

11 December 2019

[insert title, client first name, last name]

[insert street address]

[suburb] [state] [postcode]

Dear [firstname] [surname],

You may be aware that on 31 October 2019 the Royal Commission into Aged Care Quality and Safety released its Interim Report, titled 'Neglect'. This letter is to update you on the contents of the Interim Report and to explain how you can ask questions and provide feedback to Calvary.

Reports like this can be difficult and upsetting to read. At Calvary, we make every effort to be the source of hope, nurturing and support across all our services – older Australians and younger people with a disability deserve safe and appropriate care, as do all people.

Calvary welcomes the Commission's report and will be closely considering the information presented to date and the recommendations of the Royal Commission's Final Report, due in November 2020.

The Interim Report suggests there will be recommendations for significant changes across the Australian aged care industry in terms of its design, funding and workforce, amongst other important areas for improvement. Recommendations outlined in the Interim Report include:

- making available more home care packages to reduce waiting times for people in need;
- finding better ways to support the appropriate use of medications; and
- speeding up the process to help younger people with a disability to be able to live in community residential options other than a residential aged care service, if appropriate for the person.

We welcome the Morrison Government's announcement of \$537 million investment towards addressing these issues, however more work needs to be done. At Calvary, we are working to be better in all areas of our care. The Royal Commission's report will help us to continue to improve.

We are willing to respond to any questions or concerns you may have. The Royal Commission Aged Care Response Unit was established last year to ensure Calvary was ready to effectively assist the Royal Commission and that any requests for information were handled and responded to promptly and correctly. This Unit is also tasked with ensuring Calvary residents, clients, and their family members are made aware of important developments in a timely way and respond to any questions or concerns you may have. This Unit is led by Maria Jolly who works closely with Director of Operations - Aged Care, Matthew Filocamo, and Director of Operations - Community Care, Julie Maya, and their teams.

We value your feedback. If you or a family member have any questions or concerns about the Royal Commission, or issues you would like to raise, please contact the Calvary Royal Commission Response Unit on 1800 549 679 or email royalcommissionenquiries@calvarycare.org.au and for more information visit www.calvaryagedcare.org.au

I will continue to keep residents, clients and families informed as the work of the Royal Commission moves forward.

Sincerely,



Martin Bowles
National CEO