

AACQA acting on new evidence regarding Mitcham Residential Care Facility

The Australian Aged Care Quality Agency (AACQA) is deeply concerned by the evidence of abuse of a resident at the Mitcham Residential Care Facility in September 2015 which was aired on the *7.30 Report* program on the ABC on Monday 25 July 2016.

The safety, health and well-being of older Australians receiving care is of paramount importance to us. We work diligently to ensure that older Australians are cared for with dignity and respect.

AACQA treats all information from residents and the public about the quality of care provided by aged care service providers seriously. This includes responding to any new evidence about the safety, health or well-being of care recipients being placed at serious risk.

In light of the new evidence presented on the *7.30 Report* AACQA is taking appropriate steps, as available to us under the *Australian Aged Care Quality Act 2013* and the *Quality Agency Principles 2013* to review the Mitcham Residential Care Facility systems and processes. We are also taking steps to assess that there is no current serious risk to the safety, health or well-being to residents.

As our enquiries and assessments are currently on-going it would be inappropriate for us to comment further.

If you have any concerns regarding the care of an older Australian in a residential or home care services' setting, you can contact the Aged Care Complaints Commissioner who will assess your concerns and may also make a referral to AACQA.

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Chief Executive Officer
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