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Our ref KMH:AAF:1038357

19 November 2019

Louise Amundsen
Co-Solicitor Assisting in the Royal Commission
Royal Commission into Aged Care Quality and Safety
Level 5, 101 Pirie Street
Adelaide SA 5000

Dear Ms Amundsen

Mudgee Hearing: Graeme Barden Evidence

We refer to the oral evidence given by Mr Graeme Barden from the Department of Health (the **Department**) before the Royal Commission on 6 November 2019 (Day 64) as part of the Royal Commission's hearings in Mudgee.

During the course of his evidence, Mr Barden was questioned by Counsel Assisting on the accurateness of the My Aged Care Service Finder (**Service Finder**) in the context of searches for in-home services in Kellerberrin, WA.

The relevant transcript extract is as follows:¹

MR GRAY: ...If one conducts a search for in-home services at Kellerberrin which is in the Wheatbelt, one gets results that include providers located in completely different locations such as Melbourne. If we track through this document, please, operator, just stop. Malvern East, Victoria at the foot of the page, for example. Do you have any comment to make about that? Is it possible that there could be a provider located in Malvern East who's somehow providing services in the Wheatbelt in WA?

MR BARDEN: I can't make any comment on the specific. I would only note, hearing your reference with a prior witness, we just had a quick search and only found WA providers and so I don't know if that reflects a response to whomever this particular provider is to some of the interventions that the department has made to try and help them understand how to have a more accurate service finder information.

We are instructed that Mr Barden would like to clarify his evidence as outlined above.

In Mr Barden's response to Counsel Assisting, in which he stated that a quick search was conducted and only Western Australian providers were found, the search that Mr Barden was referring to was for in-home care for Kellerberrin as home support services on the Service Finder, rather than home care packages.

¹ T6554.27-38.



Further, we are instructed by the Department that upon conducting searches on the Service Finder for help at home care for Kellerberrin, there are various results for each home support service, all of which are located in Western Australia (where a service is provided). The Victorian service providers only appear in the home care packages searches.

The Department has contacted the three Victorian service providers which are listed as providing home care packages for help at home care in Kellerberrin, to confirm whether each service provider does provide such services. We are instructed by the Department that:

- Happy Living and Better Living Homecare WA are both services owned by approved provider Argent Nominees Pty Ltd (**Argent**). Although Argent's principal place of business is in Malvern East, Victoria, as at 30 June 2019, Argent was providing home care packages within a one-hour drive from Kellerberrin and in many other areas in country Western Australia; and
- Activities Daily Living Local Guardians is owned by approved provider Local Guardians Pty Ltd (**Local Guardians**). Local Guardian's principal place of business is in Melbourne, Victoria. As at 30 June 2019, Local Guardians was not providing any home care packages in Western Australia. However, it operates under a sub-contracting model which allows Local Guardians to engage local care workers through contact with local providers in the area should it be required to provide home care packages in Kellerberrin.

We request that the Royal Commission note this clarification to Mr Barden's evidence in response to Counsel Assisting's question.

Please do not hesitate to contact us if we can be of further assistance.

Yours faithfully
Gilbert + Tobin

A handwritten signature in blue ink that reads 'K Harrison'.

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