

## STATEMENT – BRUCE WALTER LANG

No. NTG-0358

## ROYAL COMMISSION INTO AGED CARE QUALITY AND SAFETY

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To: The Solicitor Assisting the Royal Commission

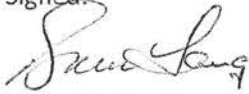


1. My name is Bruce Walter Lang, of [REDACTED] in the State of Queensland.
2. I am the Finance Manager of People Care Pty Ltd (**People Care**). I am also the Finance Manager of Miller Enterprises Pty Ltd.
3. I obtained a qualification as a CPA Registered Tax Agent in 1973 at the St George Technical College. This qualification has now lapsed.
4. I began as Finance Manager of People Care in 12 June 2007. I have not had any aged care experience before that time.
5. As part of my role at People Care, I am the main contact person in relation to aged care at Hibiscus House. That means I receive all correspondence from the Government.
6. HelpStreet Villages (Qld) Pty Ltd (**HelpStreet**) was the contractor providing care at Hibiscus House from April 2018 until 11 July 2019. Whenever I received communication regarding the provision of care at Hibiscus House from the Government during that time, I would forward the communication to HelpStreet.
7. The only oral communication with the Aged Care Quality and Safety Commission (**Safety Commission**) or the Department of Health (**Department**) during the period 1 May 2019 to 11 July 2019 was during a visit to Hibiscus House by two Safety Commission officers on 30 May 2019. I did not have any oral communication with the Safety Commission or the Department regarding any matter, including a dispute between HelpStreet and People Care; the possibility that HelpStreet would cease to provide services at Hibiscus House; whether there was a need to evacuate residents from Hibiscus House, or a plan to evacuate residents at Hibiscus House.
8. On 30 May 2019 I was at a meeting about resident complaints with Arthur Miller (Director, People Care), Karen Parsons (Executive Director, People Care), Telesia Tuccori (Clinical Care Manager, HelpStreet) and two Safety Commission officers.

9. I do not recall exactly what was said, but most of the conversation was with Telecia and the safety officers.
10. Arthur Miller asked the officers to send a report about the investigation. To the best of my knowledge we never received a report from the officers.

Date: 2 August 2019

Signed:

A handwritten signature in black ink, appearing to read "Bruce Walter Lang". The signature is written in a cursive style with a large initial "B".

Bruce Walter Lang