

COMMONWEALTH OF AUSTRALIA
 Royal Commissions Act 1902
 ROYAL COMMISSION
 INTO AGED CARE QUALITY AND SAFETY

**WITNESS STATEMENT OF STUART WOODLEY
 IN RESPONSE TO NTG-0272**

I, Stuart Woodley, Level 4, 1 Southbank Blvd, Southbank, Victoria, state as follows:

1. I currently hold the position of Group Quality Manager for Japara Healthcare Limited (**Japara**).
2. I commenced employment with Japara in 2012 as a Quality Manager. When I commenced my employment, Japara was known as Aged Care Services Australia Group (**ACSAG**). In this statement, I have used the term "Japara" to refer to both Japara and ACSAG.
3. I make this statement from my own knowledge, based on my employment with Japara.
4. A copy of my curriculum vitae is at **JAH.0018.0001.0001 (SW-1)**.

Question 1

What was your role and duties at Japara in February 2017?

5. My role in February 2017 was Group Quality Manager. A copy of the Position Description is **JAH.0018.0001.0004 (SW-2)**. It accurately reflects my role at that time.
6. My duties included overseeing quality and compliance for Japara. I managed a team of around 7 quality managers who visited, and monitored the performance of, Japara homes. I prepared, or assisted Facility Managers to prepare, complaint responses. I also prepared, or assisted Facility Managers to prepare, responses to any audit issues raised by the Department of Health. My duties also included maintaining Japara's policies and procedures and ensuring that they were kept up to date with legislative and regulatory requirements.

Question 2

Which people at Japara supervised your performance in your role in February 2017?

7. In February 2017, [REDACTED], Group Executive - Care and Commercial supervised my performance.

Question 3

What is your role and duties at Japara currently?

8. My role and duties have not changed substantially since February 2017. I refer to my response to question 1. One difference between my current and previous role is that complaints responses and responses to audit issues are now mainly prepared by the relevant Facility Manager with the assistance of the Quality Management team. Accordingly, my role is now more focused on reviewing, rather than writing the complaints responses or responses to audit issues.

Question 4

*What was your role in relation to Japara's response to complaint number S17/006439 made by Mrs Noleen Hausler to the Aged Care Complaints Commissioner (the **complaint**)?*

9. My role in relation to Japara's response to the complaint was as follows:
- (a) I discussed the complaint with the Facility Manager of the Mitcham facility after it was raised with me by a Complaints Officer of the Aged Care Complaints Commissioner (**Complaints Department**).
 - (b) I advised the Facility Manager what information and documents would be required to respond to the complaint.
 - (c) I received information and documents from the Facility Manager and based on that material I prepared the response to the complaint: **JAH.0001.0006.2950 (SW-3)**.

Question 5

What did you understand in February 2017 to be the matter under investigation in respect of 'issue 5' in the complaint: 'concern that the service could not locate the contact details for the Extended Care Paramedic on 13 December 2016'?

10. To the best of my recollection, I understood the matter under investigation in respect of 'issue 5' to be that the registered nurse on shift on the night of 11 December 2016 could not locate the telephone number of the Extended Care Paramedic (**ECP**). The number of the ECP was 000.
11. My understanding of the events of the evening of 11 December 2016 was that Ms Hausler had not wanted her father to be admitted to hospital. She instead asked the registered nurse to contact the ECP, so that the ECP could come to the home to treat her father.
12. My understanding was that Ms Hausler formed the impression that the registered nurse was unable to locate the number for the ECP. The registered nurse immediately called the Facility Manager, and the Facility Manager provided the number to the registered nurse, who contacted the ECP.

Question 6

Why did you direct Dianne Jones and Rachael Musico to add the contact details to the contact list in your email dated 20 February 2017 (JAH.0001.0006.2895)?

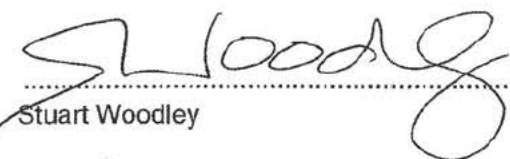
13. I believe that when the complaint was first received by Japara, we were contacted by the Complaints Department by telephone. During the telephone call, we advised the Complaints Department that the Facility Manager had provided the number for the ECP when contacted on 11 December 2016. I recall being told that this would not be a sufficient response to 'issue 5'.
14. Following this call, I sent the emails in document **JAH.0001.0006.2895 (SW-4)** in the context of trying to determine what further response could be provided to the Complaints Department.
15. I decided that we could add the number of the ECP (000) to the contact list and provide the Complaints Department with the current list to demonstrate that the number was now on the list and the issue could not arise again.
16. In my email to Ms Musico and Ms Jones on 20 February 2017, I made it clear that we were advising the Complaints Department that the phone number of the ECP was now on the contact list. I was not suggesting that we should try to create an impression that the number was on the contact list at the time of the incident, nor was I suggesting that we should not tell the Complaints Department that the number was not on the contact list at the time of the incident. I was communicating that we could provide an updated contact list as that would be responsive to the question asked of us and would also inform the Complaints Department of what had been done to address the issue.

Question 7

On 20 February 2017 you sent by email Japara's response to the complaint, at that time did you consider the response you provided in document JAH.0001.0006.2950 to be a complete answer to the concern expressed by the Aged Care Complaints Commissioner in respect of 'issue 5'?

17. At the time I provided the response to the Complaints Department I considered it to be a complete and adequate answer to 'issue 5'. I did not intend to provide a misleading or incomplete response to this issue.
18. In hindsight, I consider that it would have been preferable to specify the circumstances that existed on 11 December 2016 as well as the circumstances at the time of providing the response.
19. In the time since I provided the response to the Complaints Department, Japara has updated its process for responding to complaints. Complaints responses now specify whether a gap was identified (that is, what the circumstances were on the day relevant to the complaint), what has been done to address the gap and whether it has been effective in addressing the gap.

Signed:


 Stuart Woodley

Dated: 22 June 2019

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