







































### Infographic footnotes

- 1 Refer to Table 1
- 2 Refer to Table 2
- 3 Refer to Tables 4, 5 and 6
- 4 Refer to Table 6
- 5 Refer to Table 5
- 6 Refer to Table 11
- 7 Refer to Table 14
- 8 Refer to Table 12
- 9 Refer to Table 13
- 10 Home services (Help at Home) include Home Care Packages and Commonwealth Home Support Program
- 11 Refer to Tables 16 and 17
- 12 Refer to Table 17
- 13 Refer to Table 22
- 14 Refer to Table 23
- 15 35 services are National Aboriginal and Torres Strait Islander Flexible Aged Care Program services that are subject to quality reviews.
- 16 Refer to Table 24
- 17 Refer to Table 25
- 18 Refer to Table 28
- 19 Refer to Table 29

### Note

In the March Quarter 2020, the Commission reported counts of assessment contacts for residential aged care and home services. During that quarter, a regulatory campaign around infection control commenced and the final counts of those assessment contacts were not available at the time of reporting.

Tables 8, 9, 18, 19, 26 and 27 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 31 July 2020. Complaints data is extracted as at 31 July 2020 and may change as the data is updated. Provider approvals, compliance and compulsory reporting data is extracted as at 27 July 2020 and may change as the data is updated.



### Phone

1800 951 822



### Web

[agedcarequality.gov.au](http://agedcarequality.gov.au)



### Write

Aged Care Quality and Safety Commission  
GPO Box 9819, In Your Capital City