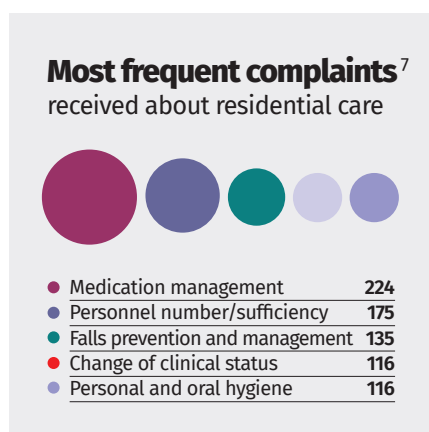
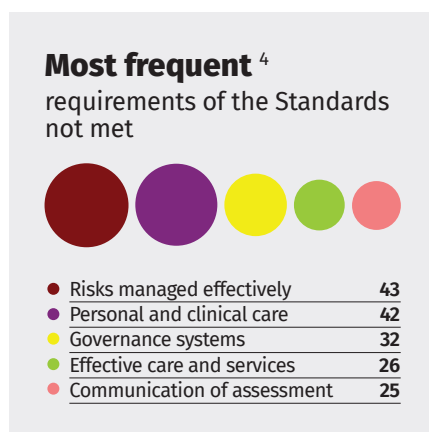
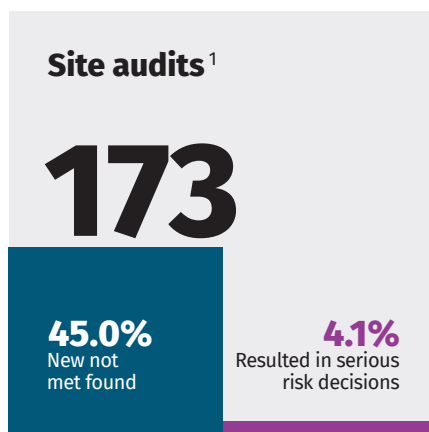
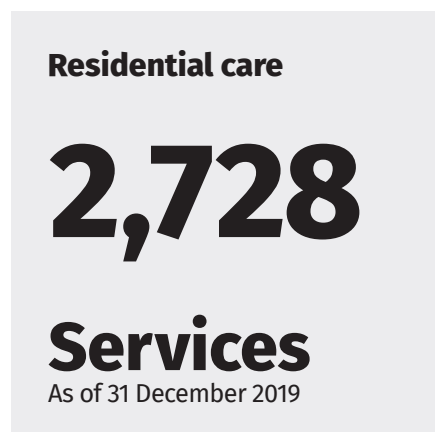


Residential care sector performance

October – December 2019



1 Refer to Table 2
2 Refer to Table 4
3 Refer to Table 3
4 Refer to Table 9

5 Refer to Table 5
6 Refer to Table 11
7 Refer to Table 12
8 Refer to Table 11



Residential care sector performance

October – December 2019

TABLE 1

Residential care	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Number of services as at 31 December 2019	885	471	768	72	25	249	12	246	2,728
Site audits	51	35	41	2	3	25	0	16	173
Assessment contacts	129	82	127	18	3	47	0	52	458
Review audits	5	1	1	0	0	2	0	1	10
Most frequent not met Standards requirement	Standard 3 (3) (b) High impact or high prevalence risks managed effectively								
Services returned to compliance	72.0%	80.0%	83.3%	50.0%	33.3%	64.9%	–	69.6%	71.4%

TABLE 2

Site audits	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Number of site audits	51	35	41	2	3	25	0	16	173
Number of site audits with decisions made at reporting date	47	35	41	2	3	25	0	16	169
Number of times requirements of the Standards not met	27	12	14	0	3	15	0	5	76
Number of serious risk decisions resulting	5	1	1	0	0	0	0	0	7
% of all site audits where one or more requirements of the Standards were not met [†]	57.4%	34.3%	34.1%	0.0%	100.0%	60.0%	–	31.3%	45.0%
% of all site audits that resulted in a serious risk decision	10.6%	2.9%	2.4%	0.0%	0.0%	0.0%	–	0.0%	4.1%
% of all not met decisions that resulted in a serious risk decision	18.5%	8.3%	7.1%	–	0.0%	0.0%	–	0.0%	9.2%

[†] % figures based on 169 site audits.



Residential care sector performance

October – December 2019

TABLE 3

Review audits	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Number of review audits	5	1	1	0	0	2	0	1	10
Number of times requirements of the Standards not met	5	1	1	0	0	2	0	1	10
Number of serious risk decisions resulting	2	0	0	0	0	0	0	0	2
% of all review audits where one or more requirements of the Standards were not met	100.0%	100.0%	100.0%	–	–	100.0%	–	100.0%	100.0%
% of all review audits that resulted in a serious risk decision	40.0%	0.0%	0.0%	–	–	0.0%	–	0.0%	20.0%
% of all not met decisions that resulted in a serious risk decision	40.0%	0.0%	0.0%	–	–	0.0%	–	0.0%	20.0%

TABLE 4

Assessment contacts	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Number of assessment contacts	129	82	127	18	3	47	0	52	458
Number of assessment contacts with decisions made at reporting date	122	82	127	18	3	47	0	50	449
Number of times requirements of the Standards not met	27	7	11	4	0	8	0	15	72
Number of serious risk decisions resulting	2	0	1	0	0	0	0	2	5
% of all assessment contacts where one or more requirements of the Standards were not met [†]	22.1%	8.5%	8.7%	22.2%	0.0%	17.0%	–	30.0%	16.0%
% of all assessment contacts that resulted in a serious risk decision	1.6%	0.0%	0.8%	0.0%	0.0%	0.0%	–	4.0%	1.1%
% of all not met decisions that resulted in a serious risk decision	7.4%	0.0%	9.1%	0.0%	–	0.0%	–	13.3%	6.9%

[†] % figures based on 449 assessment contacts.



Residential care sector performance

October – December 2019

TABLE 5

Timetable for improvement	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Residential services returned to compliance after completion of TFI	72.0%	80.0%	83.3%	50.0%	33.3%	64.9%	–	69.6%	71.4%

TABLE 6

Accreditation decisions	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Re-accreditation decisions									
Not to accredit	0	0	0	0	0	0	0	0	0
Accredit	47	35	41	2	3	25	0	16	169
Less than 1 year	2	0	0	0	0	0	0	0	2
1 year	12	3	1	0	1	2	0	0	19
Between 1 and 2 years	2	0	0	0	0	0	0	0	2
2 years	6	4	9	1	2	3	0	2	27
Between 2 and 3 years	3	0	0	0	0	0	0	0	3
3 years	22	28	31	1	0	20	0	14	116
Review audits									
Not revoke or vary	2	0	1	0	0	1	0	1	5
Revoke	0	0	0	0	0	0	0	0	0
Vary	3	1	0	0	0	1	0	0	5



Residential care sector performance

October – December 2019

TABLE 7

Decisions of non-compliance with the Standards*

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Site audits and review audits									
1 requirement of the Standards not met	0	7	6	0	0	4	0	1	18
2 requirements of the Standards not met	2	1	2	0	2	2	0	1	10
3 requirements of the Standards not met	2	1	2	0	0	2	0	0	7
4 requirements of the Standards not met	4	1	3	0	0	2	0	0	10
5 – 10 requirements of the Standards not met	12	1	2	0	0	5	0	2	22
11 – 15 requirements of the Standards not met	1	0	0	0	0	0	0	0	1
16 – 20 requirements of the Standards not met	3	1	0	0	0	0	0	1	5
More than 20 requirements of the Standards not met	7	0	0	0	0	1	0	1	9

TABLE 8

Decisions of non-compliance with the Standards*

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Assessment contacts									
1 requirement of the Standards not met	13	2	7	1	0	2	0	7	32
2 requirements of the Standards not met	2	1	1	2	0	4	0	4	14
3 requirements of the Standards not met	2	4	2	0	0	1	0	1	10
4 requirements of the Standards not met	2	0	0	0	0	0	0	0	2
5 – 10 requirements of the Standards not met	6	0	1	0	0	0	0	1	8
11 – 15 requirements of the Standards not met	0	0	0	0	0	0	0	0	0
16 – 20 requirements of the Standards not met	0	0	0	0	0	0	0	1	1
More than 20 requirements of the Standards not met	0	0	0	0	0	0	0	0	0

* Note that 'new non-compliance' here indicates when a service moves from compliant to non-compliant. This is slightly different than the 'number of times new Standard requirements not met'. As such the total here will not match the totals from Tables 2-4.



Residential care sector performance

October – December 2019

TABLE 9

Most frequent requirements of the Standards not met

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Site audits and review audits									
3 (3) (b) High impact or high prevalence risks managed effectively	25	3	4	0	2	6	0	3	43
3 (3) (a) Safe and effective personal and clinical care	23	3	6	0	0	5	0	5	42
8 (3) (c) Effective organisation-wide governance systems	19	3	0	0	0	6	0	4	32
2 (3) (a) Safe and effective care and services	15	3	2	0	0	3	0	3	26
2 (3) (d) Communication of assessment and planning outcomes	15	1	5	0	0	2	0	2	25
8 (3) (e) Clinical governance framework	14	1	1	0	1	4	0	3	24
5 (3) (b) Safe, clean and well-maintained service environment	13	4	3	0	0	2	0	1	23
7 (3) (a) Number and mix of workforce	13	1	1	0	1	5	0	2	23
8 (3) (d) Risk management systems and practices	13	1	2	0	0	4	0	3	23
2 (3) (c) Planning in partnership with the consumer	13	1	3	0	0	2	0	2	21
3 (3) (d) Recognition and response to deterioration	14	2	1	0	0	3	0	1	21



Residential care sector performance

October – December 2019

TABLE 10

Most frequent requirements of the Standards not met

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Assessment contacts									
3 (3) (b) High impact or high prevalence risks managed effectively	17	1	6	0	5	2	0	10	41
3 (3) (a) Safe and effective personal and clinical care	11	4	6	0	1	0	0	3	25
8 (3) (d) Risk management systems and practices	4	0	2	0	2	1	0	6	15
3 (3) (d) Recognition and response to deterioration	5	3	3	0	0	2	0	1	14
2 (3) (e) Regular reviews of care and services	5	1	0	0	1	1	0	2	10
2 (3) (a) Safe and effective care and services	4	1	1	0	2	0	0	2	10
7 (3) (a) Number and mix of workforce	0	3	1	0	1	0	0	3	8
8 (3) (c) Effective organisation-wide governance systems	2	0	0	0	1	0	0	4	7
2 (3) (b) Current needs, goals and preferences	2	1	0	0	0	0	0	2	5
2 (3) (c) Planning in partnership with the consumer	3	1	0	0	0	0	0	1	5

TABLE 11

Complaints about residential care

Number of complaints received	1,346
Notices issued from complaints	5
Directions issued from complaints	12

TABLE 12

Most frequent complaint issues received about residential care

Medication management	224
Personnel number/sufficiency	175
Falls prevention and management	135
Change of clinical status/deterioration	116
Personal and oral hygiene	116



Home services sector performance

October – December 2019

Home care⁹

2,241

Services

As of 31 December 2019

Quality reviews¹⁰

22

45.5%

New not met found

0.0%

Resulted in serious risk decisions

Assessment contacts¹¹

69

19.4%

New not met found

0.0%

Resulted in serious risk decisions

Most frequent¹² requirements of the Standards not met in quality reviews



● Clinical governance framework	6
● Risk management systems	5
● Effective governance systems	5
● Current needs and preferences	4
● Sharing information to care	4

Home services returned to compliance¹³



Home services¹⁴

528

Complaints

Most frequent complaints¹⁵ received about home services



● Consultation and communication	94
● Fees and charges	87
● Management of finances	66
● Communication about fees	65
● Consistent client care	62

⁹ Home services (Help at Home) include Home Care Packages and Commonwealth Home Support Program

¹⁰ Refer to Table 14

¹¹ Refer to Table 15

¹² Refer to Table 19

¹³ Refer to Table 16

¹⁴ Refer to Table 21

¹⁵ Refer to Table 22



Home services sector performance

October – December 2019

TABLE 13

Home services	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Number of home services as at 31 December 2019	741	536	470	70	30	191	79	124	2,241
Quality reviews	1	5	9	0	0	2	2	3	22
% with new Standard requirements not met	100.0%	60.0%	44.4%	–	–	100.0%	0.0%	0.0%	45.5%
% resulted in serious risk decision	0.0%	0.0%	0.0%	–	–	0.0%	0.0%	0.0%	0.0%
Assessment contacts	10	22	16	2	1	7	7	4	69
% with new requirements not met	10.0%	4.8%	37.5%	50.0%	0.0%	28.6%	14.3%	33.3%	19.4%
% resulted in serious risk decision	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

TABLE 14

Quality reviews	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Number of quality reviews	1	5	9	0	0	2	2	3	22
Number of times requirements of the Standards not met	1	3	4	0	0	2	0	0	10
Number of serious risk decisions resulting	0	0	0	0	0	0	0	0	0
% of all quality reviews where one or more requirements of the Standards were not met	100.0%	60.0%	44.4%	–	–	100.0%	0.0%	0.0%	45.5%
% of all quality reviews that resulted in a serious risk decision	0.0%	0.0%	0.0%	–	–	0.0%	0.0%	0.0%	0.0%
% of all not met decisions that resulted in a serious risk decision	0.0%	0.0%	0.0%	–	–	0.0%	–	–	0.0%



Home services sector performance

October – December 2019

TABLE 15

Assessment contacts	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Number of assessment contacts	10	22	16	2	1	7	7	4	69
Number of assessment contacts with decisions made as at reporting date	10	21	16	2	1	7	7	3	67
Number of times requirements of the Standards not met	1	1	6	1	0	2	1	1	13
Number of serious risk decisions resulting	0	0	0	0	0	0	0	0	0
% of all assessment contacts where one or more requirements of the Standards were not met	10.0%	4.8%	37.5%	50.0%	0.0%	28.6%	14.3%	33.3%	19.4%
% of all assessment contacts that resulted in a serious risk decision	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% of all not met decisions that resulted in a serious risk decision	0.0%	0.0%	0.0%	0.0%	–	0.0%	0.0%	0.0%	0.0%

TABLE 16

Timetable for improvement	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Home services returned to compliance after completion of TFI	100.0%	50.0%	100.0%	–	–	0.0%	50.0%	100.0%	64.3%



Home services sector performance

October – December 2019

TABLE 17

Decisions of non-compliance with the Standards*

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Quality reviews									
1 requirement of the Standards not met	0	0	1	0	0	0	0	0	1
2 requirements of the Standards not met	0	0	0	0	0	1	0	0	1
3 requirements of the Standards not met	0	0	1	0	0	0	0	0	1
4 requirements of the Standards not met	0	1	0	0	0	0	0	0	1
5 – 10 requirements of the Standards not met	0	2	1	0	0	1	0	0	4
11 – 15 requirements of the Standards not met	0	0	1	0	0	0	0	0	1
16 – 20 requirements of the Standards not met	0	0	0	0	0	0	0	0	0
More than 20 requirements of the Standards not met	1	0	0	0	0	0	0	0	1

TABLE 18

Decisions of non-compliance with the Standards*

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Assessment contacts									
1 requirement of the Standards not met	0	1	3	0	0	0	1	0	5
2 requirements of the Standards not met	1	0	1	1	0	1	0	0	4
3 requirements of the Standards not met	0	0	0	0	0	1	0	1	2
4 requirements of the Standards not met	0	0	1	0	0	0	0	0	1
5 – 10 requirements of the Standards not met	0	0	1	0	0	0	0	0	1
11 – 15 requirements of the Standards not met	0	0	0	0	0	0	0	0	0
16 – 20 requirements of the Standards not met	0	0	0	0	0	0	0	0	0
More than 20 requirements of the Standards not met	0	0	0	0	0	0	0	0	0

* Note that 'new non-compliance' here indicates when a service moves from compliant to non-compliant. This is slightly different than the 'number of times new Standard requirements not met'. As such the total here will not match the totals from Tables 14-15.



Home services sector performance

October – December 2019

TABLE 19

Most frequent requirements of the Standards not met

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Quality reviews									
8 (3) (e) Clinical governance framework	1	2	2	0	0	1	0	0	6
8 (3) (d) Risk management systems and practices	1	1	2	0	0	1	0	0	5
8 (3) (c) Effective organisation-wide governance systems	1	3	1	0	0	0	0	0	5
2 (3) (b) Current needs, goals and preferences	1	1	2	0	0	0	0	0	4
3 (3) (e) Sharing information to optimise care	1	1	2	0	0	0	0	0	4
6 (3) (c) Open disclosure and complaints response	1	2	0	0	0	1	0	0	4
1 (3) (e) Current Information for choice	1	2	1	0	0	0	0	0	4
3 (3) (a) Safe and effective personal and clinical care	1	0	2	0	0	1	0	0	4



Home services sector performance

October – December 2019

TABLE 20

Most frequent requirements of the Standards not met

	NSW	QLD	VIC	TAS	ACT	SA	NT	WA	TOTAL
Assessment contacts									
8 (3) (c) Effective organisation-wide governance systems	1	0	1	0	0	2	1	1	6
2 (3) (a) Safe and effective care and services	0	0	3	1	0	1	0	0	5
8 (3) (d) Risk management systems and practices	1	0	3	0	0	0	0	0	4
2 (3) (e) Regular reviews of care and services	0	0	2	1	0	1	0	0	4
6 (3) (c) Open disclosure and complaints response	0	1	0	0	0	0	0	1	2
7 (3) (d) Recruitment training and support for workforce	0	0	1	0	0	0	0	1	2
3 (3) (a) Safe and effective personal and clinical care	0	0	2	0	0	0	0	0	2
8 (3) (b) Governing body promotes safe, inclusive and quality care	0	0	0	0	0	1	0	0	1
1 (3) (e) Current Information for choice	0	0	1	0	0	0	0	0	1
3 (3) (b) High impact or high prevalence risks managed effectively	0	0	1	0	0	0	0	0	1

TABLE 21

Complaints about home services

Number of complaints received	528
Notices issued from complaints	0
Directions issued from complaints	0

TABLE 22

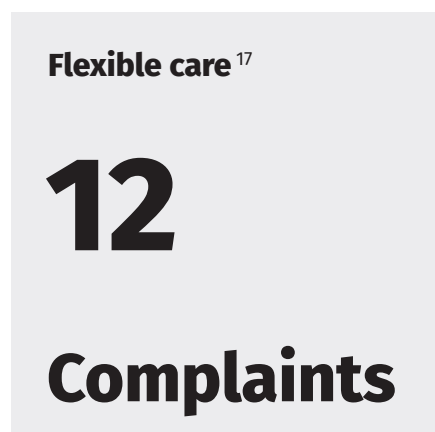
Most frequent complaint issues received about home services

Consultation and communication	94
Fees and charges	87
Management of finances	66
Communication about fees	65
Consistent client care	62



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

October – December 2019



¹⁶ % figures based on 1 quality review, refer to Table 23

¹⁷ Refer to Table 27

¹⁸ Refer to Table 24



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

October – December 2019

TABLE 23

Quality reviews

Number of quality reviews	3
Number of quality reviews with decisions made at reporting date	1
Number of times requirements of the Standards not met	1
% of quality reviews where not met was found ¹	100.0%

TABLE 24

Assessment contacts

Number of assessment contacts	4
Number of times requirements of the Standards not met	1
% of assessment contacts where not met was found	25.0%

TABLE 25

Decisions of non-compliance with the Standards*

Quality reviews	
1 requirement of the Standards not met	0
2 requirements of the Standards not met	0
3 requirements of the Standards not met	0
4 requirements of the Standards not met	0
5 – 10 requirements of the Standards not met	0
11 – 15 requirements of the Standards not met	0
16 – 20 requirements of the Standards not met	1
More than 20 requirements of the Standards not met	0

TABLE 26

Decisions of non-compliance with the Standards*

Assessment contacts	
1 requirement of the Standards not met	0
2 requirements of the Standards not met	0
3 requirements of the Standards not met	0
4 requirements of the Standards not met	0
5 – 10 requirements of the Standards not met	1
11 – 15 requirements of the Standards not met	0
16 – 20 requirements of the Standards not met	0
More than 20 requirements of the Standards not met	0

TABLE 27

Complaints about flexible care services[‡]

Number of complaints received	12
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[†] % figures based on 1 quality review, refer Table 23

^{*} Note that 'new non-compliance' here indicates when a service moves from compliant to non-compliant. This is slightly different than the 'number of times new Standard requirements not met'. As such the total here will not match the totals from Tables 23-24.

[‡] Flexible aged care services includes flexible/community care complaints and undetermined cases.





Note: Tables 7, 8, 17, 18, 25 and 26 indicate the extent of the non-compliance when it is first detected by the Commission. Decisions in these tables refers to instances where the Commission identifies non-compliance with the Quality Standards following a service being fully compliant.

Detection rates are shown as a percentage of quality activities with finalised decisions as at 4 February 2020. Complaints data is extracted as at 4 February 2020 and may change as the data is updated.



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