

<b>The name of the relevant government policy or piece of legislation;</b>	<b>The specific changes identified for action;</b>	<b>The bases for the changes identified;</b>	<b>The date the Federal Department of Health (in its various forms) or Australian Government was advised of the changes identified;</b>	<b>The complaint number each change identified relates to.</b>
Medication management and open disclosure	Changes made to provider policy around open disclosure in light of changes in legislation	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 1033
Worker conduct, continence management, food and dining	Changes made to provider practice and continuous improvement measures	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 1236
Clinical governance, open disclosure, personal care	Changes made to provider practice and continuous improvement measures	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 211
Higher Everyday Living Fee (HELFF)	Changes made to provider policy and practice in light of changes in legislation	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 332
Aged care home accommodation costs	Provider had not communicated changes in fees due to new legislation	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 596
Various	Provider policy review and continuous improvement measures	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 1199
Home Care package (HCP)	Feedback about lack of consideration for the grandfathered scheme	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 600
Home Care package (HCP)	Feedback about lack of consideration for the grandfathered scheme	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 608
Higher Everyday Living Fee (HELFF)	Changes made to provider policy in light of changes in legislation	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 844
Assistive Technology and Home Modifications (AT-HM) scheme	Provider applied for additional funding under new legislation	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 0108
WA privacy legislation	Provider to review WA privacy legislation to ensure compliance	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 8111
Refundable Accommodation Deposit (RAD)	Provider acknowledged that the correct procedure was not followed	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 6030
User Rights Principles	Pertains to provider compliance with User Rights Principles	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 5607
24/7 registered nurse requirement	Pertains to provider compliance with 24/7 registered nurse requirement	The complaint initiated Provider contact by the ACQSC	The Department or Government were not advised of the changes identified	Complaint ending 5108

**Caveats:**  
A single complaint may have multiple outcomes  
Outcomes are selected by Complaint Officers from a predefined list of categories when cases are finalised  
Officers use personal judgement to identify the most suitable outcome, and this can lead to instances of misclassifications due to human error  
The 'outcome' metric is captured for internal reporting and intelligence purposes and should be interpreted accordingly