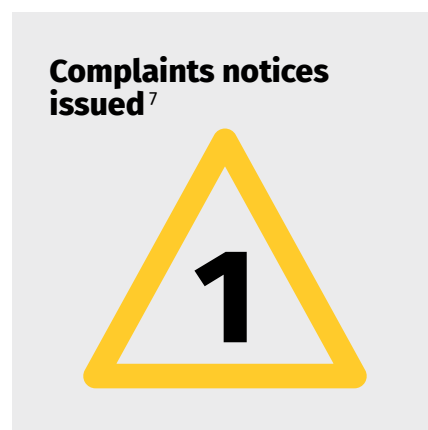
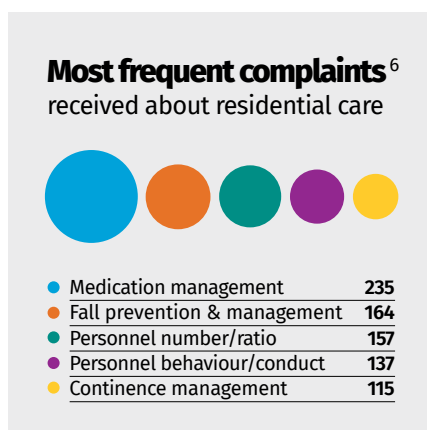
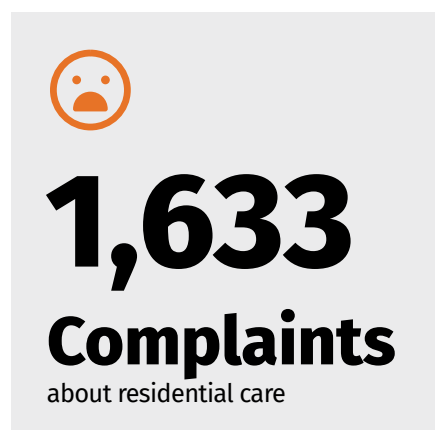
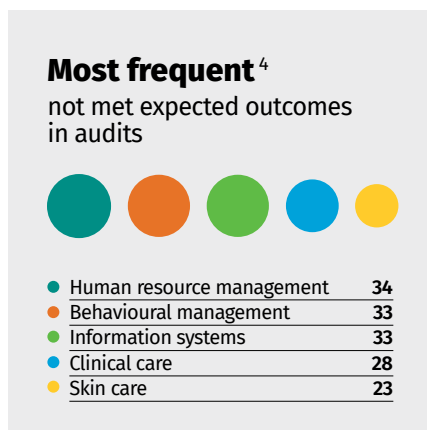
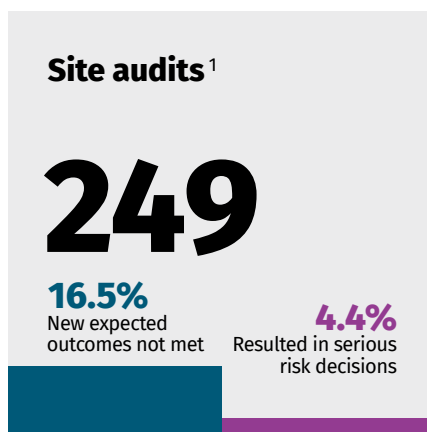


Residential care sector performance

January – March 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

January – March 2019

TABLE 1

Site audits

Number of site audits	249
Number of times new expected outcomes not met	41
Number of serious risk decisions resulting	11
% of all site audits where new not met was found	16.5%
% of all site audits that resulted in a serious risk decision	4.4%
% of all not met decisions that results in a serious risk decision	26.8%

TABLE 2

Review audits

Number of review audits	30
Number of times new expected outcomes not met	29
Number of serious risk decisions resulting	21
% of all review audits where new not met was found	96.7%
% of all review audits that resulted in a serious risk decision	70.0%
% of all not met decisions that results in a serious risk decision	72.4%

TABLE 3

Assessment contacts

Number of assessment contacts	1,096
Number of times new expected outcomes not met	75
Number of serious risk decisions resulting	26
% of all assessment contacts where new not met was found	6.8%
% of all assessment contacts that resulted in a serious risk decision	2.4%
% of all not met decisions that results in a serious risk decision	34.7%

TABLE 4

Timetable for improvement

Residential services returned to compliance after completion of TFI	82.5%
---	-------

TABLE 5

Accreditation decisions

Re-accreditation decisions	
Not to accredit	1
Accredit	248
Less than 1 year	3
1 year	14
Between 1 and 2 years	0
2 years	25
3 years	206
Review audits	
Not revoke or vary	10
Revoke	2
Vary	18



Residential care sector performance

January – March 2019

TABLE 6

New non-compliance decisions

Site audits and review audits	
1 new expected outcome not met	11
2 new expected outcomes not met	11
3 new expected outcomes not met	6
4 new expected outcomes not met	4
5 – 10 new expected outcomes not met	14
11 – 15 new expected outcomes not met	3
16 – 20 new expected outcomes not met	7
More than 20 new expected outcomes not met	5

TABLE 7

New non-compliance decisions

Assessment contacts	
1 new expected outcome not met	46
2 new expected outcomes not met	19
3 new expected outcomes not met	3
4 new expected outcomes not met	1
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 8

Most frequent new expected outcomes not met

Site audits and review audits	
Human resource management	34
Behavioural management	33
Information systems	33
Clinical care	28
Skin care	23
Privacy and dignity	23
Education and staff development	23
Living environment	22
Leisure interests and activities	20
Regulatory compliance	19
Medication management	19

TABLE 9

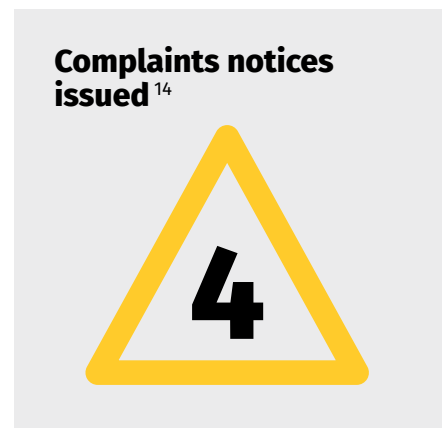
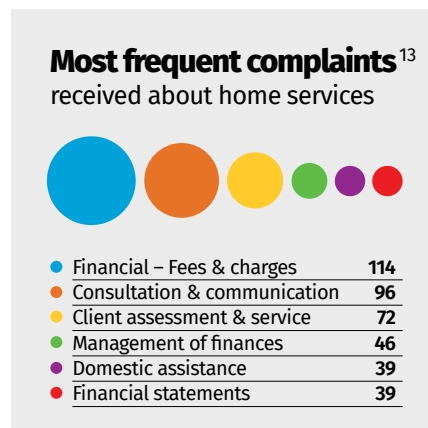
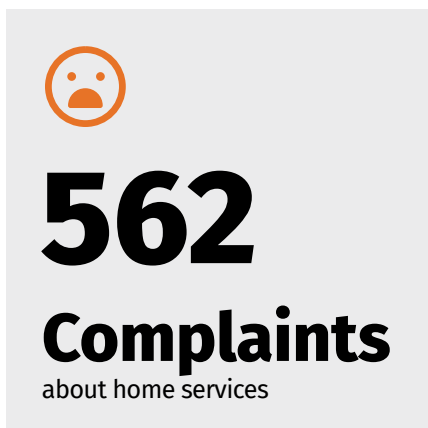
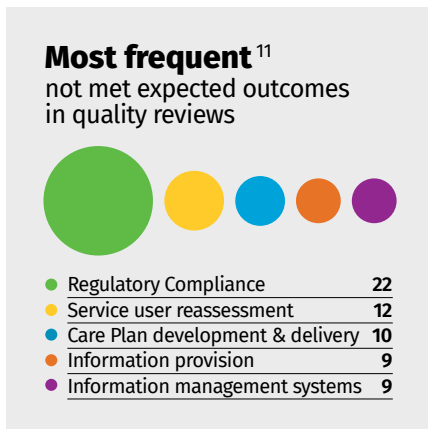
Most frequent new expected outcomes not met

Assessment contacts	
Behavioural management	27
Living environment	14
Clinical care	13
Human resource management	12
Regulatory compliance	8
Medication management	8
Information systems	3
Continence management	2
Infection control	2
Leisure interests and activities	2
Skin care	2
Pain management	2
Palliative care	2
Nutrition and hydration	2



Home services sector performance

January – March 2019



8 Services that deliver home care packages as well as CHSP.

9 Refer to Table 10

10 Refer to Table 11

11 Refer to Table 15

12 Refer to Table 12

13 Refer to Table 24

14 Refer to Table 22



Home service sector performance

January – March 2019

TABLE 10

Quality reviews

Number of quality reviews	145
Number of times new expected outcomes not met	35
Number of serious risk decisions resulting	1
% of all quality reviews where new not met was found	24.1%
% of all quality reviews that resulted in a serious risk decision	0.7%
% of all not met decisions that results in a serious risk decision	2.9%

TABLE 11

Assessment contacts

Number of assessment contacts	128
Number of times new expected outcomes not met	6
Number of serious risk decisions resulting	0
% of all assessment contacts where new not met was found	4.7%
% of all assessment contacts that resulted in a serious risk decision	0.0%
% of all not met decisions that results in a serious risk decision	0.0%

TABLE 12

Timetable for improvement

Home services returned to compliance after completion of TFI	64.7%
--	-------



Home services sector performance

January – March 2019

TABLE 13

New non-compliance decisions

Quality reviews	
1 new expected outcome not met	11
2 new expected outcomes not met	9
3 new expected outcomes not met	5
4 new expected outcomes not met	1
5 – 10 new expected outcomes not met	6
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	6
2 new expected outcomes not met	0
3 new expected outcomes not met	0
4 new expected outcomes not met	0
5 – 10 new expected outcomes not met	0
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	
Regulatory compliance	22
Service user reassessment	12
Care plan development and delivery	10
Information provision	9
Information management systems	9
Human resource management	8
Risk management	7
Continuous improvement	7
Corporate governance	5
Complaints and service user feedback	5
Assessment	5

TABLE 16

Most frequent new expected outcomes not met

Assessment contacts	
Regulatory compliance	4
Information provision	1
Continuous improvement	1



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

January – March 2019



¹⁵ Refer to Table 17

¹⁶ Refer to Table 18



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

January – March 2019

TABLE 17

Quality reviews

Number of quality reviews	6
Number of times new expected outcomes not met	4
% of quality reviews where new not met was found	66.7%

TABLE 18

Assessment contacts

Number of assessment contacts	3
Number of times new expected outcomes not met	1
% of assessment contacts where new not met was found	33.3%

TABLE 19

New non-compliance decisions

Quality reviews	
One new expected outcome not met	1
Two new expected outcomes not met	0
Three new expected outcomes not met	0
Four new expected outcomes not met	1
Five – ten new expected outcomes not met	2

TABLE 20

New non-compliance decisions

Assessment contacts	
One new expected outcome not met	0
Two new expected outcomes not met	1
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

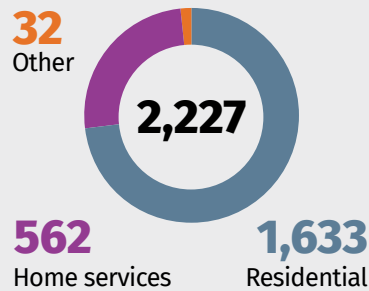
January – March 2019



2,227 Complaints

about Commonwealth subsidised aged care services

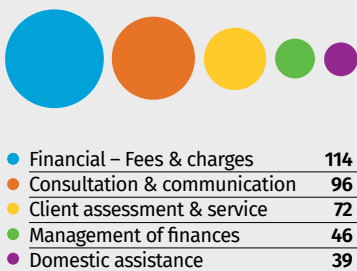
Complaints by type¹⁷



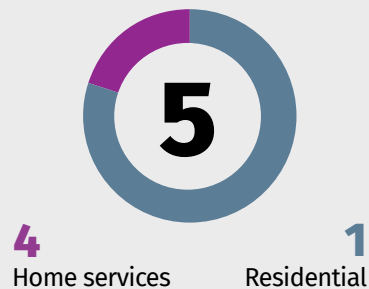
Most frequent complaints¹⁸ received about residential care



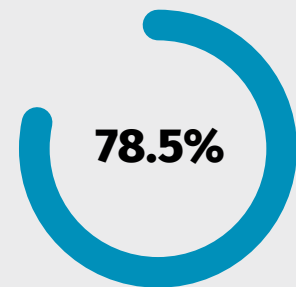
Most frequent complaints¹⁹ received about home services



Complaints notices issued²⁰



Early resolution²¹



¹⁷ Refer to Table 21

¹⁸ Refer to Table 22

¹⁹ Refer to Table 23

²⁰ Refer to Table 24

²¹ Refer to Table 25



Complaints sector performance

January – March 2019

TABLE 21

Complaints by care type

Residential	1633
Home services	562
Other care types	32
Total	2,227

TABLE 22

Notices issued by care type

Residential	1
Home services	4
Total	5

TABLE 23

Most frequent complaint issues received about Residential care

Medication administration and management	235
Falls prevention and post fall management	164
Personnel number/ratio	157
Personnel Behaviour/conduct	137
Constipation and continence management	115

TABLE 24

Most frequent complaint issues received about home services

Fees & charges	114
Lack of consultation/communication	96
Client assessment & service implementation – Consistent client care & coordination	72
Management of finances	46
Social and domestic assistance	39
Financial statements	39

