

## Australian Aged Care Quality Agency

## REGULATORY PERFORMANCE DATA

3

	2014/15	2015/16	2016/17	YTD Apr-18
<b>25 EXPECTED OUTCOMES NOT MET AT VISITS IN FINANCIAL YEAR</b>				
No. of <b>re-accreditation site audits</b>	1,425	858	472	811
No. of times new expected outcomes not met	22	25	12	39
% of re-accreditation audits where new not met was found	2%	3%	3%	5%
No. of <b>review audits</b>	23	13	33	52
No. of times new expected outcomes not met	16	9	22	42
% of review audits where new not met was found	70%	69%	67%	81%
No. of <b>announced assessment contacts</b>	826	514	583	413
No. of times new expected outcomes not met	12	4	8	6
% of announced assessment contacts where new not met was found	1%	1%	1%	1%
No. of <b>unannounced assessment contacts</b>	2,878	2,866	2,876	2,613
No. of times new expected outcomes not met	31	29	38	82
% of unannounced assessment contacts where new not met was found	1%	1%	1%	3%
<b>26 RESOLUTION OF NOT MET EXPECTED OUTCOMES - RESIDENTIAL</b>				
No. of services reported with new expected outcomes not met during the period	78	67	79	165
No. of services resolving not met expected outcomes during the period	91	67	63	114
<b>27 TIMETABLES FOR IMPROVEMENT - RESIDENTIAL</b>				
No. of services on TFI's at the beginning of the period	25	15	13	23
No. of services placed on TFI's during the period (includes services with Not met expected outcomes that were not immediately placed on a TFI)	80	70	73	160
No. of services did resolve all not met expected outcomes by the end of TFI	90	68	56	102
No. of services did not resolve all not met expected outcomes by end of the TFI	-	4	7	8
No. of services with another TFI during the period	3	-	-	18
No. of services on continuing TFI at the end of the period	15	13	23	73
<b>28 SERIOUS RISK DECISIONS</b>				
	2014/15	2015/16	2016/17	2017/18
<b>Residential services</b>	4	2	22	39
NSW/ACT	0	0	12	26
Qld	1	2	0	6
Vic/Tas	0	0	1	3
SA/NT	2	0	7	0
WA	0	0	2	1