

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: SQ15-000402

Topic: Age Care Complaints

Hansard page: Written

Senator Helen Polley asked:

What protections are in place to ensure the simplification of processes does not reduce consumers' capacity to make a complaint?

Answer:

The processes for complaint handling 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.