
A Conduct of the inquiry

The Commission received the Terms of Reference for this inquiry on 27 April 2010. The final reporting date was subsequently extended from April to June 2011 (chapter 1).

As required by the Terms of Reference, and in line with its normal inquiry procedures, the Commission has encouraged maximum public participation in the inquiry.

- Soon after receipt of the Terms of Reference, the Commission advertised the inquiry in national and metropolitan newspapers and sent a circular to people and organisations thought likely to have an interest in the inquiry.
- In May 2010 an issues paper was released, inviting submissions (see below) from interested parties and indicating some particular matters on which information was sought.
- From August to October 2010, the Commission held six workshops covering finance and funding, the workforce, care needs and the provision of care, accommodation, technology, and cost projections/modelling (table A.2). The Commission also held an informal forum on rural and remote area issues.
- In January 2011, a draft report (PC 2011) was released. The report set out the Commission's views and draft recommendations on the matters under reference and sought responses from interested parties via further submissions and hearings.
- During February and March 2011, the Commission held public hearings in all state and territory capital cities to elicit feedback on the draft report (tables A.3).
- Over the course of the inquiry informal discussions were held in Australia with a broad cross-section of interested parties, including Australian, state and territory and local government agencies (table A.4).

The information gathered through these channels was complemented and augmented by around 925 written submissions from a wide range of interested parties (table A.1). Of these, around 440 submissions were received in response to the draft report. The public parts of these submissions are available on the Commission's website <http://www.pc.gov.au/projects/inquiry/aged-care>.

In addition:

- Commissioners and senior staff attended and presented at many aged care related conferences and conventions
- the Commission engaged Applied Aged Care Solutions Pty Ltd to undertake a study into a new care model, which is published at appendix C.

Table A.1 Submissions received

<i>Participants</i>	<i>Participants</i>
A	
Abbeyfield Australia	Aggar, Christina, Ronaldson, Susan and Cameron, Ian D
Ability Options	AIDS Council of South Australia
Able Community Care	Alcock, W G
ACH Group	Alkira Aged Care
ACON	Allergy and Environmental Sensitivity Support and Research Association
ACT Chinese Aged Care Info Service	Alliance for Forgotten Australians
ACT Disability, Aged & Carer Advocacy Service	Alzheimer's Australia
ACT Government	Alzheimer's Australia – WA
ACT Retirement Village Residents Association	Alzheimer's Australia NSW
Adams, Charles	Amana Living
Addicot, Glenda	Amaroo Care Services
Advantaged Care	AMP Capital Investors
Aegis Aged Care Group	Anderson, Shirley
Aged & Community Care Victoria	Andrew, Lorraine
Aged & Community Services – WA	Anglican Care
Aged & Community Services Australia	Anglicare Australia
Aged & Community Services of NSW & ACT	Anglicare Sydney
Aged & Disability Services, Mosman Municipal Council	Annecto
Aged Care Assessment Service – Vic	Ansell, Cam and Toohey, Jim
Aged Care Association Australia	Antioch, Kathryn
Aged Care Association Australia – SA	Arcare
Aged Care Association of Australia and Deloitte Touche Tohmatsu	Archibald, Mary T
Aged Care Crisis	Association for the Blind of WA
Aged Care Industry Council (NSW & ACT) Building Committee	Association of Independent Retirees
Aged Care IT Vendor Association	Association of Independent Retirees – NSW
Aged Care Lobby Group	Association of Independent Retirees – Qld
Aged Care Psychiatry Services – Prince of Wales Hospital	Association of Independent Retirees – SA
Aged Care Queensland	Association of Independent Retirees – Tas
Aged Care Standards & Accreditation Agency	Association of Residents of Queensland Retirement Villages
Aged Care Support Service	Association of Taxation & Management Accountants
Aged Rights Advocacy Service	Atkinson, Sallyanne
Aggar, Christina	Attendant Care Industry Association of NSW

(Continued next page)

Table A.1 (continued)

<i>Participants</i>	<i>Participants</i>
Australian & New Zealand Society for Geriatric Medicine	Australian Institute of Health and Welfare
Australian Academy of Technological Sciences & Engineering	Australian Institute of Management Research & Policy Office
Australian Asian Association – WA	Australian Lawyers Alliance
Australian Blindness Forum	Australian Local Government Association
Australian Council of Trade Unions	Australian Meals on Wheels Association
Australian Dental Association	Australian Medical Association
Australian Federation of AIDS Organisations and National Association of People Living with HIV/AIDS	Australian Nursing Federation
Australian Federation of Totally & Permanently Incapacitated Ex Service Men & Women	Australian Nursing Federation – NT
Australian General Practice Network	Australian Nursing Federation – VIC
Australian Greek Welfare Society	Australian Osteopathic Association
Australian Health Insurance Association	Australian Physiotherapy Association
Australian Healthcare & Hospitals Association	Australian Physiotherapy Association
Australian Home Care	Australian Polish Community Services
Australian Institute for Primary Care & Ageing	Australian Psychological Society
	Australian Services Union – Vic Authorities and Services Branch
	Australian Unity
	Australian Unity Wellbeing Index
B	
Baker, D T	Bithell, Barbara
Baker, Noeline	Blackall Range Care Group
Ballarat District Nursing & Healthcare	Blackwell, Peter
Ballina District Community Services Association	Blake Dawson
Banksia Villages	Blue Care
Banksia Villages Residents' Committee	Blue Cross Community & Residential Services
Baptcare	Boandik Lodge Incorporated
Baptcare – Community Aged Care	Bourne & Associates
Baptist Community Services – NSW/ACT	Boyer, Kim and Peter Orpin
Baptist Village Baxter	Brain Injury Australia
Baptistcare (WA Baptist Hospitals and Homes Trust)	Braithwaite, Valerie and John
Baptistcare WA and Shire of Brookton WA joint submission	Brennan, Ngaire
Beatty, Dianne	Briggs, Jenny
Bega Valley Meals on Wheels Plus	Brodady, Henry
Belcher, Wayne	Bromilow Home Support Services
Bell, Pamela	Brooke, Libby
Bellchamers, Joyce	Brooks, Nicole
Bendigo & Adelaide Bank	Brotherhood of St Laurence
Benetas	Brown, Douglas
Benevolent Society	Brown, R, Allen, C and Medley, D
Bernoith, Maree	Brucker, B
beyondblue	Bryant, Joanne
	Bupa Care Australia
	Burrows, Christine
	Business Council of Australia

(Continued next page)

Table A.1 (continued)

<i>Participants</i>	<i>Participants</i>
C	
Cameron, Anne	Chinese Community Social Services Centre
Cameron, Ian	CHOICE
Campaign for the Care of Older Australians	Christadelphian Aged Care
Canberra Multicultural Community Forum	Chua, Ben
Capital Cove	City of Boroondara
Care Assessment Consultants	City of Port Adelaide Enfield
Care Connect	City of Port Phillip's Older Persons Consultative Committee
Care Net Community Nursing	City of Salisbury
Carer Support	City of Sydney
Carers – Qld	City of West Torrens
Carers – SA	Clare Dewan & Associates
Carers – Tas	Clubs Australia, the RSL and Services Clubs Association and Richmond Club
Carers – WA	CO.AS.IT (SA)
Carers Australia	Coad, Jan
Carers NSW	Colonial First State
Carers Queensland – Camp Hill	Combined Pensioners & Superannuants Association of New South Wales
Carers Support Network SA	Comhouse Co-operative
Carers Victoria	Commonwealth Ombudsman
Carne Reidy Herd Lawyers	Community Based Support South
Carnegie, Neville	Community Care (Northern Beaches)
Casey, Christine	Community Transport NSW Future Directions Working Group
Catholic Community Services	Consumers' Health Forum of Australia
Catholic Community Services NSW/ACT	Cook Care Group
Catholic Health Australia	COTA Australia
Catholic Homes	Country Women's Association of NSW
Catholic Social Services Victoria	CPSA – Orana Branch
Centre for Ageing & Pastoral Studies	Croft, Garth
Centre for Cultural Diversity in Ageing	Cullen, John
Centre for Health Communications, University of Technology Sydney	Curnow, Venessa
Centre for Health Service Development, University of Wollongong	Cussen, Karen
Challenger	Cuttris, Sophie
Chamber of Commerce & Industry – WA	
Chandraratne, Donald	
D	
Dalby & District Aged Persons Homes Association	Department of the Premier and Cabinet – SA
Day Therapy Centres Network in Victoria	Dieticians Association of Australia
de Bellis, Anita	Diversional Therapy Australia
dela Rama, Maria, Edwards, Melissa and Dalton, Bronwen	Doutta Galla Aged Services
Deloitte Access Economics for Homesafe Solutions	Dow, Briony
Deloitte Touche Tohmatsu	DPS Publishing
Department of Health and Ageing	Drake, Mrs C
	Dutch Care
	Dutch Care

(Continued next page)

Table A.1 (continued)

<i>Participants</i>	<i>Participants</i>
E	
East Wimmera Health Service – Donald Campus	Eliza Purton
Eastern Palliative Care	Embracia
ECH, Eldercare and Resthaven	Ethnic Communities' Council of NSW
Echuca Community for the Aged	Ethnic Communities' Council of Victoria
Economic Security4Women (eS4W)	Ethnic Link Services Uniting Care Wesley Port Adelaide
Edeson, M J	Evans, K A G
Elder Rights Advocacy	
F	
Fairfield City Council	Foltyn, Peter
Falla, Leslie	Fortus
Federation of Ethnic Communities' Councils of Australia	Fox, John K
Federation of Jewish Aged Care & Community Service Organisations	Freedom! Gender Identity Association
Ferrie, Margaret	Froniditha Care
Financial Planning Association of Australia	Froniditha Care and DutchCare
Findlay, Therese	Frontier Services
Fine, Michael	Frontline Aged Care Solutions
	Futures Alliance
G	
Garland, Steven	Golden Plains Shire
Gaudron, M	Gonski, Peter
Gavan, Joan and Fitzgerald, Hilda	Goodwin Aged Care Services
Gay & Lesbian Health Victoria	Graudenz, Pam
Gay Lesbian, Bisexual, Trans and Intersex Retirement Association	Gray, Margaret
General Practice – NSW	Grealish, Laurie and Kasia Bail
General Practice – Vic	Great Community Transport
General Practice South, Tasmania	Greek Welfare Centre NSW
Gillespie, Cathy	Greengate Care
GLBTI Retirement Association	Gross, Eva
Glenara Lakes Residents	Guild Accountants
Glenorchy Linkages Group, Glenorchy City Council	Gwynne, Robyn
	GyMEA Home and Community Care Projects
H	
HammondCare Group	Health Care Consumers Association – ACT
Hannan, Elizabeth	Hearing Care Industry Association Health Services Union – WA Hellenic Community Aged Care Health Services Union East
Harrison, Jo	Healthcare Chaplaincy Council of Victoria
Harvie, Rob	HealthCube Management
Hassett, Adrian	Helping Hand Aged Care
Havilah Hostel	Henderson, Jennifer
Health & Community Services Workforce Council	Herbertson, Thelma
Health and Community Services Union – Tas	

(Continued next page)

Table A.1 (continued)

<i>Participants</i>	<i>Participants</i>
Herdy, Wayne	Home Instead Senior Care
Hicks, Ronald	Homeshare Australia & New Zealand Alliance
Hills Positive Ageing Project	Howe, Anna L
Hixon, Laurel L	Hunt, Roger
Hobsons Bay City Council	Huntsman, Leone
Hoffman, Rob	Hurst, Carmel
I	
Illawarra Forum	Innovative Care
Illawarra Retirement Trust	Institute for Social Participation, La Trobe University
Independent Living Centre NSW	Institute of Policy Studies, Victoria University New Zealand
Independent Living Centre WA's Multicultural Aged Care Service	Italian Benevolent Foundation SA
Ingram, Lyn	
J	
J R Cumpston	Johnson, Andrew
Jacobs, Nancy	Johnstone, Iain
James Underwood & Associates	Jones, Clara
Jannali Neighbourhood Aid	Jones, Ellis
Japara Holdings	Julia Farr Association
Jeon, Yun-Hee	Just Better Care
Jewish Care Victoria	Just Better Care Brisbane South
John Barker & Associates	
K	
Kearney, Margaret	Kimberley Aged & Community Services
Kellock Lodge Alexandra	KinCare
Kendig, Hal	King, Debra
Kerrins, Jody	Kobold, Marjory
Kiama Municipal Council	Koppel, Pauline
Kieltyke, Anna	Kurec, Erica
L	
Laragy, Carmel	LHI Retirement Services
Latrobe Community Health Service	Lifetime Planning
Law Council of Australia	Light Residents & Ratepayers Progress Association Linburn Nursing Home
Law Institute of Victoria	Liquor, Hospitality and Miscellaneous Union
Law Society of NSW	Little Company of Mary Health Care
Legacy Australia Council	Little, Valerie
Legacy Australia Council – Vic	Living Care
Leichhardt Community Transport Group	Local Government Association of NSW and Shires Association of NSW
Lend Lease Primelife	Local Government Association of SA
Lend Lease Primelife – Retirement Living	London, Amanda
Lesbian & Gay Solidarity (Melbourne)	Londregan, Peter
Lewin, Gill	
Lewis, Barbara	

(Continued next page)

Table A.1 (continued)

<i>Participants</i>	<i>Participants</i>
Long, Marilyn	Luscombe, Guy
Lott, Barbara	Lutheran Community Care on behalf of Lutheran Aged Care Australia
Lower Mountains Neighbourhood Centre	
Lower North Shore Community Transport	
M	
Ma, Janet	Menzies Centre for Health Policy, The University of Sydney and the Australian National University
Macarthur Aged & Disability Forum	Mercy Aged Care Services – Brisbane
Macarthur/Wingecarribee HACC Forum	Mercy Health
MacDonald, David	Mercy Health Richmond
MacKinlay, Elizabeth	Mifsud, Christine
Macular Degeneration Foundation	Migrant Information Centre (Eastern Melbourne)
Management Consultants & Technology Services	Minister for Ageing – Vic
Manly Warringah Pittwater Community Aid Service	Mission Australia
Manningham Centre Association	Monash University Gippsland and the University of Tasmania's Department of Rural Health
Manor Court Werribee Aged Care	Morcombe, Peter
Martindale Nursing Home, Valleyview Aged Care Facility and The Kensington Aged Care Facility	Morgan Stanley Australia
Mary MacKillop Care SA	Morrison, Lena
Maskell, Lucynda	Moses, Donna
Masonic Homes	Motor Neurone Disease Australia
Masso, Janine	Mullen, Lou
Matrix Guild (Vic) and Coalition of Activist Lesbians – Australia	Multicultural Access Projects in Cumberland/Prospect, Nepean, and Northern Sydney
Maxwell, Juliette	Multicultural Aged Care
McAuley, John P	Multicultural Communities Council of Illawarra
McCall Gardens Community	Multicultural Communities Council of SA
McClatchie, Gordon	Multicultural Disability Advocacy Association of NSW
McDonough, Don	Mundy, Greg
McPherson, M	Municipal Association of Vic
Medibank Private	Murphey, Shannon
Medical Device Partnering Program	Murphy, Irene
Medical Technology Association of Australia	My Longevity
Medicare Australia	
Melbourne City Mission	
Melbourne Medical Deputising Service	
Mental Health Council of Australia	
N	
National Aged Care Advocacy Program (NACAP) Members	National Disability Services
National Aged Care Alliance	National Foundation for Australian Women
National Ageing Research Institute	National Health, Aged & Community Care Forum
National Association of People Living With HIV/Aids	National LGBTI Health Alliance
National Council of Women of Australia	National Presbyterian Aged Care Network
	National Rural Health Alliance

(Continued next page)

Table A.1 (continued)

<i>Participants</i>	<i>Participants</i>
National Seniors Australia	NSW Aged Care Alliance
National Seniors Australia Knox Branch	NSW Community Transport Organisation
National Stroke Foundation	NSW Council for Intellectual Disability
Naughton, Margaret	NSW Government
New England HACC Development	NSW Government – Dept of Finance and Services (formerly NSW Dept of Services, Technology and Administration)
Nichols, Helen	NSW HACC Development Officers Network
Niemotko, Waldemar	NSW HMMS State Council
Nixon Hostel, Kingston City Council	NSW Home Modification and Maintenance Services State Council
North & West Region CACP/EACH/ACAS Network	NSW Neighbour Aid & Social Support Association
North and West Region CACP/EACH/D/ACAS Forum	NSW Ombudsman
Northern Rivers Social Development Council	NSW Transcultural Aged Care Service
Northern Sydney Volunteer Network	NSW Trustee & Guardian
Northside Community Forum Inc	
Noyce, Pat	
NSROC – Northern Sydney Regional Organisation of Councils	
O	
O'Donnell, Carol	Older People Speak Out
Occupational Therapy Australia	Older People's Reference Group
Office of the Aged Care Commissioner	Older Women's Network NSW
Office of the Australian Information Commissioner	Ottman, Goetz
Office of the Health Services Commissioner	Ottrey Homes, Cobram District Retirement Village
OIPC, Department of FaHCSIA	Ozcare
P	
Pakary, Yalding and Hahndorf Holdings	Pharmaceutical Society of Australia – ACT
Palliative Care Australia	Phillips, Joy
Palliative Care NSW and Palliative Care Advisory Group NSW	Physical Disability Australia Ltd
Palliative Care Victoria	Physical Disability Council of NSW
Papli, Rain	Pieters-Hawke, Sue
Parkinson's Australia	Pinevale Villas Lismore
Parry, Yvonne	Pinkas, Georgina
Pearce, Janet K	Polish Welfare Office
Peden, Maureen	Pontifex, Margaret J
Pendleton, Denise	Pratt, Kenneth
Penhall, R K	PricewaterhouseCooper
Peninsula Advisory Committee for Elders, Mornington Peninsular Shire	Probets, Jennifer
Peninsula Care Planning Group	Proprietors Networking Group
Peninsula Health	Psychogeriatric Care Expert Reference Group
Penrith City Council	Public Interest Advocacy Centre Ltd
Perth Home Care Services	Pugh, Deb
	Puttman, Margaret
	Psychogeriatric Care Expert Reference Group

(Continued next page)

Table A.1 (continued)

<i>Participants</i>	<i>Participants</i>
Q	
Quality Aged Care Action Group	Queensland Law Society
Quality Aged Care Action Group Inc – Blue Mountains	Queensland Nurses' Union
Queensland Action for Universal Housing Design	Queensland Shelter
Queensland Aged and Disability Advocacy	Queensland Smart Home Initiative
	Quirk, Lisa
R	
R M Begg Kyneton Aged Care	Retirement Village Residents Association
RDNS SA / Your Life	Returned & Services League of Australia
Real Animals Pets and People	Returned & Services League of Australia – ACT
Redfern & Inner City Home Support Service	Roberts, Lynne
Redleaf Training and Consultancy	Robinson, Andrew and See, Catherine
Regional Coordination Office of Community Transport, Northern Sydney	Robinson, Susanne
Regional Development Australia – Sydney	Rockdale Neighbour Aid
Regis Group	Roeder, Rob
Repatriation Commission	Royal College of Nursing, Australia
Respecting Patient Choices 'Making Health Choices' Project Steering Committee	Royal District Nursing Service
Retired Teachers Association – NSW	Royal District Nursing Service – Vic
Retirement & Aged Care Services, Manchester Unity Aust	Rudolph, Peter J
Retirement Village Association	Rural Doctors Association of Australia
	Ryder, Susan
S	
Sadler, George T	Smith, Angela
Salisbury Private Nursing Home	Smith, Christine MP – Member for Burleigh
Salvation Army (Vic) Community Aged Care Program	Smith, R T and D H
Samarinda Aged Services	Soroptimist International Australia
Sarre, Rick	South Asian Muslim Association of Aust
School of Nursing, Midwifery and Postgraduate Medicine – Edith Cowan University	South Australian Government
Seasons Living Australia	South Australian Government
SEQUAL	South Eastern Region Migrant Resource Centre
Seventh-Day Adventist Aged Care (South Qld)	South Sydney Community Transport
Shapemaster Australia / Easy Tone Tweed Coast	Southern Cross Care – Tas
Shaw, Rhonda, Sappey, Jennifer and Gullifer, Judith	Southern Cross Care – Vic
Shepparton Villages	Southern Cross Care – WA
Sherwood Respite Services	Spakia
Shire of Northam – WA	Spectyrum Migrant Resource Centre
Short, Leonie M	Speech Pathology Australia
Shortis, Stephen	Spies-Butcher, Ben
Silver Chain Nursing Association	Sridharan, Swarupa M
Sir Moses Montefiore Jewish Home	St Andrew's Village Canberra
	St Bartholomew's House
	St George Community Services
	St George Migrant Resource Centre

(Continued next page)

Table A.1 (continued)

<i>Participants</i>	<i>Participants</i>
St Johns Village	Sunrise Supported Living (SSL Management)
St Laurence Community Services	Sunshine Coast and Wide Bay Health Service District
Stanley, Ingrid	Sutton, Gillian
Stann, Ian	Swan Hill Rural City Council
Stewart Brown & Co	Swarbrick, Dianne
Stewart Brown Business Solutions	Sydney Multicultural Community Services
Sukkar, Khalil	Sydney South West Area Health Service
Sundale Garden Village, Nambour	
T	
Tablelands Futures Corporation	The Royal Australasian College of Physicians
Tabulam and Templer Homes for the Aged	The Royal Australian & New Zealand College of Psychiatrists
Tandara Lodge Community Care	The Royal Australian College of General Practitioners
Tanunda Lutheran Home	The Royal Society for the Blind
Tasmanian Council of Social Service	The Rural City of Murray Bridge
Tasmanian Government	The Salvation Army (Vic) Property Trust Adult Services
Taylor, Jan	The Salvation Army Aged Care Plus
Tech4Life	The Salvation Army Aged Care Plus
Temple, Penny	The Visiting Dentist
Tender Living Care Australia	The Whiddon Group
Tender Loving Cuisine	The Wicking Dementia Research Network
Thacker, Wendy	Tickled Pink Aged Care
The Aged Care Channel	TLC Aged Care
The Aged-care Rights Service	Toohey, Jim
The Australian Academy of Technical Sciences & Engineering	Torbay Retirement Villages
The Australian Association of Gerontology	Totts
The Barossa Council	Travers, John
The Benevolent Society	TRI Community Exchange
The Bethanie Group	Trieu, Luan Ho
The College of Nursing	Trustee Corporations Association of Australia
The Country Women's Association of NSW	Tunney, Joy
The Futures Alliance	Tunstall Healthcare Asia Pacific
The Home Modification Information Clearinghouse	Turnham, Robin
The Home Nursing Group	Twitchin, Joe
The Pharmacy Guild of Australia	
The Repatriation Commission	
U	
U3A Online	Uniting Care Australia
Ukrainian Elderly People's Home	Uniting Care Community Options
Union of Australian Women – Darebin Group	UnitingCare East Burwood Centre
United Voice – NSW	UnitingCare Wesley Port Adelaide
Uniting Care Ageing NSW.ACT	

(Continued next page)

Table A.1 (continued)

<i>Participants</i>	<i>Participants</i>
V	
van Dam, Tom	Victorian Government
Van Deventer, S	Victorian Healthcare Association
Van Kool, Joanna	Victorian National Respite for Carers Programs
Vasey RSL Care	Services Network
Victoria Manor Aged Care Facility (Better Aged Care)	Vignolo, Alba
Victorian Committee for Aboriginal Aged Care & Disability	Villa Maria Society
Victorian Council for Civil Liberties	Village Baxter
Victorian Day Therapy Centres Network	VincentCare Victoria
Victorian Deaf Society	Vision Australia
	Volunteer Home Visitors
W	
Walker, Robyn	Williams, Kerry
Walters, Art	Willoughby City Council
Warrigal Care	Wilson, Beryl
Waters, Anne	Wilson, Jill, Wright, Olivia, Ward, Liz, Capra
Watson, Vince	Sandra and Petersen, Maree
Watts, Geoffrey	Wilson, Robert
Webster, Pam	Winterton, Peter
Wesley Homeshare Advisory Committee	Wintringham
Wesley Mission Melbourne	Wintringham House
West, Julie	Woodville Nursing Home
West, Rosemary	Wortley, Jean
Western Australian Government	Wright, Clive
Western District Health Service	Wyanga Aboriginal Aged Care Program
Western Sydney Regional Community Care Forum	Wynne, J Michael
Williams, G, James, M, Buckby, B and Simpkins, W	
Y	
Yates,	
Z	
Zanghi, Margaret	Ziolkowski, F

Table A.2 Attendees at workshops

<i>Participants</i>	
<i>Financing and Funding – Canberra (31 August 2010)</i>	
Access Economics	Centre for Policy Development
Aged & Community Services Australia	Committee for Economic Development
Aged Care Association Australia (ACAA)	Grant Thornton Australia
Anna Howe	Henry Ergas
Bruce Chapman	Jim Toohey
Centre for Health Services Management, University of Technology, Sydney	KELLYresearch
<i>Workforce – Sydney (3 September 2010)</i>	
Aged & Community Services Australia	Frontier Services
Aged Care Association Australia	Hammond Care
Australian Nursing Federation	Liquor, Hospitality & Miscellaneous Union
Bupa Australia	National Rural Health Alliance
College of Nursing	Palliative Care Australia
DutchCare	Royal College of Nursing Association
<i>Care needs and the provision of care – Canberra (15 September 2010)</i>	
ACH Group	Centre for Research on Ageing, Curtin University of Technology
Age Care Mental Health, University of New South Wales	Council on the Ageing (COTA) Australia
Ageing, Work, and Health Research Unit, University of Sydney	Federation of Ethnic Communities' Councils of Australia
Alzheimer's Australia	National Seniors Australia
Anglican Retirement Villages	Palliative Care Australia
Anna Howe	St Ives Group
Australian Centre for Evidence Based Aged Care, LaTrobe University	The Benevolent Society
Catholic Health Australia	The Whiddon Group
<i>Accommodation – Canberra (29 September 2010)</i>	
Ageing, Work, and Health Research Unit, University of Sydney	Institute for Social Science Research, University of Queensland National Seniors Australia
Australian Unity Retirement Living	Office of Housing, Department of Families, Housing, Community Services and Indigenous Affairs
Caravan and Camping Industry Association	Queensland Housing and Urban Research Institute (AHURI), University of Queensland
CityFutures Research Centre, University of New South Wales	Retirement Village Association
Community Housing Federation of Australia	The Benevolent Society
Council on the Ageing	
ECH	

(Continued next page)

Table A.2 (continued)

<i>Participants</i>	
Technology – Melbourne (13 October 2010)	
Aged & Community Services Australia	LeeCare
Aged Care Association Australia	Medical Technology Association of Australia
Australian Academy of Technological Sciences and Engineering	Royal District Nursing Society (SA)
Department of Broadband, Communications and Digital Economy	Samarinda
iCare	Silverchain
Independent Living Centre	Simavita
	Tunstall Healthcare
Cost projections – Canberra (28 February 2011)	
Australian Institute of Health and Welfare	Department of Prime Minister and Cabinet
Department of Finance	Department of the Treasury
Department of Health and Ageing	

Table A.3 Public Hearings

<i>Participants</i>	
Melbourne – (21 March 2011)	
Australian Nursing Federation	Ethnic Communities' Council of Victoria
Australian Unity	Lorraine Andrew
Benetas	Royal District Nursing Service
Carers Victoria	Saskia van Deventer
Connect Care	Villa Maria
Melbourne – (22 March 2011)	
Alzheimer's Australia Vic	Dutch Care
Anna Howe	Froniditha Care
Australian Nursing Federation (Vic)	Irene Murphy
Australian Psychological Society	Jody Kerrins
Australian Services Union	Peter Sherman
Blind Citizens Australia	Wintringham
COTA Australia	
Melbourne – (23 March 2011)	
Age and Community Care, Victoria	Doutta Galla Aged Services
Austin Health	Eastern Palliative Care
Australian Institute for Primary Care & Ageing	Erica Kurec
Brotherhood of St Laurence	Mary Archibald
Centre for Cultural Diversity in Ageing	Mary Owen
Centre for Research, Swinburne University	Robyn Brown
Debbie Medley	Ukranian Elderly Peoples Home
Deborah Knapp	VincentCare Victoria

(Continued next page)

Table A.3 (continued)

Participants

Hobart – (24 March 2011)

Advocacy Tasmania	Health & Community Services Union (Tas)
Aged & Community Services (Tas)	Kim Boyer
Association of Independent Retirees (Tas)	Royal Guide Dogs Tasmania
Australian Nursing Federation (Tas)	School of Nursing & Midwifery & Wicking Dementia Research and Education Centre
Care Assess	Southern Cross Care Tasmania
Carers Association of Tasmania	
Faith Layton	

Brisbane – (25 March 2011)

Aged Care Qld	Kincare Community Services
Association of Independent Retirees (Qld)	Mercy Aged Care Services
Association of Independent Retirees, Brisbane South Branch	Queensland Aged and Disability Advocacy
Blue Care/UnitingCare Qld	Robert Jeremy
Carers Qld	Robin Gallen
Eileen M Byrne	United Voice Qld
John Kenneth Fox	Wayne Herdy

Sydney – (28 March 2011)

Australian Institute for Population Ageing Research	Medical Technology Association of Australia
Australian International Research Institute Inc	New England HACC Development
Australian Medical Association	NSW Health, Centre for Oral Health Strategy
Carers NSW	NSW Nurses Association
Combined Pensioners & Superannuants Association of NSW	Peter Foltyn
Ethnic Communities' Council of NSW	Presbyterian Aged Care NSW & ACT, PresCare Qld
Intel-Ge Care Innovations	Public Interest Advocacy Centre
Margaret Kearney	Robin Turnham

Sydney – (29 March 2011)

ACON	Deloitte Access Economics
Aged & Community Services Australia NSW & ACT	Gabrielle Meagher (Uni of Sydney)
Aged Care Association Australia (NSW)	Health Services Union East
Centre for Health Service Development	Maranatha House
Association of Independent Retirees	NSW Transcultural Aged Care Service
Ben Spies-Butcher	Quality Aged Care Action Group
Bob Davidson	The College of Nursing
Cameron Way	Voldis Care Ltd
Clara Jones	Willoughby Council
Community Transport Organisation of NSW	Younger Onset Dementia Association

(Continued next page)

Table A.3 (continued)

<i>Participants</i>	
Adelaide – (31 March 2011)	
Advocates for Seniors in Care	Ethnic Link Services
Aged and Community Services (SA & NT)	Jenny Briggs
Aged Care Association of Australia (SA)	Josephine Swiggs
Aged Care Lobby Group	Lyn Taylor
Association of Independent Retirees SA	Masonic Homes
Australian Nursing Federation (SA Branch)	Multicultural Aged Care
Betty O'Halloran	Padman Health Care
Carers South Australia	Royal Society for the Blind SA
ECH, Resthaven and Eldercare	United Voice (SA)
Perth – (1 April 2011)	
Aegis Aged Care Group	GLBTI Retirement Association Inc
Aged and Community Services WA	Silver Chain
Aged Care Association of Australia WA	St Bartholomew's House
Angela Smith	Tony Fowke
Baptistcare	United Voice (WA)
Carers WA	Volunteer Taskforce
Clive Rogers	Wayne Belcher
Canberra – (5 April 2011)	
ACT Disability, Aged and Carer Advocacy Service	Council on the Ageing (COTA) Australia
ACT Retirement Village Residents Association	Disability Advocacy Network Australia
Aged and Community Services Australia	Elizabeth Hannan
Aged Care Association Australia	Kasia Bail
Alzheimer's Australia	Maree Bernoth
Canberra Multicultural Community Forum	National Seniors Australia
Catholic Health Australia	Royal College of Nursing Australia
Challenger	Superannuated Commonwealth Officers' Association
Canberra – (6 April 2011)	
Anglicare ACT/Goulburn	Federation of Ethnic Communities' Councils of Australia
Anglicare Australia	National Stroke Foundation
Australian Nursing Federation (ACT)	Palliative Care Australia
Carers Australia	The Pharmacy Guild of Australia
Brisbane – (7 April 2011)	
Aged Care Qld	Guide Dogs Qld
Association of Residents of Qld Retirement Villages	James Underwood & Associates
Clark Phillips	Older People Speak Out
	Qld Nurses Union
Darwin – (11 April 2011)	
Australian Nurses Foundation	Council of the Ageing
Alzheimer's Australia	Masonic Homes

Table A.4 Consultations

<i>Interested parties</i>	
Australian Capital Territory	
Aged and Community Services Australia	Department of Prime Minister & Cabinet
Aged Care & Rehabilitation Service, ACT Health	Department of the Treasury
Aged Care Association Australia	Department of Veterans' Affairs
Aged Care Association Australia	Ginninderra Gardens
Aged Care Commissioner	Goodwin
Aged Care Standards & Accreditation Agency	Grant Thornton
Alzheimer's Australia	Hal Kendig
Ambassador for Ageing	Health Workforce Australia
ANZ Bank	Henry Ergas
Australia's Chief Commonwealth Nurse	Illawarra Retirement Trust
Australian Blindness Forum	Innovations in Health & Community Care Forum
Australian General Practice Network	L.E.K. Consulting
Australian Medical Association	Medibank Private
Australian National Audit Office	Morshead Home
Australian Nursing Federation	National Aged Care Alliance
AVEO Live Well	National Australia Bank
BCS Community Aged Care Services	National Consumer Advisory Committee
Beyondblue	National Rural Health Alliance
Board of the Aged Care Association of Australia	Nelson Partners
Carers Australia	Office of the Aged Care Commissioner
Catholic Health Australia	Palliative Care Australia
Council on the Ageing (COTA)	Realise Performance
Department of Defence	Retirement Village Association Australia
Department of Families, Housing, Community Services & Indigenous Affairs	Royal College of Nursing Australia
Department of Finance & Deregulation	St George Bank
Department of Health & Ageing	Uniting Care Aged Care Victoria
	Uniting Care Australia
New South Wales	
Aged Care Action Group	Charles Chambers Court
Aged Care Standards & Accreditation Agency	College of Nursing
Alkira Gunnedah	College of Nursing Professional
Alzheimer's NSW	Combined Pensioners and Superannuants
Anglicare Retirement Villages	Department of Human Services (NSW)
Armidale Home Nursing Group	Frontier Services (National Office)
Aspley Reiv	Guild Accountants
Aspley Riverview Walcha (PAC)	Hunter New England and Area Health Service
Australian Nursing Federation	Illawarra Retirement Trust
Australian Social Policy Association and The Benevolent Society	Liquor, Hospitality and Miscellaneous Union
Autumn Lodge Armidale	Magnolia Manor Aged Care
Caravan and Camping Industry Association	Maroba Aged Care
Carers NSW	McLean Village
	McMaugh Gardens

(Continued next page)

Table A.4 (continued)

<i>Interested parties</i>	
New South Wales (continued)	
Merton Court	Sir Moses Montefiore Jewish Home, Randwick
Mission Australia	St Andrews, Ballina
NSW Health	Stewart Brown Business Solutions
Nurses in Management – Aged Care, New England	Stockland Group
Quality Aged Care Action Group	Summit Care
Quirindi Retirement Homes Ltd, Quirindi	The Aged-care Rights Service (TARS)
Realise Performance	The Benevolent Society
Residential Gardens for the Spanish Speaking Frail Aged, Rooty Hill	Thompson Health Care
Richardson House, Barraba	Touriandi Lodge
Simavita	Uniting Care Ageing
	Waverley Aged Care Assessment Team
	Westpac
Northern Territory	
Aboriginal Health Registration Board	Department of Health and Families
Frontier Services	Masonic Homes Tiwi Garden Lodge (NT)
<ul style="list-style-type: none"> • The Juninga Centre • Rocky Ridge • Kalano/Katherine Hostel 	
Queensland	
Aged Care Queensland	Hillview House, Merrimac
Blue Care, Toowong	Queensland Nurses Union
Carers Queensland	
South Australia	
ACH Group	Eldercare
Aged Care Association of SA	Office for the Ageing, Department for Families & Communities (SA)
Anglicare	Padman Health Care
Department of Health (SA)	Resthaven
Department of Premier & Cabinet	
ECH	
Tasmania	
Aged and Community Services Tasmania	Huon Eldercare
Department of Health & Human Services (Tas)	The Gardens
Victoria	
Aged and Community Care Victoria (ACCV)	Caulfield General Medical Centre
Aged Care Association of Australia & Deloitte	<ul style="list-style-type: none"> • Sub-acute Ambulatory Care Services • Hospital Admission Risk Program • Aged Persons Mental Health Service • Caulfield Community Health Service • Residential Care Services • Aged Care Assessment Services
AlfredHealth	City of Greater Dandenong
Anna Howe (Consulting Gerontologist)	Clark Phillips Consultants
Australian Association of Gerontology	Council of the Ageing (COTA)
Australian Nursing Federation	
Bayview Waters Supported Residential Service	
Bendigo Health	
Benetas	
Brotherhood of St Laurence	

(Continued next page)

Table A.4 (continued)

<i>Interested parties</i>	
Victoria (continued)	
Department of Health (Vic)	Regis Group
Department of Health, (Vic) Loddon Mallee Region	Regis Waverley Gardens
Fermont Lodge Supported Residential Service	Retirement Village Association and Deloittes' Senior Living Group
Healthscope	Rural Health Workforce Australia
Maryborough District Health Service	Tender Loving Aged Care
Municipal Association of Victoria	The Bethanie Group
National Aged Care Alliance	Village Baxter
Public Sector Residential Aged Care Leadership Committee	West Wimmera Health Services
	Wintringham
Western Australia	
Aegis Aged Care Group	Aged & Community Services of WA
Aged Care Association Australia (WA)	Alzheimers Australia WA
Department of Health (WA)	Department of Premier and Cabinet (WA)
GLBTI Retirement Association (GRAI)	Perth Home Care Services
Silver Chain	The Bethanie Group
Western Australian Centre for Health & Ageing	