



Update on regulatory actions in response to Newmarch House outbreak

Statement from Ms Janet Anderson PSM, Aged Care Quality and Safety Commissioner

7 May 2020

“The Aged Care Quality and Safety Commission has now received written agreement from Anglican Community Services, the approved provider for Newmarch House, that it will undertake the actions outlined in the Notice issued by the Commission on 6 May 2020.

The Notice issued yesterday to Anglican Community Services required their agreement by 5pm today (7 May 2020) to take specified actions in response to continued evidence of immediate and severe risk to the safety, health and well-being of residents at Newmarch House.

In particular, the Notice required that Anglican Community Services, in relation to Newmarch House, agree to the following actions in writing:

- not admit any new care recipients to the service until it can demonstrate to the Commission that the serious risk to care recipients at the service has been effectively addressed;
- immediately appoint, at the expense of the approved provider, an independent adviser, as nominated by the Commission, to ensure the safety and well-being of care recipients;
- ensure that any directions and advice given by the adviser are actioned immediately and without delay; and
- provide regular reporting to the Commission on specified matters.

Further detail of this regulatory action can be found on [our website](#).

Having received agreement from Anglican Community Services that it will undertake all the actions specified in the Notice, I would expect to see significant improvement in the areas identified in the Notice in the immediate future.

I wrote to the residents of Newmarch House and their families today to advise them of the regulatory actions the Commission has taken and to reassure them that the Commission remains focused on our role to protect and enhance the health, safety, well-being and quality of life of those receiving care in that facility.

The Commission is continuing to fully exercise its regulatory authority to mitigate risk to residents and staff in Newmarch House. This authority is supporting the important work of local health authorities and experts, including infectious disease specialists, Public Health Unit clinicians, and other representatives from NSW Health. We continue to work closely with the Commonwealth Department of Health to identify and address issues and ensure that every effort is made to protect each resident’s safety and wellbeing.

If there are concerns about the care of residents or the actions of specific services in the context of the COVID-19 pandemic, complaints can be made via the Commission’s website www.agedcarequality.gov.au or by calling **1800 951 822**.”

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