



Royal Commission
into Aged Care Quality and Safety

**WITNESS STATEMENT OF VALERIA CAMARA
IN RESPONSE TO NTG-0575**

Name: Valeria Camara

Date of birth: [REDACTED]

Address: 1 Southbank Boulevard, Southbank, Victoria

Occupation: Group Executive – People and Development, Japara Healthcare Limited (**Japara**)

Date: 14 October 2019

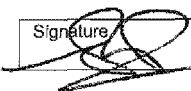
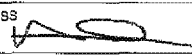
- 1 This statement made by me accurately sets out the evidence that I am prepared to give to the Royal Commission into Aged Care Quality and Safety. This statement is true and correct to the best of my knowledge and belief.
- 2 The views I express in this statement are my own based on my education, training and experience.

Question 4: Provide a statement explaining whether Japara Healthcare Limited's substantiation of misconduct by the employee was ever referred to the Board.

- 3 Japara has not identified an explicit reference or record of any referral to the Japara Board of misconduct by the employee. However, there is a reference in a report to the Board's Zero Harm Committee, for the quarter ending June 2016, which includes a summary of disciplinary procedure outcomes. One of the outcomes detailed in this report may be a reference to the misconduct by the employee: **JAH.0025.0003.0521_E (VC-8)** (see .0522).
- 4 I discuss the establishment and work of the Board's Zero Harm Committee at paragraph 12 below.
- 5 Based on my review of the board papers of Japara and discussions with other Japara employees, in the following paragraphs I describe the relevant Board reporting structure in place at the time of the events involving the employee in 2015 and 2016, as well as some of the changes in Board reporting which have taken place since that time.

Board reporting

- 6 During 2015 and 2016, the two relevant executive positions with responsibility for reporting to the Board on care, quality and operations were the Executive Director of Aged Care Services and the Executive Director of Operations. The Executive Director of Aged Care Services provided written reports to the Board each month that it met on quality and compliance matters. Typically, those reports covered complaints, facilities with risk, regulatory visits and reaccreditation audits. The Executive Director of Operations also provided written reports to the Board each month that it met on

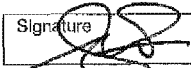
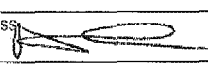
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- operations, which typically included occupational health and safety issues. These executives did not routinely attend Board meetings but did attend occasionally at the invitation of the Board.
- 7 During 2015 and 2016, the General Manager of Human Resources, who was responsible for overseeing the discipline procedures concerning the employee (see Employee Discipline Procedure at **JAH.0031.0001.0001 (VC-9)**), reported directly to the Chief Executive Officer. At that time, the General Manager of Human Resources did not prepare written reports for the Board, nor attend Board meetings other than at the invitation of the Board to address specific matters.
- 8 In early 2017, the role of General Manager of Human Resources changed to an executive position, being that of Group Executive – People and Infrastructure. Following this change, the Group Executive – People and Infrastructure commenced reporting directly to the Board for each month that it met. This entailed the preparation of written reports and, generally speaking, attendance (in part) at Board meetings to present on matters the subject of the reports and take questions. Such reports covered human resources matters. The first instance of such reporting was in respect of the Board's 19 April 2017 meeting. An extract of this report detailing employee relations issues is at **JAH.0025.0002.2724_E (VC-10)**.
- 9 Separately, from February 2017, the written reporting to the Board from the Group Executive – Care and Commercial (formerly, the Executive Director of Aged Care Services) commenced including specific information concerning incidents of mandatory reporting. Complaints reporting was also provided in greater detail than previously. The first of such reports was in respect of the Board's 15 February 2017 meeting. An extract of this report containing information concerning mandatory reporting and complaints is at **JAH.0025.0002.2665_E (VC-11)**. The Group Executive – Care and Commercial also generally attended Board meetings (in part) to present on matters the subject of the reports and take questions.
- 10 From July 2018, the Group Executive – People and Infrastructure commenced including a monthly summary of employee misconduct issues by facility in the written reporting to the Board. Examples are at **JAH.0025.0002.6488_E (VC-12)** (25 July 2018 Board meeting) and **JAH.0025.0002.6769_E (VC-13)** (31 October 2018 Board meeting).
- 11 Examples of the current level of reporting to the Board for its meetings from the Group Executive – Care and Commercial and from me, as Group Executive – People and Development, concerning mandatory reporting and employee performance management, are at **JAH.0025.0002.8026_E (VC-14)** and **JAH.0025.0002.8068_E (VC-15)** respectively.

Zero Harm Committee of the Board

- 12 Japara established a Board Committee known as the Zero Harm Committee in December 2015. The Zero Harm Committee is responsible for overseeing and monitoring workplace health and safety, resident safety and clinical care, and environmental sustainability matters. A copy of the Committee's Charter is at **JAH.0033.0001.0001 (VC-16)**.
- 13 The Zero Harm Board Committee meets quarterly. The Committee's first meeting was in February 2016 and reports to the Board.

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- 14 The Executive Director of Aged Care Services provided inaugural written reports to the Zero Harm Committee in respect of the April to June 2016 and July to September 2016 quarters. These reports were provided in between Zero Harm Board Committee meetings in December 2016. The April to June 2016 report included information concerning compulsory reports involving staff. An extract of this report dealing with this topic is at **JAH.0025.0003.0521_E (VC-8)**.
- 15 Further examples of written reporting from the Group Executive – Care and Commercial and Group Quality Manager to the Zero Harm Board Committee on reportable incidents and complaints are at **JAH.0025.0003.0654_E (VC-17)** (15 February 2017 meeting) and **JAH.0025.0003.1190_E (VC-18)** (31 October 2018 meeting).
- 16 At all relevant times, the executives referred to above also reported directly to the Chief Executive Officer (save the Group Quality Manager referred to in paragraph 15 who reported to the Group Executive – Care and Commercial).

Question 5: Provide a list of the documents which constitute the briefings, papers, reports, referrals and minutes given to or prepared by the Board in relation to Japara Healthcare Limited's substantiation of misconduct by the employee.

- a. If the documents have already been produced under NTP-0219 or another notice, identify the documents by the identifiers used in the relevant production.
- b. If the documents have not already been provided, produce those documents.

17 I refer to my response to question 4 above.

Signed:



Date:


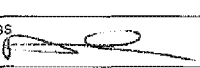
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