

**From:** s22 [REDACTED]  
**To:** [LAFFAN, Amy](#); [STRAPP, Eliza](#); [GARRETT, Trish](#); [LYE, Michael](#)  
**Subject:** FW: Clare Nowland Tasered by police at Yallabee Lodge aged care facility, Cooma | The Canberra Times | Canberra, ACT [SEC=UNOFFICIAL]  
**Date:** Thursday, 18 May 2023 8:07:27 PM

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Presume you've seen

[https://www.canberratimes.com.au/story/8201173/95yo-woman-fighting-for-life-after-reportedly-being-tasered-by-police/?cs=14329&utm\\_source=sfmc&utm\\_medium=email&utm\\_campaign=](https://www.canberratimes.com.au/story/8201173/95yo-woman-fighting-for-life-after-reportedly-being-tasered-by-police/?cs=14329&utm_source=sfmc&utm_medium=email&utm_campaign=)

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**From:** [Meltwater Newsletter](#)  
**To:** [newsletter@meltwater](#)  
**Subject:** Daily media summary – Friday 19 May 2023  
**Date:** Friday, 19 May 2023 6:02:06 AM

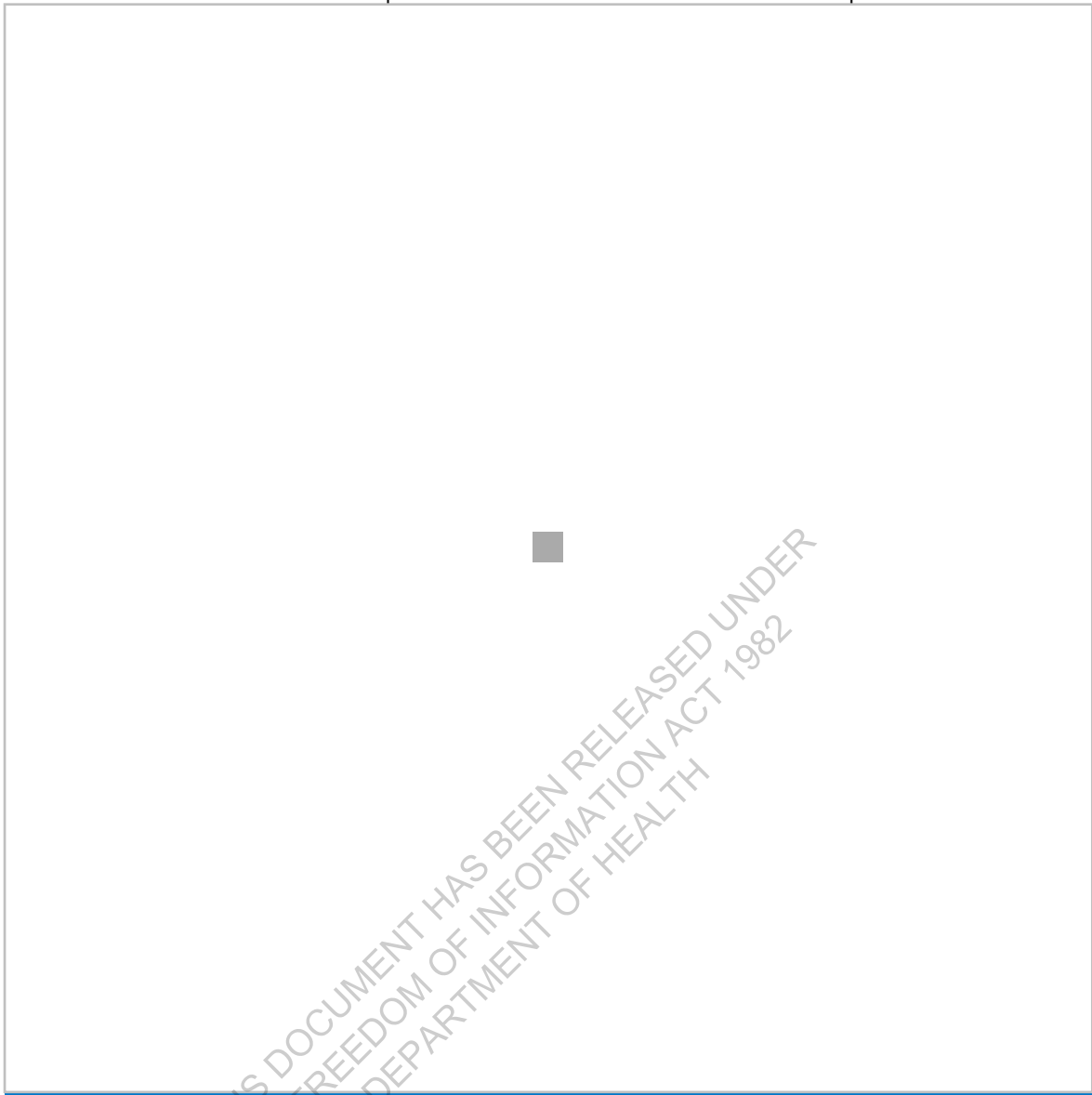
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•[The Sydney Morning Herald](#) and [The Daily Telegraph](#) reported that NSW Police are investigating after officers allegedly Tasered a 95-year-old woman in the back and chest at a regional aged care facility in the state's south.

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[Click to view all the print articles from this newsletter.](#)

**Mark Butler MP | Minister for Health and Aged Care**

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## Coronavirus

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## Ageing and Aged Care

### **VIDEO: 95yo fighting for life after being tasered by police at aged care home**

ABC Online (Licensed by Copyright Agency) - 18 May 2023

The great-grandmother is in a critical condition after an altercation with police, who had been called to the Cooma aged care facility by staff.

### **Labor can 'afford' to pay aged care workers properly: MP Andrew Leigh**

Sky News Australia - 18 May 2023

Assistant Minister for Competition and Charities Andrew Leigh says the Labor government can "afford" to pay aged care and early childhood workers properly.

**Syndicated by News.com.au and 10 additional sources**

### **Elderly woman Tasered at aged care home**

Channel 9 News (Licensed by Copyright Agency) - 18 May 2023

An elderly woman is in a critical condition after she was Tasered by police at an aged care home in the NSW Snowy Mountains.

**Syndicated by The Sydney Morning Herald and 2 additional sources**

### **Woman, 95, allegedly Tasered by police in nursing home**

The Sydney Morning Herald (Print version) - 19 May 2023

NSW Police are investigating after officers allegedly Tasered a 95-year-old woman in the back and chest at a regional aged care facility in the state's south.

**Page numbers:** 1, 3

**Also appeared online**

**Syndicated by The Age and 1 additional source**

### **Shock at Tasered of 'beautiful soul'**

The Canberra Times (Print version) - 19 May 2023

The town of Cooma was in deep shock after police allegedly Tasered a 95-year-old great-grandmother

who was described by her parish priest as a "beautiful soul".

Page numbers: 1, 6

### Stun gun shocker

The Daily Telegraph (Print version) - 19 May 2023

The family of a 95-year-old dementia sufferer who was tasered by police at a NSW aged care home is asking why the officers needed to deploy the weapon on the frail patient.

Page numbers: 1, 5

Also appeared online

### Investigation launched after elderly woman tasered at aged care homby police

The Daily Telegraph (Licensed by Copyright Agency) - 18 May 2023

An elderly woman with dementia has been rushed to hospital after she was tasered by police inside her aged care home.

Syndicated by News.com.au and 9 additional sources

### Cooma woman, 95, fights for life after being tasered by police in nursing home

The Daily Telegraph (Licensed by Copyright Agency) - 18 May 2023

A police investigation is underway after a 95-year-old dementia patient was tasered by officers who found her armed with a knife in a nursing home in southern NSW.

Syndicated by The Herald Sun and 9 additional sources

### Clare Newland Tasered by police at Yallambee Lodge aged care facility, Cooma

Newcastle Herald (Licensed by Copyright Agency) - 18 May 2023

A 95-year-old great-grandmother is in hospital fighting for her life after allegedly being Tasered by police at an aged care facility in Cooma, south of Canberra.

Syndicated by The Canberra Times and 37 additional sources

### Clare Nowland Tasered by police at Yallambee Lodge aged care facility, Cooma

The St George & Sutherland Shire Leader (Licensed by Copyright Agency) - 18 May 2023

A 95-year-old great-grandmother is in hospital fighting for her life after allegedly being Tasered by police at an aged care facility in Cooma, south of Canberra.

Syndicated by The Senior and 4 additional sources

s22

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### A great-grandmother with dementia is fighting for life after being Tasered by police in Cooma at an aged care facility

Blue Mountains Gazette (Licensed by Copyright Agency) - 18 May 2023

A 95-year-old great-grandmother is in hospital fighting for her life after allegedly being Tasered by police at an aged care facility in Cooma, south of Canberra.

Syndicated by The Young Witness

s22

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### Police launch investigation over Yallambee Lodge incident

The RiotACT - 18 May 2023

Snowy Monaro Regional Council (SMRC) has confirmed an incident occurred at the Yallambee Lodge aged care facility in Cooma on Wednesday 17 May, involving an elderly woman and police.

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**95-year-old dementia aged care resident tasered by police**

Hello Care - 18 May 2023

A 95-year-old aged care resident with dementia is in hospital following a "critical incident" that caused police to tase her.

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**10 Sydney - 10 News First - 05:01:35 PM**

10 Sydney - 19 May 2023

Nine News' Sandra Sully was joined by their reporter Alice Hogg to report on a 95-year-old woman being tasered by police at an assisted living facility in Cooma.

**702 ABC Sydney - Drive with Richard Glover - 05:00:28 PM**

702 ABC Sydney - 19 May 2023

It has been revealed an elderly woman was tasered by police in an aged care home in Cooma.

**702 ABC Sydney - Drive with Richard Glover - 03:31:36 PM**

702 ABC Sydney - 19 May 2023

Police are continuing to investigate a critical incident after an elderly woman was tasered by police in an aged care home.

**2CC Talking Canberra - 03:31:19 PM**

2CC Talking Canberra - 19 May 2023

New South Wales Police have started an internal investigation after an elderly woman was hurt when

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**From:** [Meltwater Newsletter](#)  
**To:** [newsletter@meltwater](#)  
**Subject:** Daily media summary – Saturday 20 May 2023  
**Date:** Saturday, 20 May 2023 10:11:58 AM

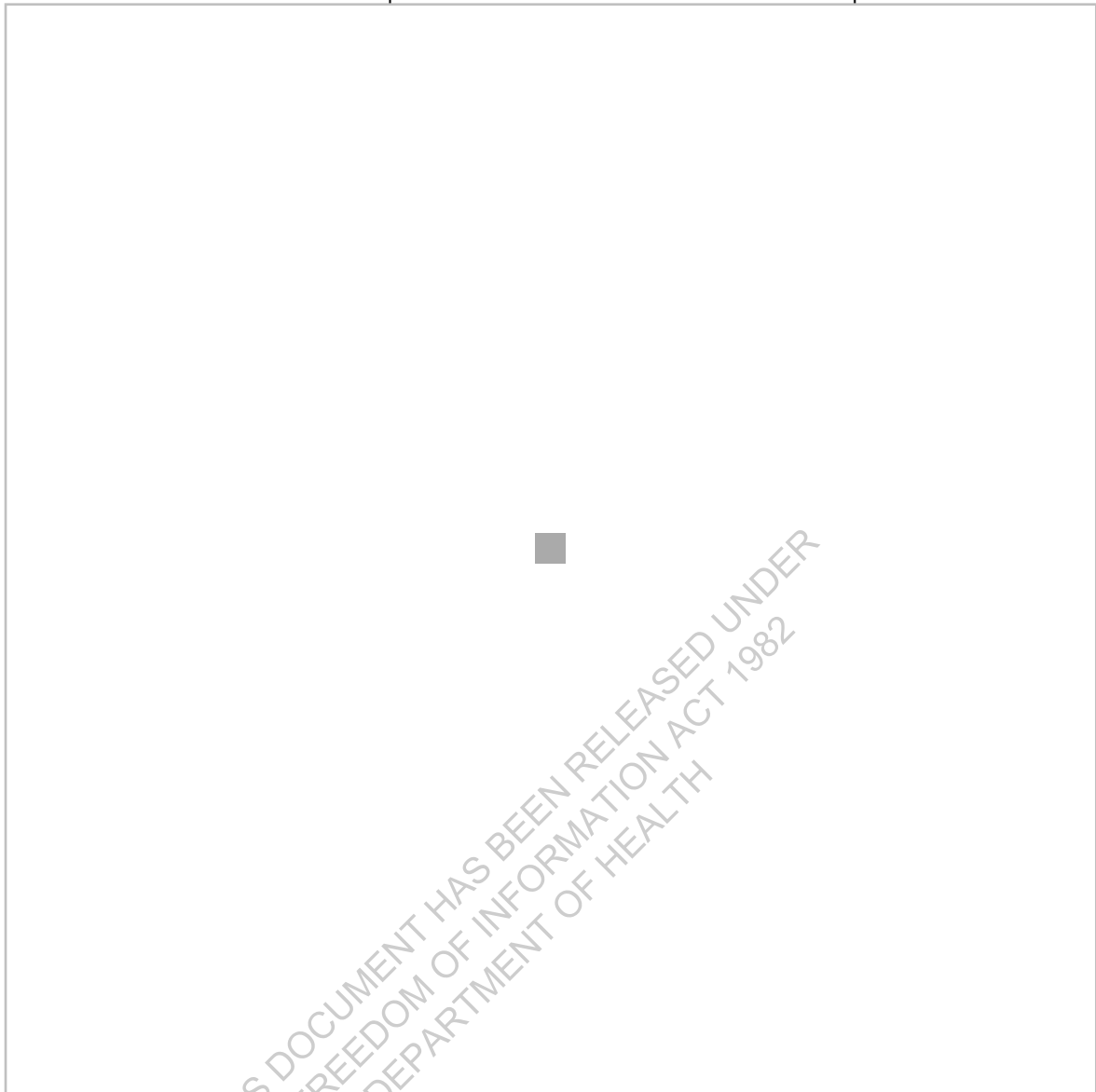
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**Executive Summary**

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•[The Sydney Morning Herald](#) reported that an experienced police officer's decision to deploy a Taser on a frail 95-year-old woman during an incident at an aged care home in southern NSW is likely in breach of police procedures on the use of the potentially lethal weapon.

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## Ageing and Aged Care

### **VIDEO: NSW Police say aged care home taser incident to be investigated**

ABC Online (Licensed by Copyright Agency) - 19 May 2023

The use of a taser against 95-year-old Clare Nowland raises concerns about restraint and the use of force in aged care facilities, advocates say.

### **Investigation launched after grandmother tasered in aged care facility**

SBS TV (Licensed by Copyright Agency) - 19 May 2023

A 95-year-old grandmother is being treated in hospital for life-threatening head injuries after she was tasered by police at an aged care facility in southern New South Wales.

### **Experts weigh in on tasing of woman, 95, at NSW aged care facility**

Sky News Australia - 19 May 2023

Experts believe more training is needed for police and first responders around dealing with dementia patients, after an elderly woman was tasered in a New South Wales aged care facility on Wednesday.

### **Taser victim a pillar of community**

The Sydney Morning Herald (Print version) - 20 May 2023

An experienced police officer's decision to deploy a Taser on a frail 95-year-old woman during an incident at an aged care home in southern NSW is likely in breach of police procedures on the use of the potentially lethal weapon.

**Page numbers:** 1, 2, 3

### **Tasering cause for disbelief and disquiet**

The Sydney Morning Herald (Print version) - 20 May 2023

The Tasering of a 95-year-old woman suffering from dementia in a southern NSW care facility has tragically cast attention on the appropriate use of force by NSW Police officers.

**Page number:** 31

### **Volunteer, thrill-seeker and very 'good golf player': Clare Nowland is revered**

The Sydney Morning Herald (Licensed by Copyright Agency) - 19 May 2023

In the high-country NSW town of Cooma, Clare Nowland is revered. She is a woman who has served her community for decades, described as beautiful and gentle by many, and has a thrill-seeking edge which marked her later years.

**Syndicated by The Age and 2 additional sources**

### **Disbelief**

The Canberra Times (Print version) - 20 May 2023

The town of Cooma is in a state of distress and anger at the Tasering of 95-year-old Clare Nowland in a nursing home.

**Page numbers:** 1, 4, 5

### **Advocates call for reform after Tasering**

The Canberra Times (Print version) - 20 May 2023

Advocacy groups are demanding healthcare and police reform after a 95-year-old grandmother with dementia was tasered in an aged care facility.

**Page number:** 4

**Also appeared online**

**Syndicated by Yahoo News Australia and 67 additional sources**

### **'Confronting' body cam footage shows Taser used on 95yo**

The Canberra Times (Print version) - 20 May 2023

An internal investigation is underway and a NSW police officer's status is being reviewed after a 95-year-old woman was Tasered in a Cooma aged care facility.

**Page number:** 5

### **'Release the cop tasering footage'**

The Daily Telegraph (Print version) (Licensed by Copyright Agency) - 20 May 2023

The Greens are demanding police release the body camera footage of a "dreadful" incident in which an officer used a Taser on a 95-year-old dementia patient and left her fighting for her life in hospital.

**Page number:** 13

**Also appeared online**

**Syndicated by News.com.au and 15 additional sources**

### **How the tasering of 95-year-old grandmother by police unfolded in Cooma**

The Daily Telegraph (Licensed by Copyright Agency) - 19 May 2023

The events that led to an elderly grandmother being tasered by police have been revealed as a senior officer dodges questions about what will happen next.

**Syndicated by News.com.au and 8 additional sources**

### **Aged care system's 'deeper issue' found in 'how poorly supported' it is**

*The Daily Telegraph (Licensed by Copyright Agency) - 19 May 2023*

NSW Police tasered a 95-year-old woman points to a "deeper issue" found inside the aged care system says Kulture Break Founder Francis Owusu.

**Syndicated by The Toowoomba Chronicle and 9 additional sources**

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### **Clare Nowland in critical condition after being tasered at Cooma aged care home**

*The Herald Sun (Licensed by Copyright Agency) - 19 May 2023*

A 95-year-old grandmother and dementia patient walked slowly towards police officers with a steak knife before she was tasered at a Cooma aged care facility.

**Syndicated by The Courier-Mail and 7 additional sources**

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### **What we know about 95yo aged care resident's tasered**

*Newcastle Herald (Licensed by Copyright Agency) - 19 May 2023*

A 95-year-old grandmother, standing about 155cm and weighing 43kg. Well-known in the Cooma community, including for skydiving on her 80th birthday. Recently been suffering from dementia.

**Syndicated by Yahoo News Australia and 39 additional sources**

### **Top cop admits taser footage of 95yo gran confronting**

*Newcastle Herald (Licensed by Copyright Agency) - 19 May 2023*

Senior police concede seeing an officer taser a frail, 95-year-old great-grandmother using a walking frame in a NSW aged care facility is "confronting", as outrage grows over the incident.

**Syndicated by The New Daily and 44 additional sources**

### **What we know about 95yo aged care resident's tasered**

*Canberra Weekly - 19 May 2023*

A 95-year-old woman with dementia was tasered by officers after staff at her aged care home called NSW Police over fears she was wielding a knife.

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**95-year-old Clare was Tasered by police today. 15 years ago she was in the headlines for a very different reason.**

*Mamamia (Licensed by Copyright Agency) - 19 May 2023*

*In 2008, great-grandmother Clare Nowland was filmed for a feel-good segment by the ABC when she decided to go skydiving for her 80th birthday.*

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**When someone living with dementia is distressed or violent, 'de-escalation' is vital**

*The Conversation (Licensed by Copyright Agency) - 19 May 2023*

*Today's reporting about the alleged tasering of a 95-year-old woman living at the Yallambee Lodge aged care home in New South Wales has brought the issue of behaviours and psychological symptoms of dementia into sharp focus.*

s22 [Redacted]

[Redacted]

**Nine Sydney - Channel 9 Nine News - 06:00:30 PM**

*Nine Sydney - 20 May 2023*

*The taser incident in which an elderly woman was tasered by police in a nursing home has ignited public outrage, prompting widespread questioning of the necessity to use a taser on someone of her age and in that particular situation.*

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**Nine Sydney - Channel 9 Nine News - 06:00:27 PM**

Nine Sydney - 20 May 2023

*It's the police response that has incensed the New South Wales town of Cooma and beyond. An elderly woman tasered by police in a nursing home. She's now fighting for life and senior officers today faced a barrage of questions over the action.*

**Nine Melbourne - 04:03:25 PM**

Nine Melbourne - 20 May 2023

*Nine News' Ashley Wick reported on An elderly southern Highlands nursing home resident in a critical condition after being tasered by police.*

**612 ABC Brisbane - RADIO BULLETIN - 04:03:03 PM**

612 ABC Brisbane - 20 May 2023

*A New South Wales police chief says he shares the community concern over an incident in which an elderly woman with dementia was tasered.*

**ABC NewsRadio - 03:19:18 PM**

ABC NewsRadio - 20 May 2023

*New South Wales police have launched a critical incident investigation into the alleged use of a taser on a 95-year-old woman at an aged care facility in Cooma.*

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2 People >

iMessage  
Sat, 20 May at 1:50 pm

Trish, thea - one for the comms and network people. The minister is looking to visit Yallambee (Cooma) on Tuesday morning with Kirsty McBain in light of the tasing of resident. Callie asked if we could do some quiet testing and provide some background in advance. Cheers Michael

Trish Garrett

Will do

No media or cameras and mainly for other workers and residents

Sat, 20 May at 3:40 pm

Thea Connolly

Thanks Trish. We (ACCCB) will pull the brief together informed by network advice and noting the above re no media etc. T



iMessage



**From:** [GARRETT, Trish](#)  
**To:** [ZORZI, Callie](#)  
**Cc:** [LYE, Michael](#); [RUMBLE, Sarah](#); [KAHANE, Jacob](#); [CONNOLLY, Thea](#)  
**Subject:** For information pending Minister visit on Tuesday: Yallambie Lodge Cooma - background info [SEC=OFFICIAL]  
**Date:** Saturday, 20 May 2023 2:07:00 PM

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Hi Callie

I understand you requested some background on Yallambie Lodge in Cooma in advance of a potential visit by the Minister on Tuesday.

Please find below some background information – let me know if you need anything else.

Kind regards

Trish

**Overview**

- Snowy Monaro Regional Council (Council) operates Yallambee Lodge, a 40 bed facility in Cooma with most recent occupancy reported at 36 residents.
- Council is actively involved in the monthly aged care provider network facilitated by the Southern Regional Team. <sup>s38</sup>

[Redacted text block containing multiple paragraphs of information, each starting with a bullet point and a redaction code 's38'. The text is obscured by grey bars.

**RN /Care Minutes data**

- Yallambee data for Q3 has been assessed as reasonable.

**Capital Funding**

- <sup>s38</sup>
- [Redacted]
- [Redacted]

**Business Improvement Fund**

- In December 2020, Snowy Monaro Regional Council executed their Stream 2 – Sale/Transfer, Business Improvement Fund Round 1 grant agreement.
- The provider was funded \$808,000 (GST Excl) for the following activities:
  - ACFI Admissions Training
  - IT systems to improve Business Operations
  - Infrastructure works to meet Building and Fire Compliance
  - Change and Sale Management Contractor (including accommodation)
  - Engagement of Sales Adviser
  - Engagement of Community Engagement Adviser

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- Incentive payment to achieve sale
- The sale incentive payment of \$110,000, was repurposed to pay the monthly management costs for the expertise of aged care provider, Sapphire Coast, during the due diligence phase of the sale process.
- A request for the reallocation of \$200,000 was approved to **replace** undertaking Infrastructure works to meet Building and Fire Compliance activity (as this was able to funded through ACAR grant funding) **with** ACFI reviews undertaken by Health Generations – which was expected to improve their financial position (prior to introduction of AN-ACC).
- As at 17 March 2023, the hub advised that remaining activity to be completed is for Maddox Lawyers to draw up divestment documents.
  - Extension approved to 30 June 2023 as the divestment due diligence period with their partner Sapphire Coast Community Aged Care paused while another local provider, Sir William Hudson, finalised their divestment process (with Respect Group). That has nearly finalised, so the process between Snowy Monaro and Sapphire has recommenced. The reason for the pause was to wait for a point at which all local providers could recommence discussions, so Sapphire could better understand what the future would look like in their region, to enable them to finalise their decision.
- Final report due by 31 July 2023

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**To:** [GARRETT, Trish](#)  
**Cc:** [LYE, Michael](#); [RUMBLE, Sarah](#); [KAHANE, Jacob](#); [CONNOLLY, Thea](#)  
**Subject:** RE: For information pending Minister visit on Tuesday: Yallambie Lodge Cooma - background info [SEC=OFFICIAL]  
**Date:** Saturday, 20 May 2023 9:21:12 PM

Thanks Trish, really appreciate the quick advice.

**From:** GARRETT, Trish  
**Sent:** Saturday, 20 May 2023 2:07 PM  
**To:** ZORZI, Callie  
**Cc:** LYE, Michael ; RUMBLE, Sarah ; KAHANE, Jacob ; CONNOLLY, Thea  
**Subject:** For information pending Minister visit on Tuesday: Yallambie Lodge Cooma - background info [SEC=OFFICIAL]

Hi Callie

I understand you requested some background on Yallambie Lodge in Cooma in advance of a potential visit by the Minister on Tuesday.

Please find below some background information – let me know if you need anything else.

Kind regards

Trish

**Overview**

- Snowy Monaro Regional Council (Council) operates Yallambie Lodge, a 40 bed facility in Cooma with most recent occupancy reported at 36 residents.
- Council is actively involved in the monthly aged care provider network facilitated by the Southern Regional Team. <sup>s38</sup>

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**RN /Care Minutes data**

- Yallambie data for Q3 has been assessed as reasonable.

**Capital Funding**

- <sup>s38</sup> [Redacted content]
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- [Redacted content]

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### Business Improvement Fund

- In December 2020, Snowy Monaro Regional Council executed their Stream 2 – Sale/Transfer, Business Improvement Fund Round 1 grant agreement.
- The provider was funded \$808,000 (GST Excl) for the following activities:
  - ACFI Admissions Training
  - IT systems to improve Business Operations
  - Infrastructure works to meet Building and Fire Compliance
  - Change and Sale Management Contractor (including accommodation)
  - Engagement of Sales Adviser
  - Engagement of Community Engagement Adviser
  - Incentive payment to achieve sale
- The sale incentive payment of \$110,000, was repurposed to pay the monthly management costs for the expertise of aged care provider, Sapphire Coast, during the due diligence phase of the sale process.
- A request for the reallocation of \$200,000 was approved to **replace** undertaking Infrastructure works to meet Building and Fire Compliance activity (as this was able to funded through ACAR grant funding) **with** ACFI reviews undertaken by Health Generations – which was expected to improve their financial position (prior to introduction of AN-ACC).
- As at 17 March 2023, the hub advised that remaining activity to be completed is for Maddox Lawyers to draw up divestment documents.
  - Extension approved to 30 June 2023 as the divestment due diligence period with their partner Sapphire Coast Community Aged Care paused while another local provider, Sir William Hudson, finalised their divestment process (with Respect Group). That has nearly finalised, so the process between Snowy Monaro and Sapphire has recommenced. The reason for the pause was to wait for a point at which all local providers could recommence discussions, so Sapphire could better understand what the future would look like in their region, to enable them to finalise their decision.
- Final report due by 31 July 2023

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**To:** [LYE, Michael](#)  
**Subject:** Daily media summary – Sunday 21 May 2023 (early)  
**Date:** Sunday, 21 May 2023 5:01:00 AM

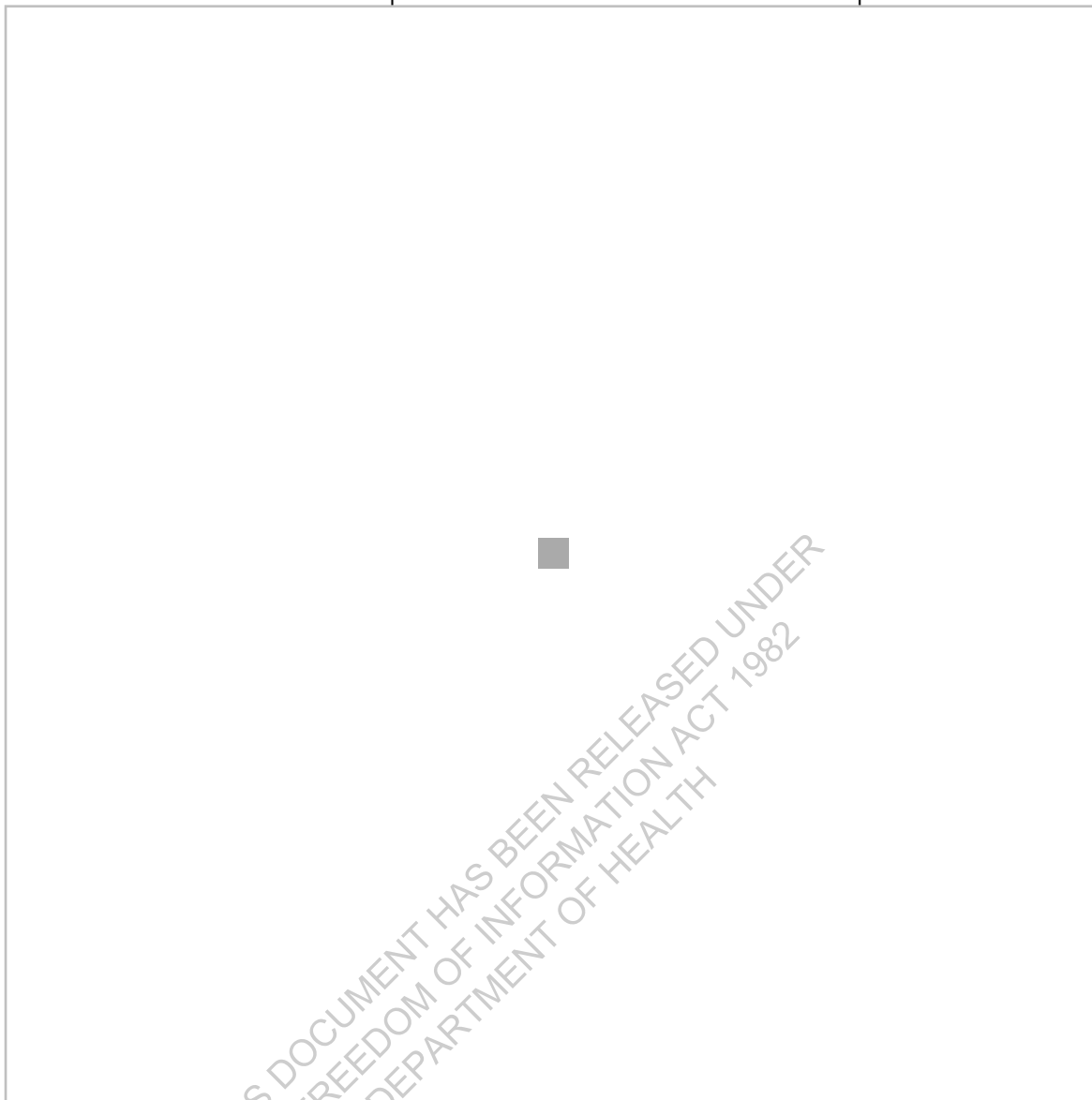
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**Mark Butler MP | Minister for Health and Aged Care**

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**Anika Wells MP | Minister for Aged Care and Minister for Sport**

**Top cop won't watch taser footage**

*Yahoo News Australia (Licensed by Copyright Agency) - 20 May 2023*

*NSW Police Commissioner Karen Webb has said she hasn't watched bodycam footage of an officer tasing a 95-year-old woman at an aged care home, and doesn't intend to. [...] Federal Minister for Aged Care Anika Wells has confirmed has sought out information from the aged care home provider and a separate investigation has been opened by the Aged Care Quality & Safety Commission.*

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**Emma McBride MP | Assistant Minister for Mental Health and Suicide Prevention, and Assistant Minister for Rural and Regional Health**

No significant media content identified for inclusion

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**Ged Kearney MP | Assistant Minister for Health and Aged Care**

No significant media content identified for inclusion

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**Senator Malarndirri McCarthy | Assistant Minister for Indigenous Health**

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**Department**

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**Ageing and Aged Care**

**NSW police commissioner says she won't watch video of Clare Nowland, 95,**

## being Tasered

Australia News - The Guardian - 20 May 2023

NSW's top cop says she will not watch confronting video of a 95-year-old grandmother being tasered in a nursing home, as the elderly woman's condition deteriorates in hospital.

**Syndicated by The New Daily and 2 additional sources**

## Police defend handling of case after 95-year-old aged care resident Tasered

Channel 9 News (Licensed by Copyright Agency) - 20 May 2023

NSW Police Commissioner Karen Webb has defended her decision to not front the media over the Tasering of a 95-year-old aged care resident until three days after the incident, saying she had to wait for "facts to become clear".

## Lack of action on power of attorney system is 'a disgrace' - Age Discrimination Commissioner

SBS TV (Licensed by Copyright Agency) - 20 May 2023

The outgoing Age Discrimination Commissioner, Dr Kay Patterson, has unfinished business and it's weighing on her mind. For six-years, she and a raft of organisations have been calling for an overhaul of the country's enduring power of attorney system, under which some vulnerable people have been robbed of their assets and control of their lives. She says it's 'appalling' and a 'disgrace' that action hasn't been taken swiftly to safeguard people from abuse, sometimes perpetrated by trusted loved-ones.

## NSW Police continue to investigate after grandmother Clare Nowland was Tasered

The Sydney Morning Herald (Licensed by Copyright Agency) - 20 May 2023

A beloved 95-year-old grandmother Tasered by police at a NSW nursing home is alive but the next few days will be tough, the state's police commissioner has said, speaking publicly for the first time since the incident which has made news around the world.

**Syndicated by The Age and 2 additional sources**

## When dementia takes hold, who has final Say on life and death?

The Sunday Age (Print version) (Licensed by Copyright Agency) - 21 May 2023

It was not the death 80-year-old Luba Aronovitch had wanted. The trained midwife and beauty therapist, who passed away three weeks ago with advanced dementia, told her family and friends many times she wanted to access voluntary assisted dying when she lost her independence and could no longer communicate. In the end, her daughter Judith spent five nights in a palliative care facility sleeping by Luba's side as she moaned in agony.

**Page numbers:** 10, 11

## Tasered nan worsens

The Canberra Times - 21 May 2023

The condition of an NSW grandmother who was Tasered by police while using a walking frame and holding a steak knife has worsened, a family friend says.

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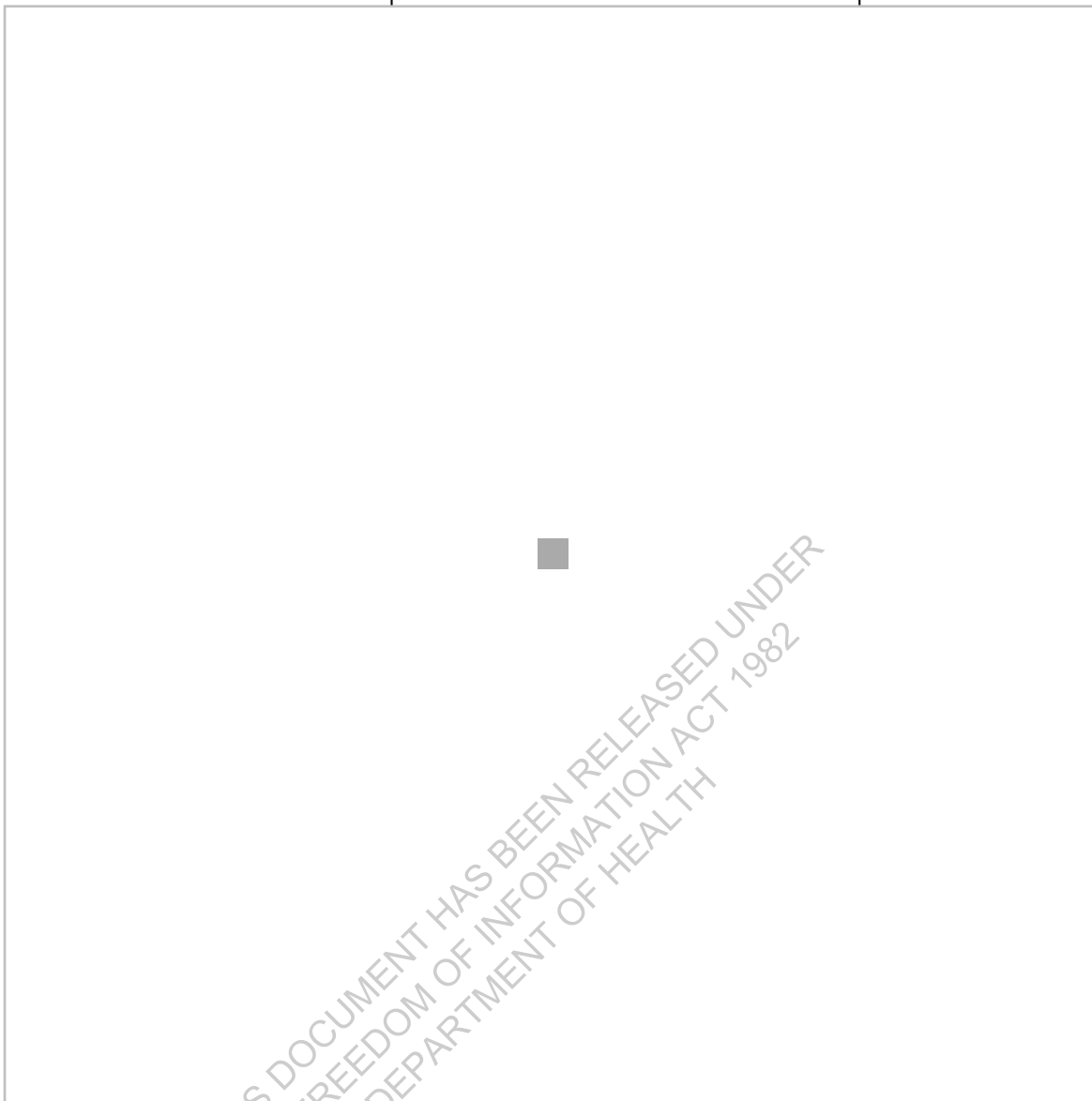
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**Anika Wells MP | Minister for Aged Care and Minister for Sport**

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## Ageing and Aged Care

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*Australia News - The Guardian - 20 May 2023*

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**Subject:** Daily media summary – Monday 22 May 2023 (early)  
**Date:** Monday, 22 May 2023 5:02:10 AM

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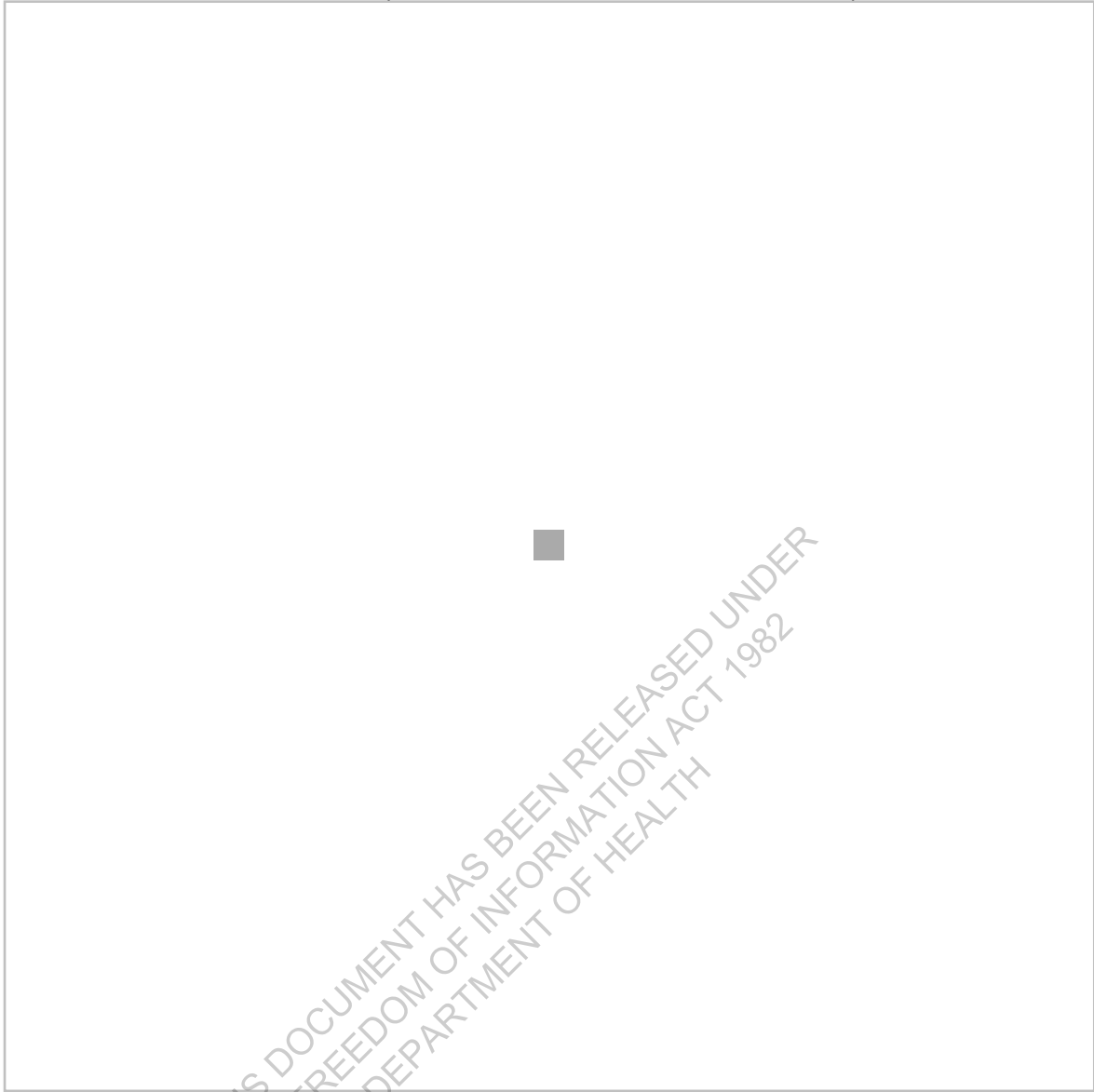
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•[The Age](#) reported that Russian authorities are stonewalling the Australian Federal Police after its investigators provided detailed intelligence about the identity and location of the criminals responsible for hacking the Medibank Private data of millions of Australians.

•[The Herald Sun](#) reported that two world-class swimming pools set to be built for the Commonwealth Games will be ripped out and replaced with different sporting facilities once the 2026 event is over.

•[The Mercury](#) reported that Premier Jeremy Rockliff is deflecting criticism of the state government's licence agreement with the AFL, arguing the rewards of a team and major development at Macquarie Point, including a new stadium, will be transformative for Tasmania.

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## Mark Butler MP | Minister for Health and Aged Care

### Promised urgent-care clinics nowhere to be seen

*The Daily Telegraph (Print version) (Licensed by Copyright Agency) - 22 May 2023*

Not a single new urgent-care clinic promised by Labor is up and running a year on from the election, as emergency doctors warn even when operational, the facilities will not ease 'ex: treme pressure' on hospitals.

**Page number:** 8

### Aussies bracing for insurance price hike

*Geelong Advertiser (Print version) - 22 May 2023*

Australians with private health insurance are set for a shock next month as insurers hike their premiums. [...] Health Minister Mark Butler revealed earlier this year the average premium would be able to increase by 2.9 per cent in April after most insurers froze price hikes during the COVID-19 pandemic.

**Page number:** 9

### Channel 7 Brisbane - Seven News - 06:13:38 PM

*Channel 7 Brisbane - 21 May 2023*

Seven News reporter Katrina Blowers explained that Queensland's health minister will invite Mark Butler to a roundtable aimed at addressing critical obstetrician shortages in maternity wards in the State.

[Return to top](#)

## Anika Wells MP | Minister for Aged Care and Minister for Sport

s22

[REDACTED]

### Family of elderly woman tasered 'scared' as they await answers

*The Daily Telegraph (Licensed by Copyright Agency) - 21 May 2023*

The distraught family of a 95-year-old woman tasered by police have maintained a bedside vigil as she sees out her final days, her priest has said. [...] Federal Minister for Aged Care Annika Wells has confirmed that she has sought out information from the aged care home provider and a separate investigation has been opened by the Aged Care Quality & Safety Commission.

**Syndicated by The Herald Sun and 7 additional sources**

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## Emma McBride MP | Assistant Minister for Mental Health and Suicide Prevention,

## and Assistant Minister for Rural and Regional Health

No significant media content identified for inclusion

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## Ged Kearney MP | Assistant Minister for Health and Aged Care

No significant media content identified for inclusion

[Return to top](#)

## Senator Malarndirri McCarthy | Assistant Minister for Indigenous Health

No significant media content identified for inclusion

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## Department

### Healthcare must lift productivity or patients will pay more: Medibank boss David Koczkar's plan to transform the sector

*The Australian* - 21 May 2023

A failure to lift productivity will make access to healthcare more expensive, with the sector lagging behind the national average, Medibank has warned. Australia's biggest private health fund has called for more partnerships between insurers, hospitals and governments to eliminate silos that have restricted innovation and created inefficiencies in the sector.

**Syndicated by The Herald Sun and 8 additional sources**

### Exposed censorship fuels demands for royal commission

*The Australian* - 21 May 2023

The revelations about more than 4000 government interventions to pull down Covid-related posts from digital platforms raises more questions than it answers. We are left to wonder about how much information we were denied while we were locked down, held behind borders and controlled by a vast array of pandemic rules and regulations.

### Productivity cure for health system

*The Australian (Print version)* - 22 May 2023

A failure to lift productivity will make access to healthcare more expensive, with the sector lagging behind the national average, Medibank has warned.

**Page numbers:** 15, 16

### Vic projects worth billions could face budget chop

*The Canberra Times (Licensed by Copyright Agency)* - 21 May 2023

More than \$17 billion worth of Victorian government projects are on the chopping block in the upcoming state budget as the state looks at reining in record debt. [...] Health Minister Mary-Anne Thomas told reporters Victoria did the right thing by following the bank's advice, saving lives and livelihoods.

**Syndicated by The Newcastle Herald and 84 additional sources**

### Victoria state budget 2023: 372 programs that could face the razor

*The Daily Telegraph (Licensed by Copyright Agency)* - 21 May 2023

Hundreds of government programs worth a combined \$17bn are facing funding uncertainty ahead of Tuesday's state budget.

**Syndicated by The Herald Sun and 3 additional sources**



## How to solve Australia's health workforce shortage

*Insight Plus - 22 May 2023*

*The World Health Organization has estimated a projected shortfall of 10 million healthcare workers by 2030. A Care Workforce Labour Market Study commissioned by the Australian Government in 2021 has predicted a gap of more than 200 000 full-time care workers by 2050 in Australia alone.*

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## Coronavirus

### Exposed censorship fuels demands for royal commission

*The Australian - 21 May 2023*

*The revelations about more than 4000 government interventions to pull down Covid-related posts from digital platforms raises more questions than it answers. We are left to wonder about how much information we were denied while we were locked down, held behind borders and controlled by a vast array of pandemic rules and regulations.*

### Antic probe reveals Canberra silenced 4213 Covid posts

*The Australian - 21 May 2023*

*In less than three years the federal government intervened at least 4213 times to restrict or censor posts about the Covid-19 pandemic on digital platforms.*

### It is time to question Australia's COVID-19 response

*Independent Australia - 21 May 2023*

*The World Health Organisation (WHO) has declared the global health emergency over. WHO data shows that nearly a billion were infected globally and seven million died. Almost certainly the true figures are much higher. The global death rate peaked in January 2021 at 100,000 per week, last week it was a few thousand.*

[Return to top](#)

## Ageing and Aged Care

### Aged care workers 'unionised by stealth'

*The Australian Financial Review - 22 May 2023*

*Unions will be given special access rights, including inductions that exclude management, to foreign workers brought in to fill aged care staff shortages under migration rules backed by the Albanese government.*

**Page numbers:** 1, 3

### Sale prescribed for Crescent Capital's 24-7 home doctor service Bridget Carter Follow @BridgetCarterb

*The Australian - 21 May 2023*

*The sale process for home doctor service 24-7, owned by Crescent Capital, is gathering pace. [...] Crescent Capital is working to offload 24-7 as Australian Clinical Labs, which was previously owned by the private equity firm, recently tried to merge with Healius, which rejected its offer.*

### NSW police footage shows officers used two sets of handcuffs on 81-year-old woman with dementia

*Australia News - The Guardian - 21 May 2023*

*Six police officers used two sets of handcuffs on a distressed and frail 81-year-old woman with dementia after she took a lanyard from a staff member at her Sydney nursing home.*

### Childcare workers' union to seek 25% pay rise after Labor budget snub

*Australia News - The Guardian - 21 May 2023*

*The union representing early childhood educators has condemned the Albanese government's failure to boost their pay in the federal budget, signalling it will bring a multi-employer bargaining claim within*

weeks seeking a 25% pay rise.

**NSW government refuses to back calls for release of Taser investigation**

*The Sydney Morning Herald (Licensed by Copyright Agency) - 21 May 2023*

The internal police probe into the Tasering of a 95-year-old woman at an aged care home in the state's south will join a list of more than 90 investigations into the use of force by officers yet to be completed, some almost six years after being launched.

**Syndicated by The Age and 1 additional source**

s22 [Redacted text block]

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**Family of elderly woman tasered 'scared' as they await answers**

*The Daily Telegraph (Licensed by Copyright Agency) - 21 May 2023*

The distraught family of a 95-year-old woman tasered by police have maintained a bedside vigil as she sees out her final days, her priest has said. [...] Federal Minister for Aged Care Annika Wells has confirmed that she has sought out information from the aged care home provider and a separate investigation has been opened by the Aged Care Quality & Safety Commission.

**Syndicated by The Herald Sun and 7 additional sources**

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**When someone living with dementia is distressed or violent, 'de-escalation' is vital**

knowridge - 21 May 2023

Today's reporting about the alleged taser of a 95-year-old woman living at the Yallambee Lodge aged care home in New South Wales has brought the issue of behaviours and psychological symptoms of dementia into sharp focus.

**Demented Policing: Taser the Elderly**

The Australian Independent Media Network - 21 May 2023

Australia is a country addictively hostile to the elderly. Despite being a continent that speaks to immemorial origins, respect for those who age is uncommon. The rampant, habitual abuse of the elderly, seen as the gnats and brats of family and human refuse, the lack of community protections, the human rights abuses, all exposed vividly by the Royal Commission into Aged Care Quality and Safety.

**ABC 24 - The World This Week - 05:30:43 PM**

ABC 24 - 22 May 2023

Police tasered a 95-year-old great grandmother with dementia, prompting an investigation by external police authorities and the Law Enforcement Conduct Commission into the incident at Lindy Lodge nursing home.

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Syndicated by *The Newcastle Herald* and 84 additional sources

### Elderly Cooma woman tasered by police is 'peaceful' in hospital

*The Daily Telegraph* (Licensed by Copyright Agency) - 21 May 2023

Clare Nowland, 95, continues to receive end-of-life care at Cooma Hospital, five days after she was tasered and knocked unconscious inside an aged care facility, sending shockwaves internationally.

Syndicated by *The Herald Sun* and 6 additional sources

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**ABC 24 - The World This Week - 05:30:43 PM**

ABC 24 - 22 May 2023

*Police tasered a 95-year-old great grandmother with dementia, prompting an investigation by external police authorities and the Law Enforcement Conduct Commission into the incident at Lindy Lodge nursing home.*

**ABC 24 - The World This Week - 05:32:20 PM**

ABC 24 - 22 May 2023

*More evidence has emerged of a regional health system struggling to cope. Accessing healthcare services has become increasingly challenging for patients across Australia, while attracting and retaining qualified professionals in rural areas has become even more arduous.*

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**From:** [Meltwater Newsletter](#)  
**To:** [newslettersmeltwater](#)  
**Subject:** Daily media summary – Monday 22 May 2023  
**Date:** Monday, 22 May 2023 6:01:09 AM

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**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

**banner**

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MARK BUTLER MP | MINISTER FOR HEALTH AND AGED CARE | ANIKA WELLS MP | MINISTER FOR AGED CARE AND MINISTER FOR SPORT | EMMA MCBRIDE MP | ASSISTANT MINISTER FOR MENTAL HEALTH AND SUICIDE PREVENTION, AND ASSISTANT MINISTER FOR RURAL AND REGIONAL HEALTH | GED KEARNEY MP | ASSISTANT MINISTER FOR HEALTH AND AGED CARE | SENATOR MALARNDIRRI MCCARTHY | ASSISTANT MINISTER FOR INDIGENOUS HEALTH | DEPARTMENT | CORONAVIRUS | AGEING AND AGED CARE | BENEFIT INTEGRITY AND DIGITAL HEALTH DIVISION | PRIMARY CARE DIVISION | MENTAL HEALTH | PORTFOLIO STRATEGIES DIVISION | HEALTH WORKFORCE DIVISION | FIRST NATIONS HEALTH DIVISION | POPULATION HEALTH DIVISION | SPORT | CANCER | MEDICAL BENEFITS DIVISION | THERAPEUTIC GOODS ADMINISTRATION | OFFICE OF HEALTH PROTECTION AND RESPONSE | TECHNOLOGY ASSESSMENT AND ACCESS | HEALTH ECONOMICS & RESEARCH DIVISION | OFFICE OF DRUG CONTROL | AICIS / OFFICE OF CHEMICAL SAFETY | FOOD STANDARDS | DEPARTMENTAL



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**Anika Wells MP | Minister for Aged Care and Minister for Sport**

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**Family of elderly woman tasered 'scared' as they await answers**

*The Daily Telegraph (Licensed by Copyright Agency) - 21 May 2023*

*The distraught family of a 95-year-old woman tasered by police have maintained a bedside vigil as she sees out her final days, her priest has said. [...] Federal Minister for Aged Care Annika Wells has confirmed that she has sought out information from the aged care home provider and a separate investigation has been opened by the Aged Care Quality & Safety Commission.*

**Syndicated by The Herald Sun and 7 additional sources**

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**Ageing and Aged Care**

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**Family of elderly woman handcuffed by police at Sydney nursing home wants more accountability**

ABC Online (Licensed by Copyright Agency) - 22 May 2023

The daughter of a dementia sufferer who was handcuffed in a Sydney aged care home is demanding more accountability from police over instances of force being used against residents. [...] A spokesperson for Commonwealth Aged Care Minister Anika Wells said there was training and resources available for aged care staff looking after residents with dementia.

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**NSW government refuses to back calls for release of Taser investigation**

The Sydney Morning Herald (Licensed by Copyright Agency) - 21 May 2023

The internal police probe into the Taser of a 95-year-old woman at an aged care home in the state's south will join a list of more than 90 investigations into the use of force by officers yet to be completed, some almost six years after being launched.

Syndicated by The Age and 1 additional source

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*The Daily Telegraph (Licensed by Copyright Agency) - 21 May 2023*

*The distraught family of a 95-year-old woman tasered by police have maintained a bedside vigil as she sees out her final days, her priest has said. [...] Federal Minister for Aged Care Annika Wells has confirmed that she has sought out information from the aged care home provider and a separate investigation has been opened by the Aged Care Quality & Safety Commission.*

**Syndicated by The Herald Sun and 7 additional sources**

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**When someone living with dementia is distressed or violent, 'de-escalation' is vital**

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**Demented Policing: Taser<sup>ing</sup> the Elderly**

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Australia is a country addictively hostile to the elderly. Despite being a continent that speaks to immemorial origins, respect for those who age is uncommon. The rampant, habitual abuse of the elderly, seen as the gnats and brats of family and human refuse, the lack of community protections, the human rights abuses, all exposed vividly by the Royal Commission into Aged Care Quality and Safety.

**ABC 24 - The World This Week - 05:30:43 PM**

ABC 24 - 22 May 2023

Police tasered a 95-year-old great grandmother with dementia, prompting an investigation by external police authorities and the Law Enforcement Conduct Commission into the incident at Lindy Lodge nursing home.

**ABC 1 Sydney - ABC News Sunday - 07:00:51 PM**

ABC 1 Sydney - 21 May 2023

Shocking video emerged showing a woman with dementia being handcuffed at a different facility

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s22 [Redacted text block]

## Healthcare must lift productivity or patients will pay more: Medibank boss David Koczkar's plan to transform the sector

*The Australian - 21 May 2023*

A failure to lift productivity will make access to healthcare more expensive, with the sector lagging behind the national average, Medibank has warned. Australia's biggest private health fund has called for more partnerships between insurers, hospitals and governments to eliminate silos that have restricted innovation and created inefficiencies in the sector.

**Syndicated by The Herald Sun and 8 additional sources**

## National health reform agreement fails to meet its objectives as hospitals decline

*The Australian - 21 May 2023*

Australia's National Health Reform Agreement that governs how the commonwealth and states fund and manage hospitals is "not fit for purpose" and has resulted in ambulance ramping, excessively long elective surgery waiting lists, bed block and overstretched emergency departments, according to doctors.

## AFP's probe of Medibank hack stymied by Moscow

*The Age - 22 May 2023*

Russian authorities are stonewalling the Australian Federal Police after its investigators provided detailed intelligence about the identity and location of the criminals responsible for hacking the Medibank Private data of millions of Australians.

**Page numbers: 1, 8**

## Dentist Katherine Da Silva has registration suspended for delayed insurance billing scheme

*The Advertiser (Licensed by Copyright Agency) - 21 May 2023*

A dentist who offered free first appointments by delaying billing to allow patients to take up private health insurance – then delayed billing to allow for health fund waiting periods – has been reprimanded and suspended.

**Syndicated by The Daily Telegraph and 8 additional sources**

## Adelaide dentist suspended over billing practices

*Gold Coast Bulletin (Licensed by Copyright Agency) - 21 May 2023*

The Dental Board of Australia lodged a complaint against registered dentist Katherine Da Silva, with the South Australian Civil and Administrative Tribunal alleging she engaged in "inappropriate billing practices".

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### Primary Care Division

## National health reform agreement fails to meet its objectives as hospitals decline

*The Australian - 21 May 2023*

Australia's National Health Reform Agreement that governs how the commonwealth and states fund and manage hospitals is "not fit for purpose" and has resulted in ambulance ramping, excessively long elective surgery waiting lists, bed block and overstretched emergency departments, according to doctors.

## The ACT's proposed voluntary assisted dying laws have yet to be introduced, but could be the most liberal in the country

*ABC Online (Licensed by Copyright Agency) - 21 May 2023*

For 25 years, Commonwealth restrictions prevented the ACT and the Northern Territory from introducing voluntary euthanasia legislation, until the Restoring Territory Rights Bill was passed last year, overturning the ban. The ACT government is now drafting VAD laws, which will likely be introduced to the Legislative Assembly within months.



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**Elderly Cooma woman tasered by police is 'peaceful' in hospital**

*The Daily Telegraph (Licensed by Copyright Agency) - 21 May 2023*

*Clare Nowland, 95, continues to receive end-of-life care at Cooma Hospital, five days after she was tasered and knocked unconscious inside an aged care facility, sending shockwaves internationally.*

**Syndicated by The Herald Sun and 6 additional sources**

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**From:** [FITZGERALD, Ellen](#)  
**To:** [LYE, Michael](#)  
**Subject:** FW: FW: as discussed: For information pending Minister visit on Tuesday: Yallambie Lodge Cooma - background info [SEC=OFFICIAL]  
**Date:** Monday, 22 May 2023 10:14:39 AM  
**Attachments:** [image001.png](#)

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**From:** s22  
**Sent:** Monday, 22 May 2023 10:12 AM  
**To:** RUMBLE, Sarah ; GARRETT, Trish  
**Cc:** CONNOLLY, Thea ; CONTE, Narina ; EVANS, Melissa ; s22 ; RID Executive ; s22  
**Subject:** RE: FW: as discussed: For information pending Minister visit on Tuesday: Yallambie Lodge Cooma - background info [SEC=OFFICIAL]

Hi Trish and Thea,

I've just spoken with Peter Bascomb CEO of Snowy Monaro Regional Council who has confirmed they are okay with Minister Wells visiting Yallambie Lodge tomorrow, provided it doesn't escalate things further in the media. The media coverage and harassment has been relentless in the community.

Peter has also asked for assistance with sourcing an organisation specialised in crisis communication – would someone be able to recommend the appropriate organisation and any other supports Council may be able to access, and send to me or directly through to Peter? Peter's details are below – he is expecting someone to get in touch to arrange the Minister's visit tomorrow.

[Peter.Bascomb@snowymonaro.nsw.gov.au](mailto:Peter.Bascomb@snowymonaro.nsw.gov.au)

Ph: 0419 315 347

Please let me know how else I can assist.

Auli

s22

Director, Southern Regional Team  
 NSW/ACT State Office

Australian Government Department of Health and Aged Care

M: s22 E: s22 [@health.gov.au](mailto:s22@health.gov.au)

Location: Sirius Building, Canberra

Ngunnawal Country

GPO Box 9848, Canberra ACT 2601, Australia

The Department of Health and Aged Care acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present

#### WORKING REMOTELY ON:

MON	TUE	WED	THU	FRI
✓	✓			✓

---

**From:** RUMBLE, Sarah <[Sarah.Rumble@Health.gov.au](mailto:Sarah.Rumble@Health.gov.au)>

**Sent:** Saturday, 20 May 2023 5:02 PM

**To:** s22 <s22@health.gov.au>

**Subject:** Fwd: FW: as discussed: For information pending Minister visit on Tuesday: Yallambie Lodge Cooma - background info [SEC=OFFICIAL]

FYI

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Sent from [Workspace ONE Boxer](#)

----- Forwarded message -----

**From:** CONNOLLY, Thea <[Thea.Connolly@health.gov.au](mailto:Thea.Connolly@health.gov.au)>  
**Date:** 20 May 2023 at 4:59:22 pm AEST  
**Subject:** FW: as discussed: For information pending Minister visit on Tuesday: Yallambie Lodge Cooma - background info [SEC=OFFICIAL]  
**To:** EVANS, Melissa <[Melissa.EVANS@Health.gov.au](mailto:Melissa.EVANS@Health.gov.au)>, FILARDO, Maria <[s22@Health.gov.au](mailto:s22@Health.gov.au)>, GARRETT, Trish <[Trish.Garrett@health.gov.au](mailto:Trish.Garrett@health.gov.au)>  
**Cc:** RUMBLE, Sarah <[Sarah.Rumble@Health.gov.au](mailto:Sarah.Rumble@Health.gov.au)>, FITZGERALD, Ellen <[s22@Health.gov.au](mailto:s22@Health.gov.au)>, DEVOY, Riley <[s22@Health.gov.au](mailto:s22@Health.gov.au)>, RID Executive <[RIDExecutive@Health.gov.au](mailto:RIDExecutive@Health.gov.au)>  
 Thanks Trish  
 Mel and [s22](mailto:s22@Health.gov.au), closing the loop thanks. Can you please have a shell of a briefing ready to go once you hear from Sarah (who will liaise/test with Yallambie Lodge) on Monday please. Focus is on workers and residents. Kristy McBain MP also in attendance. No camera/media.  
 Thea

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**From:** GARRETT, Trish <[Trish.Garrett@health.gov.au](mailto:Trish.Garrett@health.gov.au)>  
**Sent:** Saturday, 20 May 2023 4:50 PM  
**To:** CONNOLLY, Thea <[Thea.Connolly@health.gov.au](mailto:Thea.Connolly@health.gov.au)>  
**Cc:** RUMBLE, Sarah <[Sarah.Rumble@Health.gov.au](mailto:Sarah.Rumble@Health.gov.au)>  
**Subject:** as discussed: For information pending Minister visit on Tuesday: Yallambie Lodge Cooma - background info [SEC=OFFICIAL]  
 Hi Thea  
 As discussed, please see below background information provided to your comms team as well as (separately) to the MO.  
 I will ask Sarah to connect with Yallambie Lodge on Monday morning to ascertain their comfort around a visit from the Minister on Tuesday, noting at this stage it is not intended to include media.  
 This information can then be included in the brief.  
 Kind regards  
 Trish

---

**From:** GARRETT, Trish  
**Sent:** Saturday, 20 May 2023 2:08 PM  
**To:** EVANS, Melissa <[Melissa.EVANS@Health.gov.au](mailto:Melissa.EVANS@Health.gov.au)>; FILARDO, Maria <[s22@health.gov.au](mailto:s22@health.gov.au)>  
**Subject:** For information pending Minister visit on Tuesday: Yallambie Lodge Cooma - background info [SEC=OFFICIAL]  
 FYI – potential Minister visit to Yallambie Lodge Cooma on Tuesday.  
 Trish

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**From:** GARRETT, Trish  
**Sent:** Saturday, 20 May 2023 2:07 PM  
**To:** [s22@Health.gov.au](mailto:s22@Health.gov.au)  
**Cc:** LYE, Michael <[Michael.LYE@health.gov.au](mailto:Michael.LYE@health.gov.au)>; RUMBLE, Sarah <[Sarah.Rumble@Health.gov.au](mailto:Sarah.Rumble@Health.gov.au)>; [s22@Health.gov.au](mailto:s22@Health.gov.au); CONNOLLY, Thea <[Thea.Connolly@health.gov.au](mailto:Thea.Connolly@health.gov.au)>

**Subject:** For information pending Minister visit on Tuesday: Yallambie Lodge Cooma - background info [SEC=OFFICIAL]

Hi Callie

I understand you requested some background on Yallambie Lodge in Cooma in advance of a potential visit by the Minister on Tuesday.

Please find below some background information – let me know if you need anything else.

Kind regards

Trish

**Overview**

- Snowy Monaro Regional Council (Council) operates Yallambie Lodge, a 40 bed facility in Cooma with most recent occupancy reported at 36 residents.
- Council is actively involved in the monthly aged care provider network facilitated by the Southern Regional Team. <sup>s38</sup>

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**RN /Care Minutes data**

- Yallambie data for Q3 has been assessed as reasonable.

**Capital Funding**

- <sup>s38</sup> [Redacted]

[Redacted]

[Redacted]

- [Redacted]

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- [Redacted]

[Redacted]

**Business Improvement Fund**

- In December 2020, Snowy Monaro Regional Council executed their Stream 2 – Sale/Transfer, Business Improvement Fund Round 1 grant agreement.
- The provider was funded \$808,000 (GST Excl) for the following activities:
  - ACFI Admissions Training
  - IT systems to improve Business Operations
  - Infrastructure works to meet Building and Fire Compliance

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- Change and Sale Management Contractor (including accommodation)
- Engagement of Sales Adviser
- Engagement of Community Engagement Adviser
- Incentive payment to achieve sale
- The sale incentive payment of \$110,000, was repurposed to pay the monthly management costs for the expertise of aged care provider, Sapphire Coast, during the due diligence phase of the sale process.
- A request for the reallocation of \$200,000 was approved to **replace** undertaking Infrastructure works to meet Building and Fire Compliance activity (as this was able to funded through ACAR grant funding) **with** ACFI reviews undertaken by Health Generations – which was expected to improve their financial position (prior to introduction of AN-ACC).
- As at 17 March 2023, the hub advised that remaining activity to be completed is for Maddox Lawyers to draw up divestment documents.
  - Extension approved to 30 June 2023 as the divestment due diligence period with their partner Sapphire Coast Community Aged Care paused while another local provider, Sir William Hudson, finalised their divestment process (with Respect Group). That has nearly finalised, so the process between Snowy Monaro and Sapphire has recommenced. The reason for the pause was to wait for a point at which all local providers could recommence discussions, so Sapphire could better understand what the future would look like in their region, to enable them to finalise their decision.
- Final report due by 31 July 2023

[SEC=OFFICIAL]

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**From:** [LAFFAN, Amy](#)  
**To:** [LYE, Michael](#); [GARRETT, Trish](#); [STRAPP, Eliza](#)  
**Subject:** ACQSC - QB23-000094 - Incidents in aged care - Yallambee update - 19 May 23.docx [SEC=OFFICIAL]  
**Date:** Monday, 22 May 2023 11:44:56 AM  
**Attachments:** [QB23-000094 - Incidents in aged care - Yallambee update - 19 May 23.docx](#)  
[image001.png](#)

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FYI – we are seeking updates from the Commission as well as any other briefing they have given the MO

**Amy Laffan**

First Assistant Secretary

Quality and Assurance Division | Aged Care Group  
Australian Government Department of Health and Aged Care  
T: 02 6289 2994 | M: 0481 037 764 | E: [amy.laffan@health.gov.au](mailto:amy.laffan@health.gov.au)  
Location: Sirius Building, Level 9 South (NWOW)  
PO Box 9848, Canberra ACT 2601, Australia

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**From:** s22  
**To:** [LYE, Michael](mailto:LYE,Michael)  
**Cc:** s22  
**Subject:** FW: clearance: Media enquiry: Inquiry from 2GB Sydney - due 7am [SEC=OFFICIAL]  
**Date:** Monday, 22 May 2023 1:59:28 PM  
**Attachments:** [image002.png](#)

Media due for clearance ASAP – journo from 2GB – not sure about the highlighted section? Do we need to add flavour to it like that?

**Question:**

Back in 2020- the previous Government awarded a funding package to Yallambee Lodge in Cooma as part of the latest round of Aged Care grants. I'm just wondering if you are able to confirm if:

1. That funding was used by Yallambee Lodge; or
2. If that funding still remains on the table

Sorry for the late notice- just working through a few things.

**Response:**

- Snowy Monaro Regional Council (Council) were s38 .
- Progress on this project have been hampered by the impacts of COVID and issues in the construction sector which are driving up costs and disrupting construction labour and materials supply chains.
- The Department continues to work with Council to **bring this worthwhile project to fruition.**

**From:** News <[news@health.gov.au](mailto:news@health.gov.au)>

**Sent:** Sunday, 21 May 2023 9:30 PM

**To:** MWDExecutive <[MWDExecutive@Health.gov.au](mailto:MWDExecutive@Health.gov.au)>

**Cc:** News <[news@health.gov.au](mailto:news@health.gov.au)>; STRAPP, Eliza <[Eliza.Strapp@health.gov.au](mailto:Eliza.Strapp@health.gov.au)>

**Subject:** Media enquiry: Inquiry from 2GB Sydney - due 7am [SEC=OFFICIAL]

Hi team,

Apologies – another urgent media enquiry. Could you please come back to us on the below asap?

Please let me know if this needs to be redirected.

Thanks,

s22

Australian Government, Department of Health and Aged Care  
 T: 02 6289 7400 | E: [news@health.gov.au](mailto:news@health.gov.au)

**From:** GARRY, Chris <[Chris.GARRY@Health.gov.au](mailto:Chris.GARRY@Health.gov.au)>

**Sent:** Sunday, 21 May 2023 7:40 PM

**To:** News <[news@health.gov.au](mailto:news@health.gov.au)>

**Cc:** BRADY, Summer <[Summer.BRADY@Health.gov.au](mailto:Summer.BRADY@Health.gov.au)>; ZORZI, Callie <[Callie.ZORZI@Health.gov.au](mailto:Callie.ZORZI@Health.gov.au)>

**Subject:** FW: Inquiry from 2GB Sydney [SEC=OFFICIAL]

Can I please get a response to this by 7am. Thank you.

**From:** s47F

**Sent:** Sunday, 21 May 2023 7:38 PM

**To:** GARRY, Chris <[Chris.GARRY@Health.gov.au](mailto:Chris.GARRY@Health.gov.au)>

**Subject:** Inquiry from 2GB Sydney

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi Chris,

Hope all is well mate.

I'm just making an inquiry in regards to Aged Care funding.

Back in 2020- the previous Government awarded a funding package to Yallambee Lodge in Cooma as part of the latest round of Aged Care grants.

I'm just wondering if you are able to confirm if:

1. That funding was used by Yallambee Lodge; or
2. If that funding still remains on the table

Sorry for the late notice- just working through a few things.

We are trying to run a story tomorrow but understand you may not be able to get an answer by then.

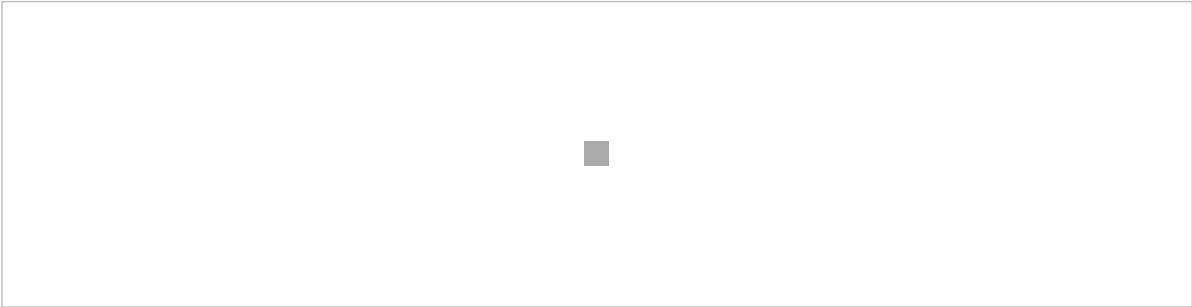
With best wishes,

s47F

Nine

s47F

s47F



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**From:** s47F  
**To:** s22  
**Cc:** [Media](#); [Minister Wells DLO](#)  
**Subject:** For information - Statement published on Yallambee Lodge incident [SEC=OFFICIAL]  
**Date:** Monday, 22 May 2023 4:27:46 PM  
**Attachments:** [image001.png](#)

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## OFFICIAL

Hi there

### For information

A statement from the Commissioner has been published on our website at [www.agedcarequality.gov.au/news/media-releases/incident-yallambee-lodge-cooma-nsw](http://www.agedcarequality.gov.au/news/media-releases/incident-yallambee-lodge-cooma-nsw)

s47F

s47F

Director, Parliamentary Services and Media

Aged Care Quality and Safety Commission

E <sup>s47F</sup> [@agedcarequality.gov.au](mailto:s47F@agedcarequality.gov.au) | W [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

Level 9, 111 Phillip Street Parramatta NSW 2150

GPO Box 9819, Sydney NSW 2001

s47F



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**From:** [LAFFAN, Amy](#)  
**To:** [LYE, Michael](#); [GARRETT, Trish](#); [STRAPP, Eliza](#)  
**Subject:** FW: Responses to media enquiries on incident at Cooma RACF [SEC=OFFICIAL]  
**Date:** Monday, 22 May 2023 5:05:36 PM  
**Attachments:** [For information - Statement published on Yallambee Lodge incident SECOFFICIAL.msg](#)  
[QB23-000094 - Incidents in aged care update.docx](#)  
[image003.png](#)

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More from the Commission re incident at Cooma

**Amy Laffan**

First Assistant Secretary

Quality and Assurance Division | Aged Care Group  
Australian Government Department of Health and Aged Care  
T: 02 6289 2994 | [s22](#) | E: [amy.laffan@health.gov.au](mailto:amy.laffan@health.gov.au)  
Location: Sirius Building, Level 9 South (NWOW)  
PO Box 9848, Canberra ACT 2601, Australia

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**From:** [Communication Aged Care](#)  
**To:** [CONNOLLY, Thea](#); [GARRETT, Trish](#); [HARTLAND, Nicholas](#); [LAFFAN, Amy](#); [STRAPP, Eliza](#); [LYE, Michael](#)  
**Cc:** s22  
**Subject:** Media Summary - Aged Care - 22 May 2023 [SEC=OFFICIAL]  
**Date:** Monday, 22 May 2023 5:58:23 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[Unofficial transcript Prime Minister QT 22 May 2023 .docx](#)  
[image004.png](#)

## MEDIA SUMMARY – AGED CARE

Monday 22 May 2023

Good afternoon

Please see below key media items published today relating to aged care. Please forward this to colleagues as appropriate.

### Online News

[Sky News host Laura Jayes questions NSW Police Commissioner Karen Webb on 'how a 95-year-old woman could be at the end of a police taser'](#), **Sky News**

Sky News Australia host Laura Jayes has questioned the NSW Police Commissioner on "how a 95-year-old woman could be at the end of a police taser" as Clare Nowland receives end of life care following the incident.

[NSW Police Commissioner Karen Webb defends not watching body cam footage of 95yo being tasered](#),

### ABC Online

NSW Police Commissioner Karen Webb says it "takes courage" not to view the body-cam footage of an elderly woman being tasered, and that she wants "a complete picture" of the incident before she looks at it. Commissioner Webb on Monday defended her decision not to watch the moment 95-year-old Clare Nowland was tasered by an officer at an aged-care home in the NSW Snowy Mountains.

[Greens MP demands independent investigation into police officer tasering elderly woman](#), **Newswire**

A politician is calling for an investigation into the tasering of a 95-year-old woman by a police officer in an aged care home to be taken "out of the hands of police". Great-grandmother Clare Nowland, 95, is receiving end-of-life care at Cooma Hospital after she sustained serious head injuries during the incident. Greens MP Sue Higgs has written to the state's independent law enforcement investigation body over the weekend, requesting the investigation be taken "out of the hands of police".

[Clare Nowland: aged care resident Tasered by police remains in 'heavy sleep' amid end-of-life care](#), **The Guardian**

Clare Nowland, the aged care resident who was Tasered by a police officer in Cooma last week, remains in a "heavy sleep" and is comfortable, surrounded by her family, who held a bedside mass for her on Sunday as she continues to receive end-of-life care. Calls grew on Monday for a broader independent investigation of police treatment of dementia sufferers after revelations in the Guardian that six officers handcuffed a second nursing home resident, Rachel Grahame, in 2020 after she took a staff member's lanyard.

[Police boss' excuse for not disclosing tasering of elderly woman Clare Nowland](#), **The Daily Telegraph**

A police boss has issued a bizarre excuse for initially failing to disclose that a frail 95-year-old dementia patient had been tasered by officers last week... 2GB's [Ben Fordham grilled NSW Police Commissioner Karen Webb](#) on air Monday morning, demanding to know why an initial statement released by police regarding the incident made no mention of the tasering. The first press release only mentioned there had been an "incident" between the nonagenarian and officers.

[How Taser gran outrage is badly hurting the cops as well-meaning search for a missing elderly woman is hijacked by furious messages: 'Will you Taser her too?'](#), **Daily Mail Australia**

Australians are so furious at a police officer Tasering a 95-year-old grandmother that a well-meaning public appeal for another missing elderly woman has been hijacked with troll comments asking if she will be tasered too.

[Standard protocol to call police to aged care homes: says expert](#), **Aged Care Guide**

"In my experience it is quite rare that we would be called to a nursing home," Commissioner Webb said. "It's not something we come across regularly." But an aged care expert has contradicted Ms Webb's statements and said police officers are called to aged care homes very frequently. Paul Sadler, an aged care consultant has said it is "common protocol" to call the police when the staff are unable to control a difficult situation. Mr Sadler, who is also the former chief executive of the Aged and Community Care Providers said, "It is more common than perhaps the Police Commissioner is aware of."

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s22

s22

**Other**

Unofficial transcript – Question Time – Prime Minister (*please see attached*)

[10 News First: Midday](#) – Interview with New South Wales Police Commissioner Karen Webb

[ABC News](#) – Interview with Steve Macfarlane Dementia Support Australia

**Social Media**

s22

[@talkingagedcare](#) - After the recent incident at Yallambee Lodge in Cooma, NSW, questions have been raised about why the police were called to the facility in the first place.

[@SquigglyRick](#) (Rick Morton) - I can't stop thinking about the poor woman, Clare Nowland, who was tased in the nursing home. I'm looking into it and taking a broad view into aged care. If you think you can shed some light: [rickjamesmorton@protonmail.com](mailto:rickjamesmorton@protonmail.com)

[@BenFordhamLive](#) - \*\*\* MUST LISTEN \*\*\* Clare Nowland is receiving end of life care. She's the 95-year-old who was tasered by police. An investigation has been launched into the incident. But the NSW Police Commissioner still hasn't seen the body-cam footage... <https://2gb.com/under-fire-ben-grills-top-cop-over-95-year-old-taser-victim/>

[@SueHigginson](#) - We can't keep letting police investigate police. In 2020-21 NSW Police were forced to pay out \$33m in compensation to victims of police misconduct! The Law Enforcement Conduct Commission (LECC) needs more resources - let this be a turning point.#nswpol

Kind regards,

s22

s22

Quality Assurance Communication Section  
Aged Care Communication and Change Branch

People, Parliamentary and Communication Division | Corporate Operations Group  
Australian Government Department of Health and Aged Care

s22

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*Please see below excerpt from Question Time today related to aged care. Please note this has been lifted from an automated transcription service and may contain errors.*

//

**Leader of the Opposition:**

Thank you very much, my question as to the Prime Minister. It is only been a year under an Albanese government and Middle Australia is hurting, the typical Australia family, at least \$25,000 was of as the cost of living worsens. This is despite personal promises from the Prime Minister before the election of cheaper power, cheaper mortgages and Emily's would be better off. Why do Australians always pay more when Labor breaks as promises?

**Speaker of the House:**

I call the Prime Minister.

**Prime Minister:**

Thank you very much. It was a year yesterday. That we were elected to office. With a agenda for a better future. Where been implement in, that agenda. As a direct result of what this government has done, 1 million families, 1.2 million to be precise, will pay less childcare from January. As a result of what we put in the budget, tripling the bulk billing incentive, 11 million Australians will have paid less to see a doctor. As a result of what we have done already, in the first four months of this year, Australians paid \$76 million less for their prescriptions because of cheaper medicines plan. Because of our budget, 6 million Australians will pay less for their medicines in the future. 480,000 Australians will go through their TAFE courses are free. As a result of our policies and 180,000 are already doing just that. 5 million Australians as a result of the legislation that they opposed to \$3 billion to state and territories, \$3 billion they voted against to provide relief from power prices. As a direct result of that 1 million small businesses will benefit from that, again a measure that those opposite voted against. 3.7 million small businesses will be able to access an expanded instant asset write-off, 3.7 million small businesses, will be eligible for a tax incentive if they upgrade to more energy efficient equipment and facilities. And as a result, of what we have done, with our measures on the day after the Leader of the Opposition's Budget reply I was there in the elite treat of Cook, there in Miranda with Mike Beard, and the Minister for aged care. To commemorate and to say thank you to the aged care workers who have looked after our oldest Australians, during the pandemic and still do today, they deserve more than just our thanks, they deserve a pay rise and we provided \$11.3 billion in our Budget to make sure 250,000 of them would get just that.

//