

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Supplementary Budget Estimates 2016 – 2017, 19 October 2016

Ref No: SQ16-000547

OUTCOME: 6 – Ageing and Aged Care

Topic: Ageing and Aged Care

Type of Question: Written Question on Notice

Senator: Senator Rachel Siewert

Question:

- a) Does the Aged Care Quality Agency review an accreditation after a serious incident that exposes flaws at the facility?
- b) How could a facility get a very high rating when obvious flaws exist in its systems and led to a scolding of a resident?

Answer:

- a) The Australian Aged Care Quality Agency (Quality Agency) will undertake an assessment contact after a serious incident at a facility. The purpose of the assessment contact is to assess the provider's performance against the accreditation standards and to identify whether there is a need for a full review audit of the service.

The Quality Agency will arrange for a full review audit if it has reasonable grounds to believe that the home may not be complying with the Accreditation Standards. The Quality Agency may revoke, or vary a period of accreditation based on the site audit report and information it receives in relation to performance of the home against the Accreditation Standards.

- b) The Quality Agency has a role, through the accreditation system, to ensure the facility has systems in place to keep aged care recipients safe from harm and enable them to live in a safe and comfortable environment that ensures their quality of life and welfare.

This is undertaken through a performance assessment against the Accreditation Standards. There a number of ways that the standards address safeguarding individual care recipients from harm including through having systems in place to ensure compliance with regulatory obligations, professional standards, aspects of human resource management, education and staff development.

Compliance against the standards will not mitigate harm in all instances. A site audit, may find that an incident is not indicative of systemic failure of the service's operational processes and systems. For example, when a serious incident is of a criminal nature by an individual, it may be that there is no finding of failure by the home against the Standards.