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Case study

Responding to the Aged Care Royal Commission and maintaining business as usual

Client name:
Christadelphian Aged Care

Industry:
Aged Care

Client challenge:
To respond to the Royal Commission's complex request for information relating to substandard care

Grant Thornton services:
Technology Advisory team provided Data Discovery and Forensic Consulting

"We wanted to be prepared and adequately equipped to deal with the complexity and volume of the Commission's requests."

Ross Peden – Chief Executive Office, Christadelphian Aged Care

The Royal Commission into Aged Care Quality and Safety is an opportunity to create an improved system of aged care with better outcomes for frail aged people. Our team of specialists are helping Christadelphian Aged Care navigate the rigorous and complex 10-month investigation process, ensuring responses to requests for information are thorough, robust and rapid, while the organisation continues to operate seamlessly.

Client challenge:

Responding to the Royal Commission's request for every instance of substandard care over the past five years - and action taken to improve services - was a key priority for Christadelphian Aged Care.

However against a challenging backdrop of seven care facilities, some with changes of ownership over the five year period, and many staff changes (in line with the industry churn rate of 25%), preparing their responses for the Royal Commission was a daunting task, in addition to maintaining business as usual.

The solution

Our combination of expertise in Aged Care and experience working with clients to understand the implications of the Financial Services Royal Commission enables our team to understand the issues at hand and deliver rapid and thorough support to Christadelphian Aged Care as they navigate the Aged Care Royal Commission.

To identify all instances relating to a complaint or incident of substandard care, our team created structure around the client's key challenges and used Grant Thornton's forensic technology in new ways to analyse all paper and electronic databases and registers, across all seven facilities, including email, complaints, industrial issues and performance / HR issues.

The outcome

Christadelphian Aged Care provided detailed and robust submissions, while also meeting the tight response deadline.

Also, with tailored forensic software built by Grant Thornton's technology team, our client has the capability to respond to new queries by the Royal Commission, surfacing relevant data quickly and in an informed manner.

We will continue to ensure Christadelphian Aged Care put their best foot forward in the journey to creating a world class care system in Australia.

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