

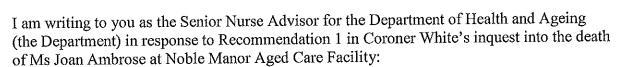
Australian Government

Department of Health and Ageing

Mr James Whitton Coroners Registrar Coroners Court of Victoria Level 11, 222 Exhibition Street Melbourne VIC 3000

Dear Mr Whitton

Court Reference: COR 2009 000711.



'That the Australian Government Department of Health and Ageing continue to support residential aged care providers in meeting their emergency risk management obligations under the Accreditation Standards'

The Coroner's recommendation to the Department in connection with Ms Ambrose's death has been implemented.

The Department understands the importance of services being prepared for emergencies. Prior to each high-risk season the Department reminds residential aged care providers of their obligations under the Accreditation Standards and provides advice about emergency management planning. This year the high-risk season advice was distributed to providers on 11 October 2012. The Department will continue to provide this support and address issues of preparedness with the service providers.

The Department provides specific advice to aged care providers to assist them to provide appropriate care for older people during extreme heat events. The Department will amend this information to specifically describe the severe hazards associated with unsupervised departures during extreme heat events, and advise service providers to be vigilant of resident use of entry and exit points during these times.

Yours sincerely,

Dr Susan Hunt, RN, PhD, FRCNA

Senior Nurse Advisor

Office of Aged Care Quality and Compliance

November 2012