

Rae Lamb

Key Strengths

- Proven performance and extensive experience exercising statutory decision making powers as the Aged Care Complaints Commissioner and Aged Care Commissioner (Australia), the Acting Health and Disability Commissioner, and the Deputy Health and Disability Commissioner (New Zealand).
- Significant expertise in all facets of complaints resolution based on running front line services dealing with complaints about health, disability and aged care services, and as an office of review.
- A strong leader, used to guiding and supporting teams in a challenging, environment, and through periods of change with proven ability to deliver.
- Proven ability to investigate and analyse issues, and make sound and consistent decisions while at the same time being fair, accurate, and impartial, and always meeting deadlines.
- Excellent writing and oral communication skills; able to clearly and simply inform the public of issues and explain decisions and the implications.
- An accomplished and effective public speaker, communicator and facilitator.
- Thorough understanding of the health and aged care sector, the public service, and the needs of consumers, with a proven ability to effectively manage internal and external relationships, networks and stakeholders.
- A strategic thinker with well developed time management skills; able to perform well in public, and under pressure, and to prioritize to meet deadlines.
- Extremely professional with high ethical standards.
- Confident and experienced media performer with extensive understanding of the media and how it works based on 27 years frontline media experience.

Employment

Jan 2016 - present

Aged Care Complaints Commissioner, Australia

- From 1 January 2016, reappointed for three years from 1 January 2017.
 - Independently running a frontline complaints scheme for all Commonwealth funded aged care across Australia, and exercising statutory decision making powers.
 - Educating people about, and developing resources for, best practice complaints handling and matters arising from complaints.

- Advising the Minister, at the Minister's request, about matters related to these functions and conducting own initiative inquiries.
- Head of a national 'agency', with 157 FTE public service staff in seven cities and an annual budget of around AU\$18m. Remotely managing staff as a national team.
- Maintaining strong relationships and working effectively with the Department of Health and the Australian Aged Care Quality Agency to ensure the quality and safety of aged care while at the same time being independent and recognizing the three separate and distinct roles.
- High level and effective stakeholder engagement including Government Ministers, senior politicians, other Government and non-Government agencies, Commonwealth and State statutory agencies, top Departmental officials, industry and consumer peak bodies and others.
- Extensive public presentations and appearances including keynote conference speeches, media interviews, and appearing at Senate Estimates and other forums.

Mar 2015 - present

Australian Aged Care Quality Advisory Committee

- Ex officio member, appointed by the Minister.

Jan 2011 – Jan 2016

Aged Care Commissioner, Australia

- Appointed 4 January 2011, reappointed 4 January 2014, carrying out statutory duties in accordance with the Act.
- Office of review - independently examining complaints about the decisions and processes of the former Department based, Aged Care Complaints Scheme and directing whether there should be further action on complaints and/or improvements to the complaints process.
- Independently examining complaints from consumers and service providers about the conduct of the Accreditation and Standards Agency Ltd/Australian Aged Care Quality Agency and its assessors.
- Providing advice to the Minister and conducting own initiative inquiries.
- Giving keynote speeches and presentations to service provider and consumer groups regarding aged care complaints, why they are important and the obligations of providers in responding well to complaints and using the lessons to improve care.
- Leading a team of investigators, senior managers and administrative support staff. Ensuring that they were well supported, with strong policies and procedures, and a very high standard of service was provided in accordance with all public service requirements, the code of conduct, the statutory requirements, sound complaints practice, and within the annual budget.
- Meeting regularly and maintaining strong relationships with diverse stakeholders.

Acting Health and Disability Commissioner, NZ

- Exercising statutory decision making powers in relation to complaints about NZ health and disability services.
- Leading an organization of 50 people with an NZ\$9m budget, including a contract for independent advocacy services.
- Promoting quality care, consumer rights and the lessons from complaints through major speeches.

Mar – Jul 2010

Aug 2005 – Dec 2010

- Maintaining strong internal and external relationships with a variety of stakeholders.
- Responding to media requests including giving interviews on radio and television.

Deputy Health and Disability Commissioner, NZ

- Responsible for complaints resolution on behalf of the Commissioner. Leading the 25 member team, ensuring complaints were appropriately assessed and acted on, and managing the people, process, and budget.
- Exercising delegated decision making powers, including permanent responsibility for investigations into complaints about aged care facilities, nurses, dentists, pharmacies and most other non-medical health service providers.
- Promoting quality care, consumer rights, and the lessons from complaints through major speeches, and responding to media requests and doing interviews in relation to complaints, processes and decisions.
- Deputising for the Commissioner and ‘Acting’ in his absence, including meetings with the Minister and appearing at Parliamentary Committees.
- Responsibility for liaison with various key groups such as Coroners, medical registration boards and professional colleges and associations, and for maintaining a panel of independent expert clinical advisors and a panel of independent mediators.
- The Commissioner’s representative on groups involving other public watchdogs such as the NZ Privacy Commissioner and the Ombudsman.
- A member of the Senior Management Team, responsible not only for decisions involving my divisional budget, staffing and work also the management and strategic direction of the whole organization.
- Actively participating in twice yearly meetings with Australian Health Care Complaints Commissioners, including taking workshop sessions and contributing to the agenda, the discussions and decisions.

Continuing professional development

- *Certificate of Proficiency in Healthcare Law*, Auckland University Law School (March – June 2010). “A” pass, July 2010.
- One of five senior NZ public servants selected to attend Australia and NZ School of Government Chief Executives Forum in Melbourne, 4 – 6 February 2010.
- LEADR mediation workshop “*High Conflict Personalities*” 24 June 2009.
- “*Managers as Coaches*” training workshop 1 April 2009.
- Mediation training - LEADR Mediation Workshop 4 – 8 November 2008.
- “*Challenges 08 – Leading into Tomorrow*” leadership training 2 and 3 July 2008.
- Facilitated NZ State Services Commission (SSC) “*Dev Con*” development conference in 2008 (at request of NZ SSC) and attended, as new public servant in 2006.

Harkness Fellow in Health Policy 2001 – 2002

- Academic research into the disclosure of medical error in US hospitals while at the Harvard School of Public Health and the Institute for Healthcare Improvement (IHI), Boston
- Paper published in “*Health Affairs*” March/April 2003, and a commissioned editorial published in *BMJ’s Quality and Safety* in

Past Employment

1997 – 2005

- Healthcare, February 2004. (Papers are still widely cited today).
- December 2002, at the invitation of IHI CEO Don Berwick, ran a keynote session on patients' experience of health care for a live audience of 4000 at the annual Quality Improvement in Healthcare Forum.

Specialist Health Correspondent, Radio New Zealand

- Provided expert analysis of health issues and policy changes, and explained the implications.
- Reported on health matters and events, including developments in secondary and primary health care, and significant medical research.
- Produced documentaries with in-depth analysis of health issues (for example, Insight documentary on "Doctors as Patients").
- Developed and maintained strong networks within the health industry.
- Proactively maintained an awareness of potential news, breaking stories and provided guidance to other reporters on story angles and health stories
- Reported live in the studio and field.
- Packaged stories using a range of creative techniques including live sound clips and specialist interviews.
- Discussed requirements with operators and worked with them to develop documentary packages.
- Covered as a live presenter for flagship national news and current affairs shows Checkpoint, Morning Report and Nine to Noon.
- Reported live from "Ground Zero" during 9/11.
- The only NZ health journalist invited on a Rockefeller Foundation trip for 16 international journalists in 1999 to study and write on AIDs and reproductive health in China and Thailand.

1992 - 1981

General Reporter/Political Reporter, TVNZ

General Reporter/ Senior Political Correspondent, TVNZ

Wellington Staff Writer, New Zealand Woman's Weekly

General Reporter/Political Reporter, The Evening Post newspaper

Media awards

2002: NZ Best Senior Radio Reporter, and Best Cover of a Breaking Story (for live coverage from New York on September 11, 2001).

2001 two awards and three in 2000 (AIDs Foundation Award for a documentary on AIDs in the Pacific; Qantas Media Awards' Best Pacific Affairs Current Affairs Radio Story and Best Radio News Health Story; Qantas Media Awards' Best news and current affairs radio health stories).

1999 four awards: Institute of International Affairs Award and Aids Foundation Awards for health stories from the China/Thailand trip; Qantas Media Awards' Best Radio News Reporter Award for a portfolio of stories and live analysis; and the Bill Toft Memorial Trust Fellowship Grant, for 'excellence in broadcasting'.

Education

2008-2009

See earlier information regarding recent and ongoing professional development workshops, training and education.

2001-2002

Based at Harvard School of Public Health and the Institute for Healthcare Improvement on a Harkness Fellowship:

Mentors: Dr Don Berwick and Dr Troy Brennan (IHI and HSPH)
Home country mentor: Health and Disability Commissioner Ron Paterson.

(Audited courses on basic epidemiology at the Harvard School of Public Health, and health politics at the Kennedy School of Government.)

1978

Diploma of Journalism

Wellington Polytechnic

1977

“A” level University Bursary

1976

Communications Paper

(Southwestern at, Memphis - now called Rhodes College. Attended for one semester, during a one year Rotary student exchange to the United States)

Referees

Can be supplied on request.