

PRIVATE AND CONFIDENTIAL

17 November 2023

Attention: Coroner Jenkin
Coroner's Court of Western Australia
Central Law Courts
Level 10, 30 St Georges Terrace
PERTH WA 6000

By Email: coroner@justice.wa.gov.au

Dear Coroner Jenkin,

I write in response to your findings surrounding the death of Ms Kathryn Papanastasiou, delivered on 11 October 2023.

Brightwater Care Group (**Brightwater**) would like to acknowledge your recommendations and offer assurance that we have noted and responded to your findings. The following provides information regarding the activities completed to respond to your recommendations.

Recommendation 1 requests Brightwater review its policies to make the requirements for a three-point restraint system (including a pelvic lap sash and shoulder strap) clear when transporting residents in a wheelchair.

Brightwater has now updated its PRO-AH-037 Community Access Program (Bus outings) and PRO-AH-038 Transporting Clients in Wheelchairs in Brightwater Specialised Vehicles procedures to explicitly state that a 3-point occupant restraint system must be used. This procedure is made available to all relevant staff via Brightwater's document management system.

Recommendation 2 requests Brightwater to implement mechanisms to ensure equipment is available when transporting residents in wheelchairs including labelling straps, auditing straps for availability and serviceability and updating relevant guiding documentation.

Brightwater has implemented education activities with the relevant staff to raise awareness and reinforce the need for appropriate application of 3-point restraints when transporting a resident in a wheelchair. This has included an updated education program including online modules and annual refresher program. The need for labelling, reviewing, and monitoring wheelchair straps has also been reinforced within this training program and within our procedures.

Recommendation 3 requests Brightwater update its documentation to include the requirement for all staff responsible for driving vehicles that transport residents to complete an annual refresher.

Brightwater has updated its PRO-AH-037 Community Access Program (Bus outings) procedure and Community Access Program Therapy Assistant education requirements to include the need for staff to complete the program as an annual refresher.



Brightwater would like to thank Coroner Jenkin for providing these recommendations. Brightwater welcomes opportunities for improvement to support us in ensuring we continue to provide the safe, quality care to our clients we pride ourselves on.

Yours sincerely,

Joanne Farrell
Board Chair
Brightwater Care Group

cc: Chief Executive Officer
General Counsel
Chief Operations Officer