



Australian Government

Department of Health and Ageing

Office of Aged Care Quality and Compliance

Increasing Protection for Aged Care Recipients





Australian Government

Department of Health and Ageing

Context

- Incidents of alleged abuse in aged care homes
- Government commitment to safeguard older people from abuse through new reforms



Australian Government

Department of Health and Ageing

Reforms

Legislative changes to:

1. Establish a scheme for compulsory reporting of abuse;
2. Provide protection for Approved Providers and staff who disclose; and
3. Establish a new complaints investigation scheme and independent Aged Care Commissioner.



Australian Government

Department of Health and Ageing

Timelines

- Complaints investigation arrangements and Aged Care Commissioner in place 1 May 2007
- Compulsory reporting and whistleblower protection to commence 1 July 2007



Australian Government

Department of Health and Ageing

Compulsory Reporting

- Requirement to report
- Timeframe for reporting
- Discretion not to report
- Responsibilities of Approved Providers
- Protections for those who report



Australian Government

Department of Health and Ageing

Complaints Investigation

- Active and visible role
- Quicker and clearer outcomes
- Focus on investigation
- Establishment of the Office of Aged Care Quality and Compliance (OACQC)
- Feedback and natural justice for all parties



Australian Government

Department of Health and Ageing

OACQC

1. Power to investigate all concerns, complaints and information
2. Intake and prioritisation by well trained staff
3. Power to determine whether a breach has occurred
4. Power to issue notices of required action and take compliance action



Australian Government

Department of Health and Ageing

Aged Care Commissioner

Independent mechanism to hear complaints about:

- action taken by OACQC; and
- the conduct of the Aged Care Standards and Accreditation Agency and its assessors.



Australian Government

Department of Health and Ageing

Changing the Culture

- Respecting and protecting rights
- Enhancing our capacity to deal with abuse
- Embracing the challenge of protecting and upholding rights
- A culture that says “it’s ok to tell”
- A culture of openness, transparency, dignity, honesty and respect



Australian Government

Department of Health and Ageing

The Nature of Complaints

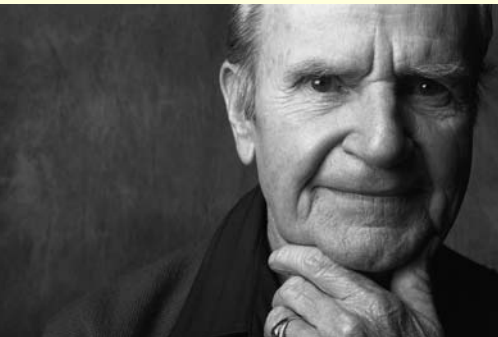
- Health and personal care
- Clinical care
- Misconduct and impropriety



Australian Government

Department of Health and Ageing

*Our elderly
deserve the best*





Australian Government

Department of Health and Ageing

Getting More Information

www.health.gov.au/OACQC

Aged Care Complaints Investigation Line 1800 550 552

Aged Care Complaints Investigation Scheme

C/- Department of Health and Ageing

GPO Box 9848

In your Capital City