

Aged Care Complaints Commissioner - National Quarterly Bulletin

All Contacts: September 2016 quarter - September 2017 quarter

NATIONAL CONTACTS RECEIVED

Contacts received, by contact type

Contact type	Sep 2017	Jun 2017	Mar 2017	Dec 2016	Sep 2016
Complaint	1,286	1,222	1,183	1,127	1,177
Enquiry	903	752	706	617	746
Own Initiative	27	13	11	11	13
Reviewed Process	9	4	5	7	10
Out-of-Scope	706	824	903	795	873
Total	2,931	2,815	2,808	2,557	2,819

Contacts received, by initiator type

Initiator Type	Sep 2017	Jun 2017	Mar 2017	Dec 2016	Sep 2016
Representative or family member	1,272	1,262	1,150	1,135	1,243
Anonymous	811	719	786	660	720
Care recipient	440	442	401	346	435
Other interested person/s	252	258	300	292	261
Other initiator	156	134	171	124	160
Total	2,931	2,815	2,808	2,557	2,819

Contacts received, by care type

Care type	Sep 2017	Jun 2017	Mar 2017	Dec 2016	Sep 2016
Residential	1,362	1,309	1,274	1,218	1,465
Help at home	411	400	366	308	297
Flexible & Community care	15	14	14	13	15
No service identified	1,143	1,092	1,154	1,018	1,042
Total	2,931	2,815	2,808	2,557	2,819

NATIONAL CONTACTS FINALISED

Contacts finalised, by contact type

Contacts type	Sep 2017	Jun 2017	Mar 2017	Dec 2016	Sep 2016
Complaint	1,358	1,151	1,139	1,145	1,183
Enquiry	901	747	703	631	744
Own Initiative	10	8	14	16	11
Reviewed Process	4	6	5	11	7
Out-of-Scope	715	824	901	797	886
Total	2,988	2,736	2,762	2,600	2,831

Contacts finalised, by care type

Contacts type	Sep 2017	Jun 2017	Mar 2017	Dec 2016	Sep 2016
Residential	1,427	1,244	1,235	1,258	1,457
Help at home	403	386	367	297	308
Flexible & Community care	15	15	11	13	15
No service identified	1,143	1,091	1,149	1,032	1,051
Total	2,988	2,736	2,762	2,600	2,831

Contacts, number of days to finalise

Number of days to finalise	Sep 2017	Jun 2017	Mar 2017	Dec 2016	Sep 2016
0-30 days	2,625	2,380	2,438	2,311	2,512
31-60 days	217	208	188	160	190
61-90 days	59	63	44	50	46
91 days and over	87	85	92	79	83
Total finalised	2,988	2,736	2,762	2,600	2,831

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Top 5 complaint issues received, by care type, September 2017 quarter

Residential Keyword - Sub keyword

Health Care - Medication administration and management

Health Care - Falls prevention and post fall management

Personnel - Number/ratio

Personal Care - Personal and oral hygiene

Consultation and Communication - Lack of consultation/communication

Help at home Keyword - Sub keyword

Financial - Fees and charges

Consultation and Communication - Lack of consultation/communication

Financial - Statements

Financial - Communication about fees and charges

Client Assessment and Service Implementation - Consistent client care and coordination

Term	Definition
Complaint	An expression of dissatisfaction with any aspect of a provider's responsibilities that requires the Aged Care Complaints Commissioner to facilitate the resolution of the complaint
Enquiry	Where a person requests information to better understand the responsibilities of a provider, or about how the person may resolve their enquiry directly with the provider
Own Initiative	A resolution process commenced by the Aged Care Complaints Commissioner based on information received from a source other than a complainant
Reviewed Process	Where the Aged Care Complaints Commissioner undertakes a new resolution per paragraph 23(1)(b) of the Complaints Principles 2015 following a request to reconsider a previous decision
Out-of-Scope	Issue(s) not related to the approved provider's responsibilities under the Act, which are therefore outside of the Aged Care Complaints Commissioner's jurisdiction
Residential	Residential aged care provides a range of care options and accommodation for older people who are unable to continue living independently in their own homes. The type of care provided ranges from personal care to assist with activities of daily living through to nursing care on a 24-hour basis.
Help at home	Commonwealth Home Support Programme (CHSP) and Home care packages (CHP)
Flexible & Community care	Flexible care, community care and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program
Other initiator	Other includes external agency, service provider, internal referral or media
No service identified	The service and the service type are only required for complaints. For other contact types, this information does not need to be recorded.