



Incident at Yallambee Lodge, Cooma NSW

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

22 May 2023

It is shocking to learn of any incident in a residential aged care service that has a serious impact on someone living there.

The Commission has been working hard to understand the circumstances and events leading up to and surrounding the incident that occurred in the early hours of 17 May 2023 at Yallambee Lodge, involving a resident at the service, Ms Clare Nowland.

Aged care residents have a right to receive safe, quality care, and aged care providers have clear legal responsibilities to prevent, minimise the risk of, and respond effectively to any incidents that may impact residents. This is the focus of the Commission's investigation of the incident.

The Commission has sought information from the approved provider of Yallambee Lodge, Snowy Monaro Regional Council, and we will use this information to determine an appropriate course of action.

Matters that we will take into account include the provider's response to the incident and the care provided prior to the incident, including whether there were appropriate clinical and behavioural supports in place for Ms Nowland.

Throughout our investigation, we will work with Ms Nowland's family, the provider, NSW Police and others involved, as needed.

If we find that the provider has not met their legal obligations, we will take action to hold them to account. If at any time the Commission identifies an immediate or severe risk to residents living at the service, we will move quickly to ensure that they are safe.

My thoughts are with Ms Nowland, her family and others impacted by this incident.