

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2013-14 Supplementary Estimates Hearings

Outcome Number: 8

Question No: 50

Topic: Aged Care Complaints Scheme

Hansard Page: CA61 - 21 Nov 2013

Senator Seselja asked:

Please provide a break down of the 3,800 complaints received through the Aged Care Complaints Scheme.

Answer:

The Aged Care Complaints Scheme (the Scheme) received 3,811 complaints during the 2012-13 financial year.

Of the 3,811 complaints:

- 3,398 (89.2%) related to residential aged care services.
- 282 (7.4%) related to home care services.
- 94 (2.5%) related to Commonwealth HACC services.
- 37 (1%) were not linked to a corresponding care type.

Complaints examined by the Scheme often incorporate more than one issue. In 2012-13 there were 8,957 individual issues identified within the total 3,811 complaints. The top 16 issues identified in complaints to the Scheme are as follows:

- Health and Personal Care (2,373)
- Consultation and Communication (1,096)
- Physical Environment (903)
- Personnel (896)
- Choice and Dignity (671)
- Medication Management (614)
- Food and Catering (563)
- Specified Care and Services (424)
- Financial (344)
- Abuse (294)
- Falls and Fall Prevention (289)
- Personal Property (223)
- Security of Tenure/Agreement (123)
- HACC Services (66)
- Security of Tenure/termination of agreement (Residential Care) (42)
- Restraint (36)

Each year statistics on the Scheme are reported in the **Report on the Operation of the Aged Care Act 1997**.