

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: SQ15-000403

Topic: Aged Care Complaints

Hansard page: Written

Senator Polley, Helen asked:

Will the processes for lodging of complaints change?

Answer:

The process for lodging a complaint will not change prior to the transition of the Aged Care Complaints Scheme (the Scheme) from the Department of Social Services to the Aged Care Commissioner (the Commissioner) on 1 January 2016. No major change is anticipated to the process for lodging complaints following the transition.