

# Corporate Plan 2017 and 2018

**Our Vision:** People trust that making a complaint is worthwhile and that it will lead to resolution for the individual and improve care for others



## Our Objectives

**Resolve** – To work with the complainant and the service provider to acknowledge and resolve concerns or complaints and make a positive difference for people receiving aged care

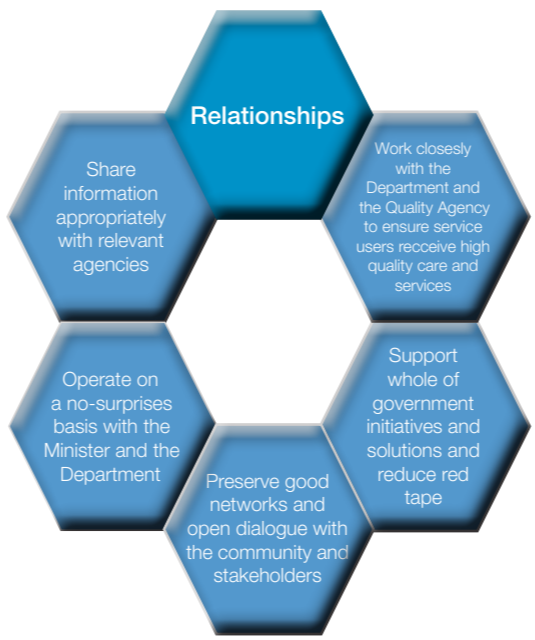
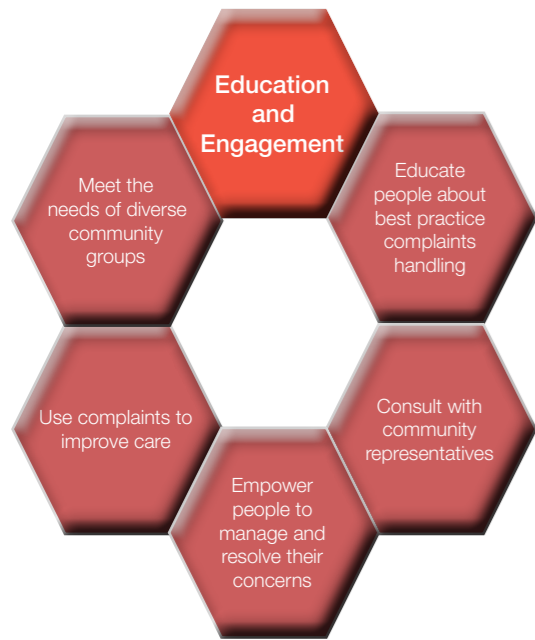
**Protect** – To take timely action on issues raised through complaints to ensure people receiving aged care are well cared for and protected

**Improve** – To work with the aged care community to learn from complaints and act on opportunities to improve aged care

## Subplans



## Our Corporate Imperatives



## Key Performance Indicators

Objective	Indicator	Performance Measure	Corporate Action Area	
Resolve	1.1	Complaints are responded to in a timely manner and matters are finalised within reasonable timeframes to appropriate standards.	We aim to close 70% of complaints within 30 days, 80% within 60 days and 90% within 90 days. We further aim to fully meet the standards in the service charter in 85% of cases randomly selected for audit.	Complaints Management, Governance
	1.2	Resolve concerns quickly and directly between the complainant and the aged care provider, whenever possible.	We aim to resolve at least 75% of complaints through early resolution.	Complaints Management, Governance
	1.3	Use Complaint Feedback surveys to gauge how satisfied complainants and providers are with our resolution of each complaint.	We aim for at least 85% of people who complete the survey to express satisfaction with our service, fairness and impartiality and transparent process.	Our Team, Complaints Management
Protect	2.1	Complaints with a 'significant' risk rating are escalated to a complaints manager within 24 hours.	We aim to escalate all significant risk complaints to a complaints manager within 24 hours.	Complaints Management, Governance
	2.2	Maintain an effective and cooperative working relationship with the Department of Health and the Australian Aged Care Quality Agency through which we work towards quality aged care.	We aim to establish and adhere to Agreements, MOUs and communication protocols with our strategic partners. We further aim to attend all strategic meetings set out under these agreements and share information and make referrals in accordance with the MOUs and legislation.	Relationships, Governance
	2.3	Providers take appropriate action in response to our notices of intention to issue directions (notices) and comply where a direction has been issued.	We aim to work with providers to address issues and ensure that at least 75% of notices do not result in directions because appropriate action has already been taken by the provider. We further aim to ensure that where directions have been issued that 95% of cases have resulted in compliance with the direction.	Complaints Management, Governance
Improve	3.1	Reviews and new processes that result from reviews are used to inform staff learning and development and improve our processes.	We aim to provide feedback from all reviews to the original decision maker, and to consider and implement recommendations for process improvements arising from reviews where possible.	Our Team, Complaints Management
	3.2	Stakeholder feedback from multiple sources is used to identify priorities for education activities and resource development.	We aim to seek feedback from as many sources as practical, and actively consider and act on the feedback where appropriate.	Education and Engagement, Relationships
	3.3	The Commissioner will continue to work with all parties to a formal resolution process to have the concerns addressed in a way that improves care and services.	We aim to ensure that at least of 90% of issues finalised by formal resolution processes are addressed by the service provider to the satisfaction of the Complaints Commissioner without needing to issue a notice or direction.	Education and Engagement, Relationships
	3.4	Good complaints practice and improved care and services resulting from complaints are promoted to industry and the community at large.	We aim to give presentations at 10 or more events where we promote positive examples. We also aim to highlight new resources, examples and case studies through our web presence and annual report.	Education and Engagement, Relationships
	3.5	Providers are encouraged to acknowledge, apologise and ensure improvements are made where care and services could have been better.	We aim to operate a multi-faceted education campaign, designed and implemented to help facilitate and foster a proactive attitude to complaints.	Education and Engagement, Complaints Management