

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health

Senate Select Committee on COVID-19

Australian Government's response to the COVID-19 pandemic

26 May 2020

PDR Number: IQ20-000273

Question Subject: Non-COVID related complaints to the ACQSC

Type of Question: Spoken

Hansard Page Number: 9

Senator: Rachel Siewert

Question:

Senator SIEWERT: Thank you. Going back to asking about the number of complaints, we looked at the number of complaints and the increases across March and April. How many of those were not related to COVID?

Ms Anderson: The total number of complaints and inquiries—no, I'm not going to be able to give you the same numbers. I have in front of me the number of complaints as a total for March and April, but then I have complaints and inquiries bundled. I'm sorry, Senator; can I take that on notice? I'd be very happy to provide that to you.

Senator SIEWERT: Yes, okay. I'm trying to look at COVID-19 activities: what is some of the ongoing work of providers and what are some of the issues? If you could take that on notice, that would be appreciated. I want to go to the survey. You made the announcement at the end of April, I think, that you were undertaking an online survey around the preparedness for COVID-19 based on the CDNA and the AHPPC guidelines. Can you outline what you found there and the take-out message from there—what level of preparedness there was?

Answer:

Non COVID-19 related complaints

From 1 March to 17 May 2020, 63 per cent of complaints and enquiries received by the Aged Care Quality and Safety Commission were not related to COVID-19.

| Complaints and enquiries received | Mar-20 | Apr-20 | May (to 17 May 2020) | TOTAL |
|---|--------------|--------------|----------------------|--------------|
| Total complaints and enquiries | 1,267 | 1,722 | 908 | 3,897 |
| Complaints & enquiries relating to COVID-19 | 371 | 760 | 329 | 1,460 |
| Complaints and enquiries not relating to COVID-19 | 896 | 962 | 579 | 2,437 |

Source: Unpublished data as at 17 May 2020, extracted 19 May 2020 from the Commission's case management system NCCIMS.

Residential and Home Services Survey

The Commission conducted COVID-19 preparedness surveys of all residential and home service providers and received over 4,000 survey responses.

Residential services: 99.5 per cent reported *best practice* or *satisfactory* in relation to their overall readiness to manage a COVID-19 outbreak affecting their service.

Home services: 93.4 per cent reported *best practice* or *good* in relation to their overall readiness to manage a COVID-19 outbreak affecting their service.

The Commission has made contact to follow up with services to monitor and support their COVID-19 preparedness where issues were identified. The Commission continues to undertake site visits to respond to identified risks and monitor the quality of care and services.