

Aged Care Quality and Safety Commission

Sector performance report

July – September 2020

Note on impact of COVID-19

Data for this reporting period reflects adjustments made to the Commission's regulatory program in response to the COVID-19 pandemic from 16 March 2020. Adjustments were made to minimise infection risks and focus additional effort on areas of risk to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers by deferring or adjusting re-accreditation audits and home services quality audits. Short notice site visits temporarily replaced unannounced visits based on public health advice and other clinical advice, including from the Commission's Chief Clinical Advisor. Unannounced visits resumed in June 2020 when they could occur safely and re-accreditation audits resumed in August 2020. Accordingly, these changes are reflected in this sector performance report.



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard

Notices and compliance enforcement

July – September 2020

The Commission is responsible for approval of providers, aged care compliance (including Prudential Standards) and compulsory reporting which were previously the responsibility of the Secretary of the Department of Health.

Where the non-compliance poses a high risk to quality and safety, the Commission may issue a Non-Compliance Notice (NCN). The NCN advises the provider of the non-compliance and gives the provider the opportunity to respond.

If the Commission is satisfied with the provider's response to a Non-Compliance Notice, a Notice to Remedy may be issued which requires the provider to remedy the non-compliance within a certain period. Where a provider's non-compliance has resulted in the Commission finding immediate and severe risk to quality and safety, the Commission may – in certain circumstances – issue the provider a Notice of Requirement to Agree to Certain Matters (NTA). An NTA sets out actions a provider is required to take (including necessary timeframes). Should a provider fail to agree, their approval to provide Australian Government-subsidised aged care may be revoked. Once a provider has agreed to an NTA, they are required to take the actions they have agreed to.

If the Commission is not satisfied with the provider's response to the Non-Compliance Notice or where there is immediate and severe risk, the Commission may also issue a Notice of Decision to Impose Sanctions. This notifies the provider, in writing, of the Commission's requirements for immediate action or decision to impose one or more sanctions on the provider.

Non-compliance¹

15
notices

Notices to agree and sanctions²

31

Notices to agree 29

Sanctions 2



Notices and compliance enforcement

July – September 2020

TABLE 1

Non-compliance notices

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of notices of non-compliance issued during the quarter	4	4	3	2	2	0	0	0	15

TABLE 2

Notices to agree and sanctions

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of notices to agree issued during the quarter	9	18	0	0	2	0	0	0	29
Number of sanctions issued during the quarter	1	0	0	0	1	0	0	0	2



Residential care sector performance

July – September 2020



Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers and deferred some residential re-accreditation audits.



Residential care sector performance

July – September 2020

TABLE 3

Residential care

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of services at reporting date	882	767	476	245	249	72	12	25	2,728
Site audits	5	0	10	6	9	0	1	0	31
Review audits	3	0	1	1	0	0	0	0	5
Assessment contacts	1,939	1,884	817	332	312	192	27	74	5,577

	Major cities	Inner regional	Outer regional/ remote/ very remote	
Number of services as at reporting date	1,712	653	363	2,728

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers and deferred some residential re-accreditation audits. The figures in the above table reflect these adjustments.

TABLE 4

Site audits

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of site audits	5	0	10	6	9	0	1	0	31
Number of site audits with decisions made at reporting date	4	–	9	1	3	–	0	–	17
Number of times requirements of the Standards were non-compliant	2	–	4	–	1	–	–	–	7
% of all site audits where one or more requirements of the Standards were non-compliant	50.0%	–	44.4%	–	33.3%	–	–	–	41.5%

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers and deferred some residential re-accreditation audits. The figures in the above table reflect these adjustments.



Residential care sector performance

July – September 2020

TABLE 5

Review audits

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of review audits	3	0	1	1	0	0	0	0	5
Number of review audits with decisions made at reporting date	3	–	1	1	–	–	–	–	5
Number of times requirements of the Standards were non-compliant	3	–	1	–	–	–	–	–	4
% of all review audits where one or more requirements of the Standards were non-compliant	100.0%	–	100.0%	–	–	–	–	–	80.0%

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers and deferred some residential re-accreditation audits. The figures in the above table reflect these adjustments.

TABLE 6

Assessment contacts

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of assessment contacts on-site	310	251	203	67	60	71	12	31	1,005
<i>Infection control monitoring assessment contacts on-site*</i>	243	251	146	37	33	69	12	26	817
Number of assessment contacts non-site	1,629	1,633	614	265	252	121	15	43	4,572
<i>Infection control monitoring assessment contacts non-site*</i>	1,359	1,456	468	239	243	69	12	25	3,871
Number of assessment contacts with decisions made at reporting date #	100	39	73	33	32	2	4	5	288
Number of times requirements of the Standards were non-compliant	23	29	22	8	11	0	1	0	94
% of all assessment contacts where one or more requirements of the Standards were non-compliant †	23.0%	74.4%	30.1%	24.2%	34.4%	0.0%	25.0%	0.0%	32.6%

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers and deferred some residential re-accreditation audits. The figures in the above table reflect these adjustments.

Includes those assessment contacts where assessments of performance were conducted.

* Infection control monitoring assessment contacts (site and non-site) are subsets of the total number of site and non-site assessment contacts.



Residential care sector performance

July – September 2020

TABLE 7

Accreditation decisions

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Re-accreditation decisions:									
Not to accredit	0	0	0	0	0	0	0	0	0
Accredit	4	0	9	1	3	0	0	0	17
Less than 1 year	2	0	0	0	0	0	0	0	2
1 year	0	0	1	0	1	0	0	0	2
Between 1 and 2 years	1	0	1	0	0	0	0	0	2
2 years	1	0	2	0	1	0	0	0	4
Between 2 and 3 years	0	0	0	0	0	0	0	0	0
3 years	0	0	5	1	1	0	0	0	7
Review audit decisions:									
Not to revoke or vary	0	0	0	0	0	0	0	0	0
Revoke	0	0	0	0	0	0	0	0	0
Vary	3	0	1	1	0	0	0	0	5



Residential care sector performance

July – September 2020

TABLE 8

Decisions of non-compliance* with the Standards

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Site audits and review audits									
1 requirement of the Standards were non-compliant	0	0	2	0	0	0	0	0	2
2 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
3 requirements of the Standards were non-compliant	1	0	0	0	0	0	0	0	1
4 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
5-10 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
11-15 requirements of the Standards were non-compliant	0	0	1	0	0	0	0	0	1
16-20 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
More than 20 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers and deferred some residential re-accreditation audits. The figures in the above table reflect these adjustments.

* Note that 'Decisions of non-compliance with the Standards' here indicates when a service moves from compliant to non-compliant. This is different from 'Number of times requirements of the Standards were non-compliant'. As such the total here will not match the totals in Tables 4 and 5.



Residential care sector performance

July – September 2020

TABLE 9

Decisions of non-compliance* with the Standards

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Assessment contacts									
1 requirement of the Standards were non-compliant	6	1	12	3	3	0	1	0	26
2 requirements of the Standards were non-compliant	5	0	2	2	1	0	0	0	10
3 requirements of the Standards were non-compliant	0	1	3	0	1	0	0	0	5
4 requirements of the Standards were non-compliant	2	1	2	0	0	0	0	0	5
5-10 requirements of the Standards were non-compliant	2	18	0	0	2	0	0	0	22
11-15 requirements of the Standards were non-compliant	1	4	0	0	0	0	0	0	5
16-20 requirements of the Standards were non-compliant	1	0	0	0	1	0	0	0	2
More than 20 requirements of the Standards were non-compliant	4	0	0	1	0	0	0	0	5

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers and deferred some residential re-accreditation audits. The figures in the above table reflect these adjustments.

* Note that 'Decisions of non-compliance with the Standards' here indicates when a service moves from compliant to non-compliant. This is different from 'Number of times requirements of the Standards were non-compliant'. As such the total here will not match the totals in Table 6.

TABLE 10

Most frequent requirements of the Standards that were non-compliant

	RANK	NUMBER
Site audits and review audits		
3 (3) (b) Safe and effective personal and clinical care	1	3
4 (3) (a) Services and supports for daily living	2	2
6 (3) (c) Open disclosure and complaints response	3	2
4 (3) (c) Community participation, social relationships and interests	4	2
5 (3) (b) Safe, clean and well maintained service environment	5	2
3 (3) (b) High impact or high prevalence risks managed effectively	6	2
8 (3) (e) Clinical governance framework	7	2
3 (3) (d) Recognition and response to deterioration	8	2
4 (3) (b) Emotional, spiritual and psychological wellbeing	9	2

Residential care sector performance

July – September 2020

TABLE 11

Most frequent requirements of the Standards that were non-compliant

	RANK	NUMBER
Assessment contacts		
3 (3) (a) Safe and effective personal and clinical care	1	54
3 (3) (g) Open disclosure and complaints response	2	50
3 (3) (b) High impact or high prevalence risks managed effectively	3	47
2 (3) (a) Safe and effective care and services	4	40
8 (3) (d) Risk management systems and practices	5	38
8 (3) (e) Clinical governance framework	6	36
2 (3) (e) Regular reviews of care and services	7	36
2 (3) (c) Planning in partnership with the consumer	8	26
7 (3) (a) Number and mix of workforce	9	21
7 (3) (d) Recruitment training and support for workforce	10	17
1 (3) (a) Dignity and respect, culture and diversity	10	17

TABLE 12

Complaints about residential care

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of complaints received during the period	561	718	293	142	94	27	7	17	1,859
Number of notices of intention to give directions issued for complaints about residential care	0	0	0	0	0	0	0	0	0
Number of directions issued for complaints about residential care	0	0	0	0	0	0	0	0	0

	Major cities	Inner regional	Outer regional/ remote/ very remote	Service not identified	
Number of complaints received during the period	1344	387	115	13	1,859



Residential care sector performance

July – September 2020

TABLE 13

Most frequent complaint issues received about residential care

	RANK	NUMBER
Health care – Infectious diseases/infection control	1	406
Personnel – Number/sufficiency	2	241
Consultation and communication – Representative/family consultation and communication	3	237
Health care – Medication administration and management	4	186
Consultation and communication – Lack of consultation/communication	5	181

TABLE 14

Numbers of compulsory reporting

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of reports of missing residents	96	32	37	16	13	8	2	4	208
Number of reportable assaults*	562	283	252	149	60	38	14	26	1,384
Total number of compulsory reports	658	315	289	165	73	46	16	30	1,592

* Includes three sub-categories of serious physical assault, sexual assault, and a combination of serious physical and sexual assault. This data also includes reports submitted by discretion under Section 53 of the Accountability Principles 2014.

Approved providers of residential aged care services are responsible for ensuring that suspicions or allegations of reportable assaults occurring at their services are reported within 24 hours to:

- local police
- the Commission

The law also requires service providers to report that a resident is absent without explanation (also known as a missing resident).

These requirements ensure that those affected receive timely help and support, and that operational and organisational strategies are put in place by the provider to prevent the situation from occurring again. Such strategies help maintain a safe and secure environment for residents.



Home services sector performance

July – September 2020

Home services¹⁰

2,268

As of 30 September 2020

Site visits¹¹

40*

Assessment contacts¹²
non-site

830

0%
New non-compliance found

Home services¹³

687

complaints

Most frequent complaints¹⁴
received about home services



Financial – Fees and charges	130
Consultation and communication	115
Management of finances	73
Communication – fees and charges	65
Consistent client care	62

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers by deferring or adjusting re-accreditation audits and home services quality audits. The figures in the above table reflect these adjustments.

* This figure is a combination of quality audits and assessment contacts on site.



Home services sector performance

July – September 2020

TABLE 15

Home services

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of services at reporting date	748	476	533	193	136	73	76	33	2,268
Quality audits	5	0	3	0	3	0	0	0	11
% of quality audits with new Standard requirements non-compliant	50.0%	–	100.0%	–	–	–	–	–	80.0%
Assessment contacts	374	401	47	18	3	7	5	4	859
% of assessment contacts with new requirements non-compliant	57.1%	11.1%	33.3%	28.6%	0.0%	–	0.0%	–	29.0%

	Major cities	Inner regional	Outer regional/ remote/ very remote	
Number of services as at reporting date	1,200	605	463	2,268

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers by deferring or adjusting re-accreditation audits and home services quality audits. The figures in the above table reflect these adjustments.

TABLE 16

Quality audits

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of quality audits	5	0	3	0	3	0	0	0	11
Number of quality audits with decisions made at reporting date	2	–	3	–	0	–	–	–	5
Number of times requirements of the Standards were non-compliant	1	–	3	–	–	–	–	–	4
% of quality audits where one or more requirements of the Standards were non-compliant	50.0%	–	100.0%	–	–	–	–	–	80.0%

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers by deferring or adjusting re-accreditation audits and home services quality audits. The figures in the above table reflect these adjustments.



Home services sector performance

July – September 2020

TABLE 17

Assessment contacts

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of assessment contacts on-site	8	0	7	11	3	0	0	0	29
Number of assessment contacts non-site	366	401	40	7	0	7	5	4	830
<i>Infection control monitoring non-site assessment contacts*</i>	274	240	0	0	0	0	0	0	514
Number of assessment contacts with decisions made as at reporting date	7	9	6	7	1	0	1	0	31
Number of times requirements of the Standards were non-compliant	4	1	2	2	0	–	0	–	9
% of assessment contacts where one or more requirements of the Standards were non-compliant	57.1%	11.1%	33.3%	28.6%	0	–	0	–	29.0%

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers by deferring or adjusting re-accreditation audits and home services quality audits. The figures in the above table reflect these adjustments.

* Infection control monitoring non-site assessment contacts are subsets of the total number of non-site assessment contacts.



Home services sector performance

July – September 2020

TABLE 18

Decisions of non-compliance with the Standards*

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Quality audits									
1 requirement of the Standards were non-compliant	0	0	1	0	0	0	0	0	1
2 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
3 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
4 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
5-10 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
11-15 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
16-20 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
More than 20 requirements of the Standards were non-compliant	0	0	1	0	0	0	0	0	1

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers by deferring or adjusting re-accreditation audits and home services quality audits. The figures in the above table reflect these adjustments.

* Note that 'Decisions of non-compliance with the Standards' here indicates when a service moves from compliant to non-compliant. This is different from 'Number of times requirements of the Standards were non-compliant'. As such the total here will not match the totals in Table 16.



Home services sector performance

July – September 2020

TABLE 19

Decisions of non-compliance with the Standards*

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Assessment contacts									
1 requirement of the Standards were non-compliant	0	0	0	1	0	0	0	0	1
2 requirements of the Standards were non-compliant	1	0	1	1	0	0	0	0	3
3 requirements of the Standards were non-compliant	1	0	0	0	0	0	0	0	1
4 requirements of the Standards were non-compliant	0	0	1	0	0	0	0	0	1
5-10 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
11-15 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
16-20 requirements of the Standards were non-compliant	0	0	0	0	0	0	0	0	0
More than 20 requirements of the Standards were non-compliant	1	0	0	0	0	0	0	0	1

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers by deferring or adjusting re-accreditation audits and home services quality audits. The figures in the above table reflect these adjustments.

* Note that 'Decisions of non-compliance with the Standards' here indicates when a service moves from compliant to non-compliant. This is different from 'Number of times requirements of the Standards were non-compliant'. As such the total here will not match the totals in Table 17



Home services sector performance

July – September 2020

TABLE 20

Most frequent requirements of the Standards that were non-compliant

	RANK	NUMBER
Quality audits		
2 (3) (e) Regular reviews of care and services	1	2
2 (3) (a) Safe and effective care and services	2	2
7 (3) (b) Kind, caring and respectful staff interactions	3	2
1 (3) (e) Current Information for choice	4	2
8 (3) (c) Effective Governance systems	5	2

TABLE 21

Most frequent requirements of the Standards that were non-compliant

	RANK	NUMBER
Assessment contacts		
2 (3) (b) Current needs, goals and preferences	1	4
2 (3) (e) Regular reviews of care and services	2	3
7 (3) (d) Recruitment training and support for workforce	3	3
2 (3) (a) Safe and effective care and services	4	3
3 (3) (b) High impact or high prevalence risks managed effectively	5	3
2 (3) (d) Communication of assessment and planning outcomes	6	3
6 (3) (d) Feedback and complaints reviewed for continuous improvement	7	2
3 (3) (a) Safe and effective personal and clinical care	8	2
8 (3) (d) Risk management systems and practices	9	2



Home services sector performance

July – September 2020

TABLE 22

Complaints about home services[^]

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of complaints received about home services	236	205	137	40	46	14	1	8	687
Number of notices of intention to give directions issued for complaints about home services	0	0	0	0	0	0	0	0	0
Number of directions issued for complaints about home services	0	0	0	0	0	0	0	0	0

	Major cities	Inner regional	Outer regional/ remote/ very remote	Service not identified	
Number of complaints received during the period	321	110	39	217	687

[^] Home services includes Commonwealth Home Support Programme (CHSP) and Home Care Packages (HCP).

TABLE 23

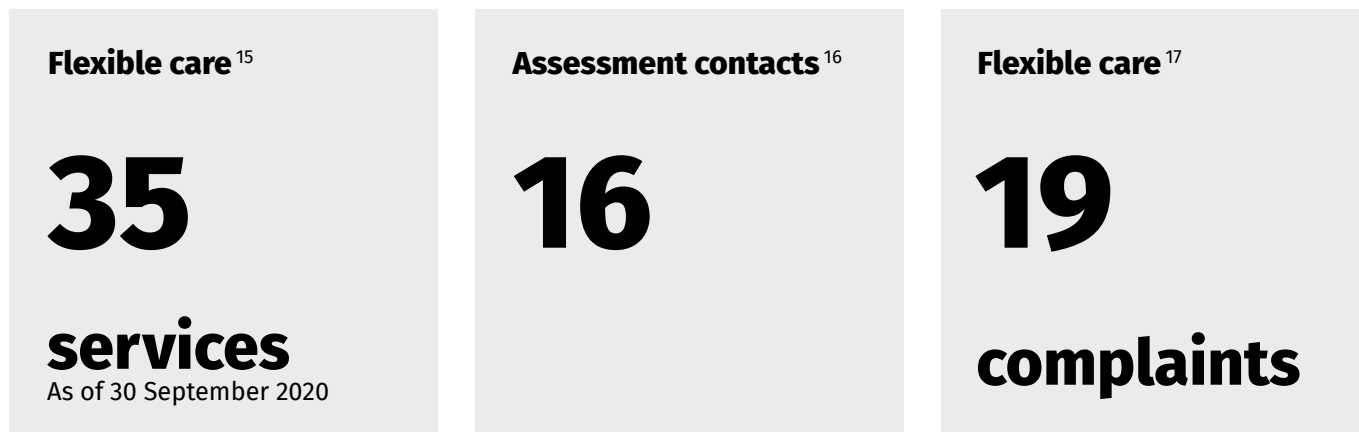
Most frequent complaint issues received about home services

	RANK	NUMBER
Financial – Fees and charges	1	130
Consultation and communication – Lack of consultation/communication	2	115
Financial – Management of finances	3	73
Financial – Communication about fees and charges	4	65
Client assessment and service implementation – Consistent client care and coordination	5	62



Flexible care sector performance

July – September 2020



Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers by deferring flexible services quality audits. The figures in the above table reflect these adjustments.



Flexible care sector performance

July – September 2020

TABLE 24

Flexible services*

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of National Aboriginal and Torres Strait Islander Flexible care services as at reporting date	2	2	6	6	2	3	14	–	35
Quality audits	0	0	0	0	0	0	0	0	0
% of quality audits with standard requirements non-compliant	–	–	–	–	–	–	–	–	–
Assessment contacts	1	1	4	4	1	1	4	0	16
% of Assessment contacts with standard requirements non-compliant [#]	–	–	–	–	–	–	–	–	–

* 35 services are National Aboriginal and Torres Strait Islander Flexible Aged Care Program services that are subject to quality reviews.

The number of assessment contacts with decision made at reporting date is zero for this reporting period [see Table 26]. Accordingly data is not available for this period.

TABLE 25

Quality audits

The number of quality audits is zero for this reporting period [see Table 24]. Accordingly, data for this table is not available for this period.

TABLE 26

Assessment contacts

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of assessment contacts on-site	0	0	1	0	0	0	2	0	3
Number of assessment contacts non-site	1	1	3	4	1	1	2	0	13
Number of assessment contacts with decisions made at reporting date [#]	0	0	0	0	0	0	0	0	0
Number of times requirements of the Standards were non-compliant	–	–	–	–	–	–	–	–	–
% of all assessment contacts where one or more requirements of the Standards were non-compliant	–	–	–	–	–	–	–	–	–

Data for this reporting period reflects adjustments made to the Commission's regulatory program since March 2020 to focus additional effort on risks arising from the COVID-19 pandemic and to ensure that providers were doing everything possible to keep aged care consumers safe. The Commission's modified regulatory program increased the frequency of assessment contacts with providers by deferring flexible services quality audits. The figures in the above table reflect these adjustments.

Includes those assessment contacts where assessments of performance were conducted.

Flexible care sector performance

July – September 2020

TABLE 27

Decisions of non-compliance with the Standards

Quality audits

The number of quality audits is zero for this reporting period [see Table 24]. Accordingly, data for this table is not available for this period.

TABLE 28

Decisions of non-compliance with the Standards*

Assessment contacts

Number of assessment contacts with decisions made at reporting date is zero for this reporting period [see table 26]. Accordingly data for this table is not available for this reporting period.

TABLE 29

Complaints about flexible* care services

	NSW	VIC	QLD	SA	WA	TAS	NT	ACT	AUS
Number of complaints received about flexible services	3	10	2	2	0	0	2	0	19
Number of notices of intention to give directions issued for complaints about flexible services	0	0	0	0	–	–	0	–	0
Number of directions issued for complaints about flexible services	0	0	0	0	–	–	0	–	0

* Flexible care services includes flexible/community care complaints and undetermined cases.



Provider approvals

July – September 2020

The Commission receives applications from potential providers. We determine whether to approve applications against the requirements set out in the *Aged Care Quality and Safety Commission Act 2018*. Approved providers must then meet relevant obligations including notification of material changes to their circumstances.

Provider applications

60

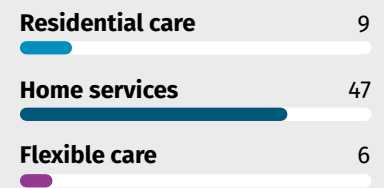


TABLE 30

Provider applications*

	JUL	AUG	SEP	TOTAL
Residential care	5	0	4	9
Home services	24	11	12	47
Flexible care	4	0	2	6

* An application may be for more than one care type. Total numbers for this table may not equal the applications received figure in the provider applications tile above.

TABLE 31

Application outcomes

	JUL	AUG	SEP	TOTAL
Applications received	28	11	14	53
Applications approved [†]	3	1	0	4
Applications not approved [‡]	3	6	2	11
Applications that did not proceed [§]	13	5	7	25

[†] Includes approvals, and deemed approvals.

[‡] A delegate has made a decision not to approve the applicant's application.

[§] An application may not proceed because it is either incomplete, withdrawn by the applicant, or the applicant failed to provide the requested information within legislative timeframes.





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 26
- 17 Refer to Table 29

Note

Tables 8, 9, 18 and 19 indicate the extent of the non-compliance when it is first detected by the Commission. Decisions in these tables refer 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 5th of November 2020. Complaints data is extracted as at 5th of November 2020 and may change as the data is updated. Provider approvals, compliance and compulsory reporting data is extracted as at 5th of November 2020 and may change as the data is updated. Provider approval data on page 22 was corrected on 14 September 2021.



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