

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Budget Estimates Hearings

Outcome Number: 3.5 Workforce and Quality

Question No: SQ15-000387

Topic: Aged Care Complaints

Hansard page: CA118, 4 June 2015

Senator Helen Polley asked:

How many complaints are made each year?

What is average time required to investigate and bring complaints to a resolution?

How many complaints resulted in action being taken against providers?

How many involve residential aged care? Home Care? Programs now referred to as Commonwealth Home Support Program?

Answer:

In 2012-13 there were 3,811 complaints made to the Aged Care Complaints Scheme. In 2013-14 there were 3,903 complaints and up until 31 March 2015 in the 2014-15 financial year to date there have been 2,753 complaints.

Note that the Aged Care Complaints Scheme will assume responsibility for dealing with complaints about programmes now referred to as the Commonwealth Home Support Programme from 1 July 2015.

Financial Year	2012-13	2013-14	2014-15 Mar YTD*
Number of complaints	3,811	3,903	2,753
Average time to investigate and bring complaints to resolution	59 days	65 days	55 days
Average number of days to resolve cases	40 days	43 days	37 days
Number of complaints that resulted in action being taken against providers			
<i>Number of Notices of Intention to Issue Directions issued to a provider</i>	90	117	76
<i>Number of Directions issued to a provider</i>	36	28	22
Complaints by care type			
<i>Residential</i>	3,398	3469	2,457
<i>Home care packages</i>	282	328	209
<i>Home and Community Care (HACC)</i>	94	60	63
<i>Other (not classified)</i>	37	46	24

Data for 2012-13 and 2013-14 is published in the Report on the Operation of the *Aged Care Act 1997*

*** Data from 2014-15 is unpublished.**