

## **ROYAL COMMISSION INTO AGED CARE QUALITY AND SAFETY**

### **INFORMATION FOR INDIVIDUALS MAKING SUBMISSIONS**

#### **TIMELINE**

##### **24 December 2018**

Public submissions open – will remain open until mid-2019.

##### **18 January 2019**

Preliminary hearing in Adelaide (no witnesses called)  
*The Commissioners each made a statement setting out their vision for the operation of the Royal Commission, including the conduct of the hearings to follow*

##### **February 2019**

Commission hears evidence from witnesses in Adelaide  
*11-13 February & 18 – 22 February  
Court 11, Level 3, Roma Mitchell  
Commonwealth Law Courts, 3 Angas Street,  
Adelaide*

##### **March onwards**

Commission to hear evidence in other locations  
*(details to be announced progressively by the Commission)*

##### **31 October 2019**

Interim report to Governor General

##### **30 April 2020**

Final report to Governor General

#### **What will the Royal Commission do?**

The Commission will receive information in the form of written submissions which may be made public.

The Commission will receive evidence at hearings.

The Commission will examine all aged care services and interface between health, aged care and disability services and the aged care system including how people transition from one care setting to another.

The Commission is interested to hear stories about good models of care as well as sub-standard care.

#### **Who can make a written submission?**

Anyone who has a story to tell about aged care in Australia can make a submission. Aged care providers have been requested to complete a detailed survey and make an early submission.

#### **Preparing to tell your story**

Supports required by individuals to tell their stories, and to listen to the stories of others, take different forms but be aware it can be an emotional journey and think about who you might like in your support team.

#### **Agencies which can assist with help to tell your story:**

##### **COTA SA**

[www.cotasa.org.au](http://www.cotasa.org.au) or 08 8232 0422

##### **Relationships Australia (SA)**

<https://www.rasa.org.au/> or 1300 364 277

##### **Carers Australia (SA)**

<https://www.carers-sa.asn.au/> or 1800 242 636

#### **What should you include in your submission?**

Your submission must be relevant to the Commission's Terms of Reference. If you only want to address certain of these it is important to make that clear in your submission.

Further information can be found on the Commission website

<https://agedcare.royalcommission.gov.au/Pages/Terms-of-reference.aspx>

or can be printed and sent to you by request via the Commission's phone line  
Ph: 1800 960 711.

You should tell your story from the heart; the Commission wants to hear your opinion about the care provided – whether good or bad. Include what you felt, saw, heard and knew of that time. Be clear about the points you want to make.

#### **Who will the Commission call as witnesses?**

The Commission will select who it wants to call as witnesses; it will not be able to interview everyone who makes a submission.

The Commission may ask potential witnesses for a written statement. A Commission officer will be able to help you with this if you are approached to make a statement.

If you are called as a witness at a hearing, you will be able to use your statement, memory aids or notes to remind yourself of dates and times. You will be required to respond to the questions in a truthful way. The Commission will brief and provide support to people called as witnesses.

#### **Publication of submissions**

Submission evidence may be made public by the Commission. However, you can request that your submission not be made public. You may request that, if your submission is made public, it is made public anonymously.

The Commission may decide not to make a submission public or not to make the whole submission public. That will usually only occur for reasons associated with fairness.

If you are concerned that information you are considering providing to the Commission may be defamatory, you should consider seeking independent legal advice (*note – criteria apply to provision of some of these free services*):

- Legal Services Commission of SA  
<https://lsc.sa.gov.au/>  
1300 366 424
- Adelaide based law schools provide free advice from law students under the supervision of qualified legal practitioners. For details or to make an appointment contact:  
Ph: 8302 7436
- SA Council of Community Based Legal Services  
<http://www.saccls.org.au/>  
Ph: (08) 8384 5222

#### **What will the Commission expect from witnesses?**

Some stories which come to light during the Commission may be several years old. The Commission will not expect you to get all the facts totally correct but will expect you to act with diligence and integrity.

#### **How do you make a submission?**

The Commission will take submissions in a number of ways:

- via the online form  
<https://agedcare.royalcommission.gov.au/submissions/Pages/default.aspx>
- write to the Royal Commission at GPO Box 1151, Adelaide SA 5001 (*submissions can be in the form of a letter*)
- email to:  
[ACRCenquiries@royalcommission.gov.au](mailto:ACRCenquiries@royalcommission.gov.au)
- oral submission via telephone 1800 960 711 (between 8:00am-8:00pm AEDT Monday-Friday except on public holidays). Interpreter service available.

#### **Commission Website:**

<https://agedcare.royalcommission.gov.au/Pages/default.aspx>

#### **To register to receive information direct from the Commission:**

<https://agedcare.royalcommission.gov.au/news/Pages/Mailing-list.aspx>

#### **Phone Contact for enquiries:**

1800 960 711 (between 8:00am-8:00pm AEDT Monday-Friday except on public holidays). Interpreter service available.

For further information on making a submission to the Royal Commission:

<https://agedcare.royalcommission.gov.au/submissions/Pages/Guidance-on-making-a-submission.aspx>