



Australian Government
Department of Health and Ageing

Ms Lynda Saltarelli
Media and Communications Coordinator
Aged Care Crisis Team
email: submission@agedcarecrisis.com

Dear Ms Saltarelli

Report on the Operation of *Aged Care Act 1997* – 1 July 2007 to 30 June 2008

Thank you for your letter of 10 December 2008 to the Minister for Ageing, the Hon Justine Elliot MP, concerning the Minister's press release of 25 November 2008 and the Report on the Operation of *Aged Care Act 1997* (the Report) for the period 1 July 2007 to 30 June 2008. The Minister has asked me to reply on her behalf.

You have requested an explanation of the apparent discrepancy between the information published in the Report, which indicates that 46 aged care facilities were non-compliant with the Accreditation Standards as at 30 June 2008, and your records, which suggest that there were many more facilities that the Aged Care Standards and Accreditation Agency (the Agency) found non-compliant with the Accreditation Standards.

The Report correctly indicates that, on 30 June 2008, 46 aged care facilities were operating with some level of non-compliance with the Accreditation Standards. The Report does not include instances of non-compliance in cases where the non-compliance was rectified prior to 30 June 2008.

However, the total number of homes identified as being non-compliant by the Agency in one or more outcomes during the entire year was 199. On any given date during the financial year the number of homes found to be non-compliant varies, as homes previously found to be non-compliant remedy the problem and other new homes are found to be non-compliant. This is why to date, the figure for June 30 has been used.

I appreciate that this may not be clear to readers and we will review how the figure is represented in future reports. Thank you again for raising this matter with the Minister.

Yours sincerely

Teresa Ward
Assistant Secretary
Compliance Branch
Office of Aged Care Quality and Compliance

14 January 2009