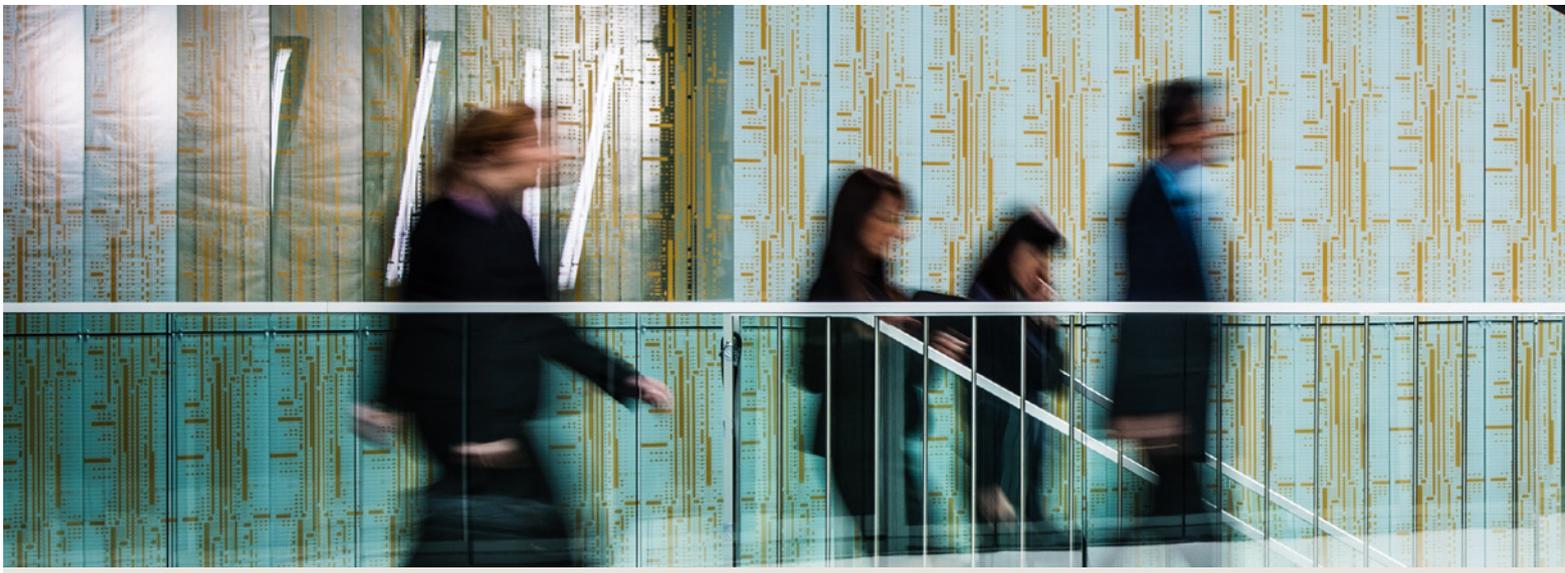


Preparing for a Royal Commission

The Royal Commission into the aged care industry will look at the quality of care provided to frail aged people and people living with disabilities in residential and home aged care. It will inevitably place a strong focus on aged care providers' policies, procedures and conduct relating to quality of care, turning attention to governance and culture, training standards, staffing and resourcing, and operational effectiveness right across the industry. There will also be consultation with residents and their families to ensure community expectations are met.

Grant Thornton is committed to supporting its clients across the industry to respond to such scrutiny, and in particular to ensure systems, processes and governance is in place to support genuine ethical conduct that is in the best interests of the industry's consumers.





Working with you

Through our strong involvement in the industry, together with a depth of experience navigating the complex territory of Royal Commissions, we can help organisations respond proactively and prepare thoroughly, while also minimising disruption to the ongoing management of their business.

Central to this is helping organisations to understand what Boards, Executive Teams and General Management need to do now, and how to effectively plan and manage this response.

Our team has deep experience working with Boards and CEOs to provide facilitated strategic and tactical advice, crisis project management and coordination.

Your immediate actions to prepare for the Royal Commission

We recommend that organisations begin the process of gathering data early, to be prepared should they be called by the Royal Commission. We can assist by working with legal firms to establish data rooms for the recording and managing of information that may be requested by the Royal Commission, and help you in reviewing this information. Our team is on standby to provide you with maximum support during the process.

When responding to a Royal Commission process, early preparation is key.



Understand your risk



Map your response and what it will cover



Have a document management plan



Outline resources and processes to be put in place



Communicate internally the approach and response



Our expertise

Business Risk

It is critical that the Board and Management have appropriate information and reporting to understand and manage risk throughout the Royal Commission process. A rigorous and disciplined approach to risk management will help to safeguard business assets and promote high quality service.

We can help guide you through the key stages of risk management, including:

- The development of risk policy, frameworks and risk appetite statements.
- The facilitation of discussions and workshops for identification, assessment, treatment, monitoring and reporting of risks and risk management.

Governance & Control

We have a depth of expertise in preparing for and dealing with the outcomes of Royal Commissions, including:

- Assessing the adequacy and effectiveness of governance and controls over quality outcomes of care.
- Assessing and providing guidance on the financial impact and disclosure of implementing a plan for the Royal Commission or dealing with any matters which may arise.

Human Capital

Royal Commissions will, more often than not, highlight culture and leadership as key areas of concern, or for improvement and focus moving forward. We can address these factors directly at an individual, team and organisational level, specifically looking at:

- Organisational structure and design.
- Behaviour at individual, team and organisational level.
- Teaching, coaching and mentoring leaders on the impact of their decisions and actions.
- Helping organisations to create environments where their people are able to achieve the best outcomes possible for themselves, each other and their customers.

Technology

The Commission will shine a light on clinical governance, workforce capacity and capability, data management and reporting adequacy. Consistent people processes and well implemented technology used to support record keeping will be crucial.

Our team has deep industry experience identifying gaps and weaknesses in user engagement, processes, data quality and training. We can work with you to review your clinical care solutions, workforce utilisation, document management and reporting capability and help implement change plans to achieve best practice.

We will work with you, your leadership and Board both on this improvement agenda and on being able to demonstrate that you are actioning it.

Financial Analysis

We can help you to analyse and benchmark your financial performance while also considering community expectations. This will assist in preparing your team with facts and messages that support the quality of care you deliver. Our understanding of the financial and operational aspects of the industry means we can offer tailored solutions unique to your service offering and capability.

Forensic Consulting

The biggest challenge in preparing for responding to a Royal Commission is understanding and identifying what information is held and in what format it resides. Documents, files, emails, product information and employee details can be either in a physical or electronic form spread diversely across the business.

Our team can help to assess what information exists and in what format. We then capture this information in a forensically sound manner ensuring its continuity and integrity. It is then reviewed and tagged for relevancy ultimately leading to a comprehensive and responsive document provision. All of this is done using industry standard and court approved technology to ensure any request is handled efficiently and accurately.

Contacts

We have experts in all areas of business risk and governance, human capital, forensics, audit, technology as well as leaders in the aged care industry who are ready to support you.



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