



Aged care quality and complaints: Roles and responsibilities

This fact sheet explains the roles and responsibilities of the Aged Care Complaints Scheme, the Australian Aged Care Quality Agency and the Aged Care Commissioner.

The Aged Care Complaints Scheme (the Scheme), the Australian Aged Care Quality Agency (Quality Agency) and the Aged Care Commissioner (the Commissioner) are independent from one another and have different roles and responsibilities in the Australian Government's aged care quality framework.

The key differences are:

- The Scheme examines and works to resolve complaints relating to care and services provided to care recipients.
- The Quality Agency promotes high quality care through accreditation of aged care homes and by providing information, education and training to industry.
- The Commissioner is the independent review body for the Scheme's decisions, for complaints about the Scheme's processes, and for complaints about the processes of the Quality Agency.

The Aged Care Complaints Scheme

The Scheme provides a free service for anyone to raise concerns about the quality of care and services being delivered to people receiving aged care services subsidised by the Australian Government including;

- residential care
- Home Care Packages
- Commonwealth funded Home and Community Care (HACC) services (in all states and territories except Western Australia and Victoria).

The Scheme may conduct announced and unannounced site visits when examining a complaint. These visits are different to Quality Agency visits because they do not assess systems and processes against the Accreditation Standards. Instead, Scheme visits focus on looking into and resolving matters raised by individuals.



Each organisation is independent from one another and has different roles and responsibilities.



If the Scheme finds a problem that may affect more than one person in care, they may refer the matter to the Quality Agency while continuing to examine the original complaint. The Quality Agency will consider this information as part of its case management of homes. It may bring forward a visit already scheduled, change the scope of a planned visit or hold the information for the next planned visit.

For more information about the Aged Care Complaints Scheme, go to agedcarecomplaints.govspace.gov.au or call **1800 550 552***.

The Australian Aged Care Quality Agency

All residential aged care homes must be accredited by the Quality Agency to be subsidised by the Australian Government. Registered aged care quality assessors visit homes to assess their performance against the Accreditation Standards set by the Australian Government.

The visits the Quality Agency conducts are:

- Site audits (announced) undertaken before a home's current period of accreditation expires to assess the home's performance against all 44 expected outcomes across four standards that are outlined in the Accreditation Standards. Each home receives a site audit at least once every three years.
- Review audits (announced and unannounced) undertaken where there is a concern about a home. These visits assess the home's performance against the Accreditation Standards.
- Assessment contacts (announced and unannounced) which monitor a home's performance against the Accreditation Standards and assist the home to undertake its continuous improvement process. Each home receives at least one unannounced visit each year.

For more information about the Accreditation Standards and the role of the Quality Agency, go to www.aacqa.gov.au or call **1800 288 025***.

The Aged Care Commissioner

The Commissioner can review certain decisions made by the Scheme and examine complaints about the Scheme's processes for handling matters. The Commissioner makes recommendations to the Scheme based on these examinations.

Since 1 August 2013, following an examination of a decision made by the Scheme, the Commissioner can also direct the Scheme to undertake a new resolution process taking into account the Commissioner's views.

The Commissioner can also examine complaints about the processes for accrediting aged care services. The Commissioner makes recommendations to the Quality Agency based on these reviews.

For more information about the Aged Care Commissioner, go to agedcarecommissioner.net.au or call **1800 500 294***.



Contact the Aged Care Complaints Scheme

Phone **1800 550 552***

Write

Aged Care
Complaints Scheme
Department of
Social Services
GPO Box 9820
In your capital city

Online

agedcarecomplaints.govspace.gov.au

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* 1800 calls are free from fixed lines; however calls from mobiles may be charged.