

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2014-15 Supplementary Estimates Hearings

Outcome Number: 3

Question No: 460

Topic: Innovation Hub

Hansard Page: Written

Senator Polley asked:

How will the Innovation Hub Trial manage care recipients' fear of reprisal when making a complaint about a service?

Answer:

Under the SA Innovation Hub trial, complainants retain the capacity to make complaints about a service on an anonymous or confidential basis to the Aged Care Complaints Scheme.