



***The Royal Commission and the Queensland Parliamentary Inquiry:
At your fingertips***

Royal Commission into Aged Care Quality and Safety

**Queensland Parliamentary Inquiry into aged care, end-of-life and
palliative care and voluntary assisted dying**

How to Stay Informed and Have Your Say

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

Terms of Reference

The Commissioners were appointed to be a Commission of Inquiry, and required and authorised to inquire into the following matters:

- a) the quality of aged care services provided to Australians, the extent to which those services meet the needs of the people accessing them, the extent of substandard care being provided, including mistreatment and all forms of abuse, the causes of any systemic failures, and any actions that should be taken in response;
- b) how best to deliver aged care services to:
 - i. people with disabilities residing in aged care facilities, including younger people; and
 - ii. the increasing number of Australians living with dementia, having regard to the importance of dementia care for the future of aged care services;
- c) the future challenges and opportunities for delivering accessible, affordable and high quality aged care services in Australia, including:
 - i. in the context of changing demographics and preferences, in particular people's desire to remain living at home as they age; and
 - ii. in remote, rural and regional Australia;
- d) what the Australian Government, aged care industry, Australian families and the wider community can do to strengthen the system of aged care services to ensure that the services provided are of high quality and safe;
- e) how to ensure that aged care services are person-centred, including through allowing people to exercise greater choice, control and independence in relation to their care, and improving engagement with families and carers on care related matters;
- f) how best to deliver aged care services in a sustainable way, including through innovative models of care, increased use of technology, and investment in the aged care workforce and capital infrastructure;
- g) any matter reasonably incidental to a matter referred to in paragraphs (a) to (f) or that [the Commissioners] believe is reasonably relevant to the inquiry.

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

These terms of reference are included in the letter patent.

<https://agedcare.royalcommission.gov.au/Pages/letters-patent.aspx>

How to stay informed

The Royal Commission's website is updated regularly and contains information including how to make a submission, and how to listen to the public hearings or read the transcripts from the hearings. <https://agedcare.royalcommission.gov.au>

Hearings can be listened to live via webcast, or video recordings of previous public hearings. <https://agedcare.royalcommission.gov.au/hearings/Pages/Webcast.aspx>

Transcripts of previous hearings are located on the Transcript link. <https://agedcare.royalcommission.gov.au/hearings/Pages/Transcripts.aspx>

Other ways to stay informed are provided on the Engagement link. <https://agedcare.royalcommission.gov.au/Engagement/Pages/default.aspx>

How to have your say

Making a Submission

Individuals and institutions are invited to make submissions to the Royal Commission until at least the end of June 2019. The preferential method is through the online form, however other options are provided on the webpage.

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

For people who cannot access the documents or respond by email or online, the Royal Commission can be contacted on 1800 960 711. An interpreter service is available.

To assist people in thinking about their submission, the *Guidance on Making a Submission* provides a list of questions which may assist as a starting point.

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

Community forums

Forums will be held in a number of locations around the country. There will be an opportunity for members of the public to hear about the work of the Commission and to offer their ideas on the challenges and strengths of, and the opportunities to improve, aged care.

Community forums will be held in a range of metropolitan and regional locations and will be publicised through the website, Commission mailing list and local media. Members of the public will be invited to register their intention to attend.

Please follow the link for details of upcoming community forums, or join the Royal Commission mailing list. <https://agedcare.royalcommission.gov.au/Engagement/Pages/community-forums.aspx>

Support

A list of Australian Government funded services which are available to anyone who is experiencing concern or distress from their participation in or issues that emerge during the Royal Commission is included on the website.

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

Trained operators are also available through the Royal Commission information line for callers that are distressed – phone 1800 960 711 (between 8:00am-8:00pm AEDT, Monday-Friday except on public holidays). An Interpreter service is available.

Timeline

Closing date for submissions:	End of June 2019 at the earliest
Community Forums:	Commencing March 2019
Interim Report:	31 October 2019
Final Report:	30 April 2020

Queensland Parliamentary Inquiry into aged care, end-of-life and palliative care and voluntary assisted dying

The Queensland Parliament's Health, Communities, Disability Services and Domestic and Family Violence Committee (the Health Committee) is examining aged care, end-of-life and palliative care and voluntary assisted dying. The last of these issues, Voluntary Assisted Dying, has never previously been examined by the Queensland Parliament. The Committee welcomes the views of Queenslanders on all or any of the issues being examined.

Terms of Reference

The terms of reference, as referred to the Committee by the Legislative Assembly on 14 November 2018, are as follows:

1. That the Health, Communities, Disability Services and Domestic and Family Violence Prevention Committee inquire into aged care, end-of-life and palliative care and report to the Legislative Assembly on:
 - a. the delivery of aged care, end-of-life and palliative care in Queensland across the health and ageing service systems; and
 - b. Queensland community and relevant health practitioners' views on the desirability of supporting voluntary assisted dying, including provisions for it being legislated in Queensland and any necessary safeguards to protect vulnerable persons.
2. That in undertaking the inquiry, the committee should consider:
 - a. in relation to aged care, the terms of reference and submissions made to the Australian Government's *Royal Commission into the Quality and Safety of Aged Care* and, in recognising the Commission will occur in parallel, how to proactively work with the Commission to ensure an appropriate exchange of information to inform the conduct of the inquiry;
 - b. outcomes of recent reviews and work including Queensland Health's *Palliative Care Services Review*; and
 - c. the current legal framework, relevant reports and materials in other Australian states and territories and overseas jurisdictions, including the Victorian Government's Inquiry into end-of-life choices, *Voluntary Assisted Dying Act 2017* (Vic) and implementation of the associated reforms.
3. That the committee report to the Legislative Assembly by 30 November 2019.

Source: <https://www.parliament.qld.gov.au/work-of-committees/committees/HCDSDVPC/inquiries/current-inquiries/AgedCareEOLPC>

Media Release

'Queenslanders encouraged to have their say on aged care, palliative care and voluntary assisted dying.'

<https://www.parliament.qld.gov.au/documents/committees/HCDSDVPC/2018/AgedCareEOLPC/mr-14Feb2019.pdf>

How to stay informed

The State Inquiry's webpage contains information on the Inquiry, issues for consideration when making a submission, how to make a submission, and how to stay informed. There is an option to subscribe to the committee email update mailing list; and/or to register as a Stakeholder for the Inquiry.

<https://www.parliament.qld.gov.au/work-of-committees/committees/HCDSDVPC/inquiries/current-inquiries/AgedCareEOLPC>

How to have your say

The Committee encourages submissions and has provided an online form as well as a hardcopy form.

An Issues Paper has been released to assist people understand the background to the Inquiry, as well as issues for consideration.

<https://www.parliament.qld.gov.au/documents/tableOffice/TabledPapers/2019/5619T191.pdf>

A flyer is available which contains the above information.

<https://www.parliament.qld.gov.au/documents/committees/HCDSDVPC/2018/AgedCareEOLPC/inqflyer-14Feb2019.pdf>

For more information about the Inquiry or how to have your say, or to request the Issues Paper or Submission form be posted or emailed:

Ph: 1800 504 022 Free Call *or*

Ph: 07 3553 6626 *or*

Email: careinquiry@parliament.qld.gov.au

The closing date for submissions is **15 April 2019** and the Committee must report findings to the Queensland Parliament by 30 November 2019.

Timeline

Closing date for submissions:	15 April 2019
Public hearings:	Commence late March 2019
Final Report:	30 November 2019