper Bundle]
	MIC.5000.0001.0356	Board Meeting Agenda [Tab 10 Of Board Paper Bundle]
	MIC.5000.0001.1242	Extract To Be Inserted Into November 2018 Report, Regarding Avondrust Non-Compliance [Tab 13 Of Board Paper Bundle]
	MIC.5000.0001.0143	Board Papers [Tab 15 Of Board Paper Bundle]
	MIC.5000.0001.0758	Minutes Of Meeting [Tab 16 Of Board Paper Bundle]
	MIC.5000.0001.0944	Board Papers [Tab 18 Of Board Paper Bundle]
	MIC.5000.0001.2818	Non-Compliance Insert [Tab 20 Of Board Paper Bundle]
	MIC.5000.0001.3310	Micare Board Governance Review [Tab 21 Of Board Paper Bundle]
	SUB.0001.0038.2246	Micare Ltd Covering Letter 8.2.19
	SUB.0001.0038.2248	Appendix 1 Avondrust Lodge
	SUB.0001.0038.2252	Appendix 2 Avondrust Lodge
	SUB.0001.0038.2255	Avondrust Lodge Final 8.2.19
	JAA.0001.0003.0006	Photograph – Beth, Johanna And Ruth
	JAA.0001.0004.0002	Photograph – Beth, First Day
	JAA.0001.0004.0001	Photograph – Beth And Johanna
	RCD.0003.0278.0001	Ntg-0278
	RCD.0003.0293.0001	Ntg-0293
6-36	WIT.0220.0001.0001	Statement of Johanna Aalberts-Henderson
6-37	WIT.0260.0001.0001	Statement of Robert Van Duuren
6-38	WIT.0260.0004.0001	Supplementary Statement of Robert Van Duuren
6-39	WIT.0278.0001.0001	Statement of Jan Rice
6-40	WIT.0293.0001.0001	Additional Statement of Jan Rice
6-41	WIT.0260.0002.0001	Statement of Petronella Dorothea Neeleman
6-42	WIT.0260.0003.0001	Supplementary Statement of Petronella Dorothea Neeleman

Day 37 – 16 July 2019		
Exhibit Number	Document Number	Exhibit
6-43	WIT.0215.0001.0001	Statement of Nicholas Micael Zane Hall
6-44	WIT.0216.0001.0001	Statement of Timothy John Deverell
6-45	WIT.0270.0001.0001	Statement of Lindy Maree Twyford
6-46	WIT.0202.0001.0001	Statement of Maggie Beer
6-47	WIT.0204.0001.0001	Statement of Sandra Iuliano
6-48	WIT.0204.0002.0001	Corrigendum to Statement of Sandra Iuliano
6-49	WIT.0205.0001.0001	Statement of Dietitians Association of Australia
6-50	WIT.0246.0001.0001	Statement of Adrienne Alexis Lewis

Day 38 – 17 July 2019		
Exhibit Number	Document Number	Exhibit
6-51	WIT.0266.0001.0001	Statement of Elsie Marion Scott
6-52	WIT.0275.0001.0001	Statement of Lisa Jayne Jones
6-53	WIT.0172.0001.0001	Statement of Natasha Jane Chadwick
6-54	WIT.0208.0001.0001	Statement of FA
6-55	WIT.0191.0001.0001	Statement of Sandy Marie Green
6-56	WIT.0237.0001.0001	Statement of Angela Raguz
6-57	WIT.0192.0001.0001	Statement of Drew Darren Dwyer
6-58	WIT.0193.0001.0001	Statement of Dr. Jennifer Ann Abbey

Appendix 5: Post-hearing Submissions

Appendix 5:

Post-hearing Submissions

Adelaide Hearing 2

Submission	Date Submitted
Post-Hearing statement of BC	13 March 2019
Submissions of KinCare Health Services Pty Ltd	29 March 2019
Post-Hearing statement of Peter John Vincent (redacted version)	29 March 2019
Submissions of the Commonwealth – Hearing 2	29 March 2019

Sydney Hearing

Submission	Date Submitted
Garden View Case Study submissions of Counsel Assisting	31 May 2019
Brian King Gardens Case Study submissions of Counsel Assisting	31 May 2019
Oberon Village Case Study submissions of Counsel Assisting	31 May 2019
Bupa Willoughby Case Study submissions of Counsel Assisting	31 May 2019
Submissions of Counsel Assisting in relation to selected expert and policy matters	3 June 2019
Submissions of Reeves family in relation to Garden View Case Study heard in Sydney on 6 and 7 May 2019	7 June 2019
Columbia Aged Care response to Oberon Village Case Study submissions of Counsel Assisting dated 31 May 2019	7 June 2019
Garden View Case Study submissions on behalf of Dr Miles Burkitt and Dr Kenneth Wong	11 June 2019
Brian King Gardens Case Study submissions on behalf of Dr Ginger	11 June 2019
Submissions on the Sydney Hearing by the Commonwealth as represented by the Department of Health and the Aged Care Quality and Safety Commission	11 June 2019
Submissions of Garden View Aged Care Pty Limited in response to submissions of Counsel Assisting	14 June 2019
Brian King Gardens case study submissions for Anglican Community Services	14 June 2019
Submissions of Bupa Aged Care Australia Pty Ltd in response to Counsel Assisting's submissions dated 31 May 2019 regarding the Bupa Willoughby Case Study	14 June 2019
Submissions of Garden View Aged Care Pty Limited in response to submissions of Reeves family	20 June 2019

Perth Hearing	
Submission	Date Submitted
Submissions of Counsel Assisting – Japara Mitcham Case Study	5 July 2019
Submissions of Counsel Assisting – Alkira Gardens Case Study	5 July 2019
Submissions of Japara	12 July 2019
Submissions of Our Lady of China	12 July 2019

Darwin Hearing	
Submission	Date Submitted
Written submissions of IRT WBG in reply: IRT William Beach Gardens Case Study	24 July 2019
Written submissions of Dr Bird in reply: IRT William Beach Gardens Case Study	24 July 2019
Written submissions of Counsel Assisting the Royal Commission: IRT William Beach Gardens Case Study	24 July 2019
Written submissions of Counsel Assisting the Royal Commission: Assisi Centre Limited (Assisi) Case Study	24 July 2019
Written submissions of Assisi in reply: Assisi Case Study	31 July 2019
Written submissions of Dr Tay in reply: Assisi Case Study	1 August 2019
Supplementary written submissions of Assisi: Assisi Case Study	9 August 2019

Cairns Hearing	
Submission	Date Submitted
Written submissions of Counsel Assisting the Royal Commission: Avondrust Case Study	24 July 2019
Written submissions of MiCare in reply: Avondrust Case Study	31 July 2019

Appendix 6: Service Provider Visits

Appendix 6:

Service Provider Visits

The Commissioners have visited a number of service providers around Australia to gain an understanding of a range of services to older people. Commissioners will continue to conduct service provider visits over the remainder of the Royal Commission.

The visits to services have enabled the Commissioners to see a range of different care settings and services to older people. The range of services visited include large and small providers; mainstream, specialist and innovative services; and residential, home care and respite services.

The selection of a service for a visit does not reflect any judgement, positive or negative, about the safety and quality of a service.

Aged Care Service Visits			
Date	Service	Provider	Location
26/2/19	Dudley Foord House Woodbury Village	Anglicare	The Ponds, Sydney, NSW Winston Hills, Sydney, NSW
26/2/19	Residential Cottage (home care)	Group Homes Australia	St Ives, Sydney, NSW
28/2/19	Our Lady of Consolation Home, Our Lady of Consolation Day Respite and Wellness Service	Our Lady of Consolation Aged Care & Services Ltd	Rooty Hill, Sydney, NSW
28/2/19	Kincare home care services	Kincare	Bella Vista, Sydney, NSW
1/3/19	HammondCare Hammondville	HammondCare	Hammondville, Sydney, NSW
4/3/19	Virtual Dementia Experience	Dementia Australia	Parkville, VIC
5/3/19	Strathdon Community Nursing Home Strathdon Community Aged Care services (homecare)	Uniting Agewell	Forest Hill, Melbourne, VIC
5/3/19	Port Melbourne Hostel	Wintringham Specialist Aged Care	Port Melbourne, Melbourne, VIC
8/3/19	Smorgon Nursing Home Montifiore Nursing Home Senior Living Precinct	Jewish Care Victoria	South Melbourne, Melbourne, VIC

Aged Care Service Visits			
Date	Service	Provider	Location
28/5/19	Aboriginal Elders Village	Aboriginal Community Care	Davoren Park, SA
20/6/19	Bidyadanga Health Clinic	Kimberley Aboriginal Medical service	Bidyadanga, WA
20/6/19	Kimberley Aged and Community Services, including Home and Community Care (HACC) Centre	Western Australian Country Health Service	Bidyadanga, WA
21/6/19	Germanus Kent House Bran Nue Day Respite and Breakfast Club	Southern Cross Care WA	Broome, WA
21/6/19	Royal Flying Doctor Service Broome base	Royal Flying Doctor Service	Broome, WA
10/7/19	Juninga Nursing Home Juninga Independent Living Units (home care)	Australian Regional and Remote Community Services	Coconut Grove, Darwin, NT
16/7/19	Mercy Place Retirement Village Home Mercy Place Westcourt Home Care	Mercy Health	Westcourt, Cairns, QLD
18/7/19	Regis Kirwan	Regis Aged Care	Kirwan, Townsville, QLD
19/7/19	Carinity Fairfield Grange Aged Care	Carinity	Idalia, Townsville, QLD
23/7/19	Elizabeth Lodge	Anglicare	Rushcutter's Bay, Sydney, NSW
31/7/19	Regis Ontario	Regis Aged Care	Mildura, VIC
13/8/19	Balaklava Mill Court Homes	Balaklava Mill Court Homes	Balaklava, SA
13/8/19	Kiandra Residential Aged Care	Rosha Group	Prospect, Adelaide, SA
21/8/19	Bupa Modbury	Bupa	Modbury, Adelaide, SA
21/8/19	Northgate House	SA Department for Health and Wellbeing	Northgate, Adelaide, SA