

Charter of commitment to service quality

The Aged Care Standards and Accreditation Agency Ltd

is a wholly owned Commonwealth company whose sole shareholder is the Minister for Ageing. Our operations are governed by:

- *Corporations Act 2001*
- *Commonwealth Authorities and Companies Act 1997*
- our Company Constitution.

As the accreditation body appointed under the *Aged Care Act 1997*, our operations are also governed by the Act and:

- *Accreditation Grant Principles 1999*
- *Quality of Care Principles 1997*
- *Accountability Principles 1998*
- a Deed of Funding agreement with the Commonwealth.

What we do

The Agency is a part of the regulatory framework under the Aged Care Act. Our current main business is the assessment and accreditation of Commonwealth-funded aged care homes; monitoring compliance with the expected outcomes of the Accreditation Standards; promoting high quality care by identifying better practice; and providing information, education and training to the aged care sector.

Our mission is to:

- ensure legislated standards are achieved
- promote innovation and best practice
- enhance quality of life for all residents
- work with the aged care industry to continuously improve services.

Key relationships

There are many people and organisations with whom we have important relationships:

- the Minister for Ageing *is the sole shareholder of the company and has portfolio responsibility for ageing and aged care issues in the Australian government*
- providers of aged care *purchase Agency products and receive Agency services*
- residents of aged care homes, and their families and friends *expect us to monitor and report on homes' compliance with the Accreditation Standards*
- the community *through taxes, subsidises aged care, and is concerned about the welfare of older Australians*
- the Department of Health and Ageing *has responsibilities under the Act as part of the regulatory framework for aged care, and represents the Commonwealth in negotiations with the Agency.*

The nature and detail of our obligations in these relationships is spelled out in legislation and other binding instruments, such as the Deed of Funding agreement.

The purpose of this document is not to re-state those obligations but to provide a statement of our commitment to service quality.

Caring
about aged care



The Aged Care
Standards and Accreditation Agency Ltd

Commitment to service quality

The Agency is committed to providing quality products and services. In doing our work, we will:

- give highest priority to the health, safety and wellbeing of residents in aged care homes
- be ethical, honest, courteous, professional and respect confidentiality
- be helpful
- provide accurate information in plain language
- work with aged care providers to promote continuous improvement and better practice in aged care homes
- be accountable for our actions
- be fair and unbiased in our actions and decision making
- seek feedback on our products and services and use the information to monitor quality and to continuously improve
- welcome comments, suggestions and complaints
- analyse comments and complaints individually, and review collectively to identify and respond to any systemic issues
- consult, on a regular basis, with representatives of the aged care sector and consumers
- be customer-focused and efficient
- meet all our statutory obligations.

At an individual and at a corporate level, we strive to continuously improve.

Customer contact standards

- We aim to respond to general inquiries within seven working days. More complex correspondence will be acknowledged within seven working days and responded to within 28 working days.
- Complaints will be acknowledged in writing within seven working days and seek to be resolved as quickly as possible, in consultation with the complainant where appropriate.*
- Accounts are settled within the trading terms of the supplier.
- Wherever possible, we will provide for transactions to be made electronically.
- We will provide information or material in hard copy for people who do not have access to the Internet.

* The Agency does not deal directly with complaints about aged care homes. People with complaints about aged care homes may contact the Complaints Resolution Scheme on 1800 550 552.

Review and measures

We will review this charter for relevance, compliance and performance on a regular basis. The commitments in this charter align with our corporate goals and key performance indicators.

The following measures will be used to assist monitoring our compliance with our commitment to service quality.

- Feedback shows 80 per cent of service providers are satisfied with Agency performance
- Feedback shows 80 per cent of residents and families are satisfied with Agency performance
- 100 per cent compliance with CAC Act and Corporations Law
- Agency achieves accreditation by July 2004

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Feedback results year ending 30 June 2004

Questions asked in Site Audit feedback questionnaire	National Satisfaction
Q1. Adequate preparation for site audit	93%
Q2. Assessment process explained at entry meeting	96%
Q3. Feedback on self assessment and desk audit	90%
Q4. Assessment team professional and courteous	98%
Q5. Opportunity to provide evidence at site audit	97%
Q6. Positive feedback provided at site audit	94%
Q7. Feedback in areas for improvement	97%
Q8. Clear presentation of findings by team at exit meeting	94%
Q9. Opportunity to comment on team's findings at exit meeting	95%
Q10. Statement of Major Findings	92%
Q11. Overall satisfaction	96%

Questions asked in Site Audit Report feedback questionnaire	National Satisfaction
Q1. We received a copy of the report within a reasonable time of the assessment visit	94%
Q2. The Site audit report will be useful in guiding planning for improvement in our service	93%
Q3. The Site Audit Report is informative and easy to understand	98%
Q4. The Site Audit Report reflects the information provided in the Statement of Major Findings	97%
Q5. Overall, we are satisfied with the Site Audit Report	96%

Questions asked in Support Contact feedback questionnaire	National Satisfaction
Q1. Assessment process adequately explained	98%
Q2. Assessment team professional and courteous	99%
Q3. Opportunity to provide evidence on processes and practices	97%
Q4. Feedback provided at exit meeting	99%
Q5. Opportunity to comment at exit meeting	98%
Q6. Overall, a satisfying and useful experience	96%

Review of Agency Performance during Round 2 Accreditation

Conducted by Westwood Spice

This is the responses from staff actually involved in the accreditation process. The key questions related to self-assessment, site audit process, exit interview, site audit report and a closing question.

- (a) Question. How effective was the application form and process as a means to explain the performance of your home?
Answer. 96% satisfied or very satisfied
- (b) Question. How effective was the site audit process overall in validating the self-assessment information and in assessing your home's compliance with the Standards?
Answer. 95% satisfied or very satisfied.
- (c) Question. Overall, how satisfied are you with the exit meeting reporting process and the way in which it was conducted?
Answer. 96% satisfied or very satisfied
- (d) Question. How useful is the site audit report to management in planning improvements?
Answer. 92% satisfied or very satisfied.
- (e) Question. Overall, how effective was the accreditation process in helping you to identify strengths, weaknesses and opportunities for improvement at your Home?
Answer. 94% satisfied or very satisfied.

Better Practice Events - Delegate Feedback

Attachment 'D'

	SA		TAS		NSW		AUST		
	Delegates Registered	Responses	96	71	207	94	469	257	
			74%	55%	45%				
The program and sessions content met my needs	Totally agree	34	37%	17	25%	14	16%	65	25%
	Agree	55	60%	47	68%	65	72%	167	65%
	Undecided	3	3%	3	4%	9	10%	15	6%
	Disagree	0	0%	2	3%	2	2%	4	2%
	Totally disagree	0	0%	0	0%	0	0%	0	0%
I felt the topics were relevant to better practice in aged care	Totally agree	42	46%	29	42%	27	30%	98	38%
	Agree	48	52%	37	54%	60	66%	145	56%
	Undecided	1	1%	1	1%	3	3%	5	2%
	Disagree	1	1%	2	3%	1	1%	4	2%
	Totally disagree	0	0%	0	0%	0	0%	0	0%
I will be able to implement some of the better practice systems and procedures I have learnt at this event	Totally agree	36	40%	28	41%	20	22%	84	33%
	Agree	49	55%	33	48%	64	71%	146	57%
	Undecided	4	5%	4	5.5%	5	6%	13	5%
	Disagree	0	0%	4	5.5%	1	1%	5	2%
	Totally disagree	0	0%	0	0%	0	0%	0	0%
Please rate your overall satisfaction of the Better Practice Event	Extremely Satisfied	31	34%	21	31%	11	12%	63	25%
	Very Satisfied	42	47%	33	49%	51	56%	126	49%
	Satisfied	17	19%	11	16%	27	30%	55	21%
	Dissatisfied	0	0%	1	2%	2	2%	3	1%
	Very Dissatisfied	0	0%	1	2%	0	0%	1	0%
Based on this event, would you attend other events put on by The Aged Care Standards and Accreditation Agency Ltd?	Yes	90	100%	67	97%	87	98%	244	95%
	No	0	0%	2	3%	2	2%	4	2%
Would you recommend other people in the aged care industry to attend this or a similar event?	Yes	90	99%	65	97%	82	99%	237	92%
	No	1	1%	2	3%	1	1%	4	2%

Consolidated Feedback Form

Education activity	Turn Data into Action!			
Dates	August – September 2003			
Locations	All			
Presenters	State Education Co-ordinators			
	Strongly agree	Agree	Disagree	Strongly disagree
Most of the concepts in this workshop were new to me	28 (3%)	174 (16%)	659 (62%)	199 (19%)
I will be able to apply these concepts to my work.	297 (28%)	693 (66%)	59 (6%)	8 (1%)
The material was presented at a level that I could understand	502 (47%)	554 (52%)	16 (1%)	1
The presentation was well prepared and organised	570 (53%)	491 (46%)	11 (1%)	1
Concepts and ideas were clearly explained	528 (49%)	529 (49%)	14 (1%)	2
The material was useful and relevant to my work	458 (43%)	589 (55%)	15 (1%)	3
It was a worthwhile learning experience	383 (36%)	624 (59%)	47 (4%)	9 (1%)
Overall, I was satisfied with the quality of this program	410 (38%)	623 (58%)	33 (3%)	3

There were 1507 participants and at least 1057 responded to the feedback questionnaire, although not all participants responded to each question. Over 98% of respondents reported the seminar was 'useful and relevant', 'a worthwhile learning experience' and they were 'satisfied with the quality of the program'.