



**Australian Government**  
**Australian Aged Care Quality Agency**

**Interim report from Senate Inquiry**  
**Statement from Mr Nick Ryan, CEO, Australian Aged Care Quality Agency**  
**14 February 2018**

“The Australian Aged Care Quality Agency notes the interim report of the Senate Community Affairs References Committee inquiry into ‘*Effectiveness of the Aged Care Quality Assessment*’, a process which we have participated in extensively.

“There were serious failures of care uncovered in the ‘Oakden Report’, released in April 2017 by South Australia’s Chief Psychiatrist which were consistent with the findings of the Quality Agency’s March 2017 review audit of the Makk and McLeay wings of the Oakden facility.

“As the CEO of the Quality Agency I was extremely disturbed by the events which occurred at Makk and McLeay. I recognise the distress caused to residents and their families and acknowledge that the Quality Agency should have uncovered the serious failures of care at the Oakden facility earlier.

“In May 2017 following the release of the Oakden report, and after visiting the facility, I commissioned an external independent review regarding the need to improve our quality assessment processes concerning more complex aged care facilities.

“We’re focused on the ongoing improvement of our quality assessment processes and are fully implementing the recommendations from the review.

“The Quality Agency will continue to assist the committee and participate in the Inquiry.”

ENDS