

Complaints by Care Type received between 1 January 2020 and 31 October 2025

Distinct Count of Scheme Case Number							
Care Type	2020	2021	2022	2023	2024	2025	Total
Commonwealth Home Support Programme (CHSP)	314	330	385	362	453	443	2287
Community		1		2	1	2	6
Comprehensive Assessment	1						1
Flexible	69	81	74	72	85	89	470
HACC	3	2	1	1	9	1	17
HCP	2088	2814	3543	3798	3651	3614	19508
Home Support Assessment	1	2	2	2	2		9
NATSIACP	14	12	14	16	17	11	84
No Service Identified		3	4	10	21	37	75
NRCP				1	2		3
Null						3	3
Residential	6844	6230	5710	5085	5889	5739	35497
Total	9334	9475	9733	9349	10130	9939	57960

Complaints by Status and Stage received between 1 January 2020 and 31 October 2025

Distinct Count of Complaints							
Status and Stage	2020	2021	2022	2023	2024	2025	Total
Open							
Assessment						1	1
Finalisation	2	2	6	4	8	17	39
Intake						160	160
Resolution				1	1		2
Closed							
Assessment			1				1
Finalisation	9330	9462	9723	9340	10121	9760	57736
Intake	2	8	3	4		1	18
Intake and Triage		1					1
Resolution		2					2
Total	9334	9475	9733	9349	10130	9939	57960

Complaints by Outcome received between 1 January 2020 and 31 October 2025

Count of Complaints							
Outcome	2020	2021	2022	2023	2024	2025	Total
Action expedited			1	35	574	622	1232
Action taken with provider staff member			1	29	233	171	434
Better explanation – by ACQSC		1	4	85	1348	1350	2788
Better explanation – by provider			5	222	4790	5322	10339
Change to Government policy/legislation identified for act				1	2	2	5
Change to provider policy/practice			8	121	878	774	1781
Debt/penalty waived or reduced				2	86	80	168
Decision changed				10	188	172	370
No Remedy	9334	9474	9716	8862	1837	1840	41063
Other financial remedy				12	184	167	363
Provider disclosure or apology			1	63	880	823	1767
Referral of information for action – outside ACQSC				3	49	57	109
Referral of information for action – within ACQSC			3	148	1380	981	2512
Remedy provided without ACQSC intervention				29	741	621	1391
Total	9334	9475	9739	9622	13170	12982	64322

Note: Complaints can have multiple outcomes, so this is not a distinct count.

Complaints by Care Type received between 1 November 2025 and 31 December 2025

Distinct Count of Complaints		
Care Type	2025	Total
Residential	1200	1200
Non-Residential	1354	1354
Total	2554	2554

Complaints by Status and Stage received between 1 November 2025 and 31 December 2025

Distinct Count of Complaints		
Stage and Status	2025	Total
Open-Assess	40	40
Open-AssessPriority	6	6
Open-Due Date Exceeded	80	80
Open-Finalisation	30	30
Open-Resolution in process	231	231
Resolved-Completed	2101	2101
Resolved-Withdrawn	66	66
Total	2554	2554

Complaints by Outcome received between 1 November 2025 and 31 December 2025

Count of Complaints		
Outcome	2025	Total
Action expedited	119	119
Action taken with provider staff member	63	63
Better explanation - by ACQSC	244	244
Better explanation - by provider	959	959
Change to Government policy/legislation identified for action	9	9
Change to provider policy/practice	204	204
Debt/penalty waived or reduced	13	13
Decision changed	48	48
No remedy	447	447
Null	656	656
Other financial remedy	39	39
Provider disclosure or apology	189	189
Referral of information for action - outside ACQSC	11	11
Referral of information for action - within ACQSC	52	52
Remedy provided without ACQSC intervention	156	156
Total	3209	3209

Note: Complaints can have multiple outcomes, so this is not a distinct count.