

What can you do now to prepare for the Royal Commission into Aged Care Quality and Safety?

CHECKLIST

Set out below are early actions to assist you in preparation for the impending Royal Commission into Aged Care Quality and Safety.

- Identify who will lead the coordination of your response.**
This team should be well organised and capable of liaising with various functions (including operational areas, IT, legal and media) and third parties such as legal representatives. Subject to the scale of your involvement in the Royal Commission, this may need to be resourced on a full-time basis and by a number of people.
- Implement communication protocols regarding the Royal Commission.**
Internal and external emails regarding the Royal Commission ought to be limited and it should be assumed that they may be read by the Royal Commission and made public.
- Where relevant consider the relationship with any related entities.**
In particular, will there be a coordinated response and representation? If so, how will those separate entities coordinate and agree?
- Identify your IT capabilities to search, collate, review and distribute significant volumes of documents across various business functions.**
Consider where documents are held, for example document management system, share drives, local drives and archives.
- Identify any significant safety and quality issues that may be the subject of a 'case study'**
i.e. are there any notorious and time consuming complaints by persons likely wanting to disclose those issues publicly?
- Consider approaching key former employees who may have retained a copy of relevant material.**
- Review your insurances to determine whether or not the costs of responding to the Royal Commission, or ancillary matters, may be insured.**
Broadly speaking, it is unlikely that costs directly associated with the Royal Commission will be insured, but likely that civil claims arising out of any identified misconduct will be.
- Where relevant, prepare a legally privileged briefing paper for your Board, and consider establishing a Board Sub-Committee to deal with Royal Commission issues.**

Download [Guiding you through the Royal Commission into Aged Care Quality and Safety](#). This guide provides more detail on what to expect during each step of the Royal Commission, and how you or your team may be impacted.

OUR TEAM

If you would like to discuss further, please contact a member of team shown below. We have a deep understanding of the aged care sector together with experience in Royal Commissions and Commissions of Inquiry.



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