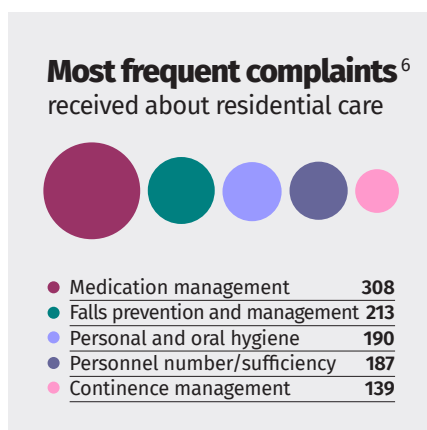
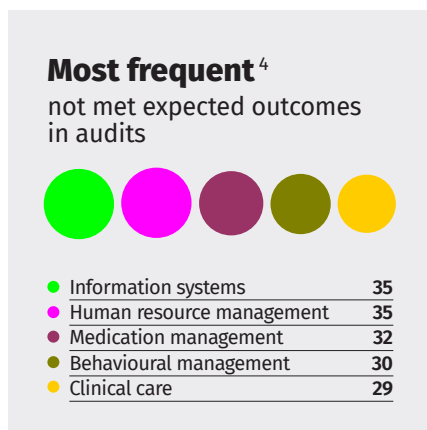
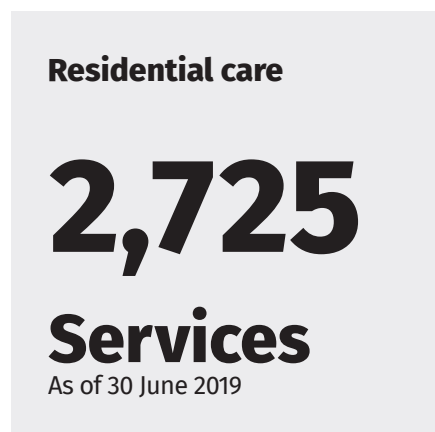


# Residential care sector performance

April – June 2019



1 Refer to Table 1  
2 Refer to Table 3  
3 Refer to Table 2

4 Refer to Table 8  
5 Refer to Table 4

6 Refer to Table 23  
7 Refer to Table 22



# Residential care sector performance

April – June 2019

TABLE 1

## Site audits

Number of site audits	266
Number of times new expected outcomes not met	57
Number of serious risk decisions resulting	12
% of all site audits where new not met was found	21.4%
% of all site audits that resulted in a serious risk decision	4.5%
% of all not met decisions that results in a serious risk decision	21.1%

TABLE 2

## Review audits

Number of review audits	26
Number of times new expected outcomes not met	25
Number of serious risk decisions resulting	13
% of all review audits where new not met was found	96.2%
% of all review audits that resulted in a serious risk decision	50.0%
% of all not met decisions that results in a serious risk decision	52.0%

TABLE 3

## Assessment contacts

Number of assessment contacts	888
Number of times new expected outcomes not met	74
Number of serious risk decisions resulting	14
% of all assessment contacts where new not met was found	8.3%
% of all assessment contacts that resulted in a serious risk decision	1.6%
% of all not met decisions that results in a serious risk decision	18.9%

TABLE 4

## Timetable for improvement

Residential services returned to compliance after completion of TFI	74.3%
---	-------

TABLE 5

## Accreditation decisions

Re-accreditation decisions	
Not to accredit	0
Accredit	266
Less than 1 year	1
1 year	27
Between 1 and 2 years	0
2 years	11
Between 2 and 3 years	1
3 years	226
Review audits	
Not revoke or vary	7
Revoke	2
Vary	17



# Residential care sector performance

April – June 2019

TABLE 6

## New non-compliance decisions

Site audits and review audits	
1 new expected outcome not met	25
2 new expected outcomes not met	11
3 new expected outcomes not met	1
4 new expected outcomes not met	4
5 – 10 new expected outcomes not met	17
11 – 15 new expected outcomes not met	5
16 – 20 new expected outcomes not met	4
More than 20 new expected outcomes not met	8

TABLE 7

## New non-compliance decisions

Assessment contacts	
1 new expected outcome not met	44
2 new expected outcomes not met	14
3 new expected outcomes not met	5
4 new expected outcomes not met	2
5 – 10 new expected outcomes not met	2
11 – 15 new expected outcomes not met	0
16 – 20 new expected outcomes not met	0
More than 20 new expected outcomes not met	0

TABLE 8

## Most frequent new expected outcomes not met

Site audits and review audits	
Information systems	35
Human resource management	35
Medication management	32
Behavioural management	30
Clinical care	29
Pain management	26
Regulatory compliance	22
Skin care	21
Education and staff development	20
Continuous improvement	19

TABLE 9

## Most frequent new expected outcomes not met

Assessment contacts	
Clinical care	24
Behavioural management	19
Human resource management	13
Living environment	12
Regulatory compliance	7
Pain management	5
Specialised nursing care needs	5
Medication management	5
Skin care	3
Privacy and dignity	3



# Home services sector performance

April – June 2019



## 2,244

**Home services**<sup>8</sup>  
As of 30 June 2019

### Quality reviews

<sup>9</sup>

## 181

**21.5%**

New expected outcomes not met

**1.1%**

Resulted in serious risk decisions

### Assessment contacts

<sup>10</sup>

## 291

**7.2%**

New expected outcomes not met

**1.4%**

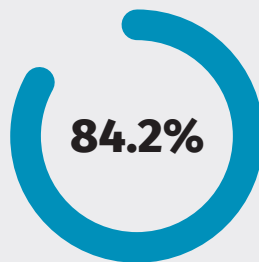
Resulted in serious risk decisions

### Most frequent

<sup>11</sup>  
not met expected outcomes in quality reviews


● Service user reassessment	17
● Care plan development & delivery	17
● Regulatory compliance	15
● Risk management	12
● Assessment	11

### Services returned to compliance

<sup>12</sup>


### Home services

## 507

## Complaints

### Most frequent complaints

<sup>13</sup>  
received about home services


● Fees and charges	112
● Consistent client care	89
● Lack of consultation	74
● Management of finances	57
● Domestic assistance	51

### Complaints notices issued

<sup>14</sup>


<sup>8</sup> Services that deliver home care packages as well as CHSP.

<sup>9</sup> Refer to Table 10

<sup>10</sup> Refer to Table 11

<sup>11</sup> Refer to Table 15

<sup>12</sup> Refer to Table 12

<sup>13</sup> Refer to Table 24

<sup>14</sup> Refer to Table 22



# Home service sector performance

April – June 2019

TABLE 10

## Quality reviews

Number of quality reviews	181
Number of times new expected outcomes not met	39
Number of serious risk decisions resulting	2
% of all quality reviews where new not met was found	21.5%
% of all quality reviews that resulted in a serious risk decision	1.1%
% of all not met decisions that resulted in a serious risk decision	5.1%

TABLE 11

## Assessment contacts

Number of assessment contacts	291
Number of times new expected outcomes not met	21
Number of serious risk decisions resulting	4
% of all assessment contacts where new not met was found	7.2%
% of all assessment contacts that resulted in a serious risk decision	1.4%
% of all not met decisions that resulted in a serious risk decision	19.0%

TABLE 12

## Timetable for improvement

Home services returned to compliance after completion of TFI	84.2%
--	-------



# Home services sector performance

April – June 2019

TABLE 13

## New non-compliance decisions

Quality reviews	
1 new expected outcome not met	19
2 new expected outcomes not met	6
3 new expected outcomes not met	6
4 new expected outcomes not met	3
5 – 10 new expected outcomes not met	5
11 – 15 new expected outcomes not met	0
16 – 20 new expected outcomes not met	0
More than 20 new expected outcomes not met	0

TABLE 14

## New non-compliance decisions

Assessment contacts	
1 new expected outcome not met	12
2 new expected outcomes not met	6
3 new expected outcomes not met	1
4 new expected outcomes not met	0
5 – 10 new expected outcomes not met	1
11 – 15 new expected outcomes not met	0
16 – 20 new expected outcomes not met	0
More than 20 new expected outcomes not met	0

TABLE 15

## Most frequent new expected outcomes not met

Quality reviews	
Service user reassessment	17
Care plan development & delivery	17
Regulatory compliance	15
Risk management	12
Assessment	11
Information management systems	6
Information provision	4
Continuous improvement	4
Human resource management	4
Service user referral	2

TABLE 16

## Most frequent new expected outcomes not met

Assessment contacts	
Care plan development & delivery	12
Regulatory compliance	11
Service user reassessment	3
Risk management	3
Assessment	2
Continuous improvement	1
Human resource management	1
Corporate governance	1
Information management systems	1



# National Aboriginal & Torres Strait Islander flexible aged care program sector performance

April – June 2019



<sup>15</sup> Refer to Table 17

<sup>16</sup> Refer to Table 18



# National Aboriginal & Torres Strait Islander flexible aged care program sector performance

April – June 2019

TABLE 17

## Quality reviews

Number of quality reviews	13
Number of times new expected outcomes not met	7
% of quality reviews where new not met was found	53.8%

TABLE 18

## Assessment contacts

Number of assessment contacts	3
Number of times new expected outcomes not met	0
% of assessment contacts where new not met was found	0.0%

TABLE 19

## New non-compliance decisions

Quality reviews	
One new expected outcome not met	0
Two new expected outcomes not met	1
Three new expected outcomes not met	1
Four new expected outcomes not met	1
Five – ten new expected outcomes not met	0

TABLE 20

## New non-compliance decisions

Assessment contacts	
One new expected outcome not met	0
Two new expected outcomes not met	0
Three new expected outcomes not met	0
Four new expected outcomes not met	0
Five – ten new expected outcomes not met	0





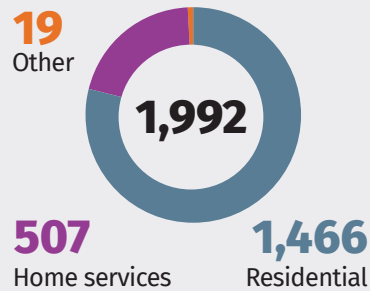
# Complaints sector performance

April – June 2019

## Commonwealth subsidised aged care services

**1,992**  
**Complaints**

## Complaints by type<sup>17</sup>



## Most frequent complaints<sup>18</sup> received about residential care

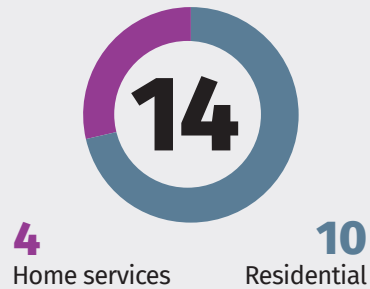


## Most frequent complaints<sup>19</sup> received about home services



Fees and charges	112
Consistent client care	89
Lack of consultation	74
Management of finances	57
Domestic assistance	51

## Complaints notices issued<sup>20</sup>



## Complaints finalised at early resolution

**2,048**

Regardless of when the complaints were received

<sup>17</sup> Refer to Table 21

<sup>18</sup> Refer to Table 23

<sup>19</sup> Refer to Table 24

<sup>20</sup> Refer to Table 22



# Complaints sector performance

April – June 2019

TABLE 21

## Complaints by care type

Residential	1,466
Home services	507
Other care types	19
<b>Total</b>	<b>1,992</b>

TABLE 22

## Notices issued by care type

Residential	10
Home services	4
<b>Total</b>	<b>14</b>

TABLE 23

## Most frequent complaint issues received about Residential care

Medication management	308
Falls prevention and management	213
Personal and oral hygiene	190
Personnel number/sufficiency	187
Continence management	139

TABLE 24

## Most frequent complaint issues received about home services

Fees and charges	112
Consistent client care	89
Lack of consultation	74
Management of finances	57
Domestic assistance	51

