

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Additional Estimates 2010-11, 23 February 2011

Question: E11-138

OUTCOME 4: Population and Ageing

Topic: AGED CARE COMPLAINTS SCHEME

Written Question on Notice

Senator Fierravanti-Wells asked:

Can the Department provide a breakdown of the complaints received by the Aged Care Complaints Investigation Scheme?

Answer:

In 2009-10, the Aged Care Complaints Investigation Scheme (the CIS) received 13,166 contacts. Approximately 61 per cent (8,055 cases) of these contacts were considered in-scope cases – that is, relating to an approved provider's responsibilities under the *Aged Care Act 1997* – and subsequently investigated.

The remaining 39 per cent were either 'out of scope' or where able to be resolved by providing information. Out of scope cases include complaints or concerns that are not within the parameters of an approved provider's responsibility under the *Aged Care Act 1997*.

Further data in relation to the activities of the CIS are available in the annual *Report on the Operations of the Aged Care Act 1997* available on the Department of Health and Ageing's website at www.health.gov.au