

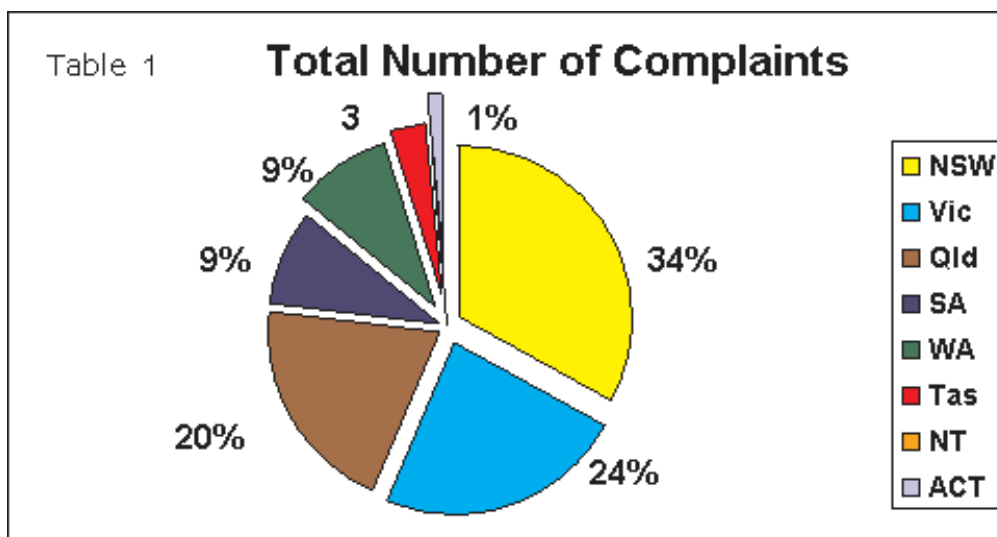


## Complaints Resolution Scheme

### Statistics - January to March 2001

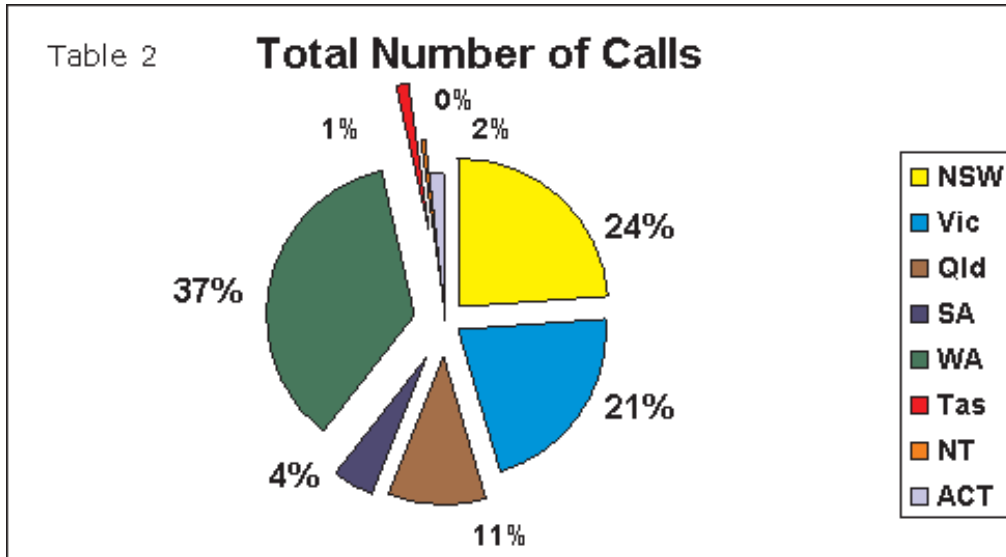
Throughout Australia, the Complaints Resolution Scheme recorded a total of 456 complaints during the reporting period 1 January 2001 - 31 March 2001. Table 1 shows that New South Wales recorded the highest number of complaints 151 or 34% of the total, followed by Victoria 105 complaints or 24%, Queensland 93 complaints (20%), 43 complaints were registered in both South Australia and Western Australia (9%), Tasmania recorded 15 complaints (3%), 6 complaints (1% of the total) were registered in the Australian Capital Territory and no complaints were recorded in the Northern Territory. The majority of complaints related to aged residential care services, however, six complaints related to community aged care packages and one to flexible care services.

#### Total Number of Complaints

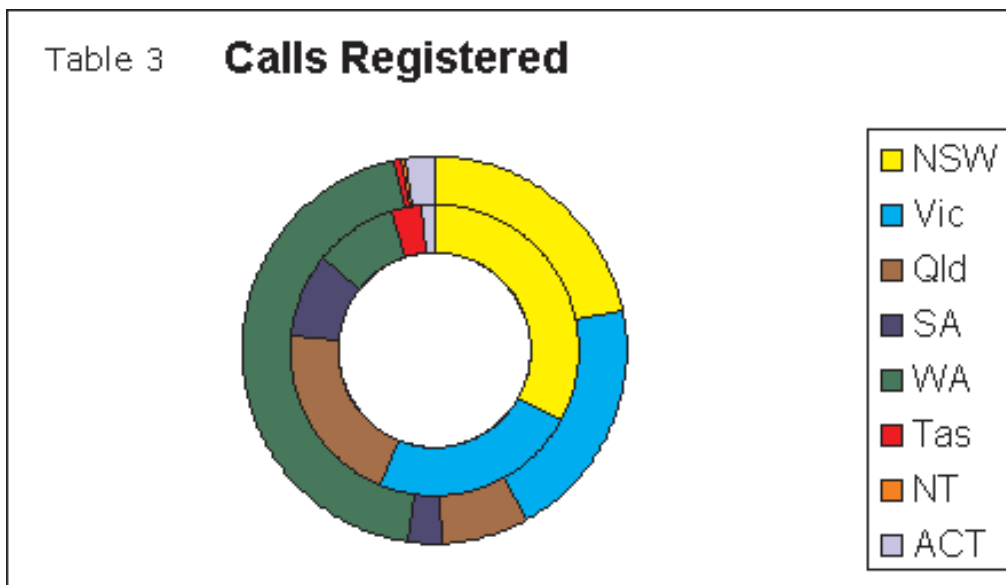


#### Total Number of Calls

Table 2 shows the breakdown of new cases recorded in each State/Territory during the reporting period, that is the number of complaints, information and feedback calls shown as a percentage of the total 2003 calls recorded nationally.



Of the 2003 calls taken during the reporting period 456 (23%) were registered as complaints (inner circle) and 1542 (77%) were registered as information, five calls were registered as feedback. Table 3, which shows a breakdown of new cases, demonstrates that the majority of States/Territories receive and register a higher number of information calls with Western Australia recording a disproportionately high number of information calls. This disparity is the subject of a separate inquiry.

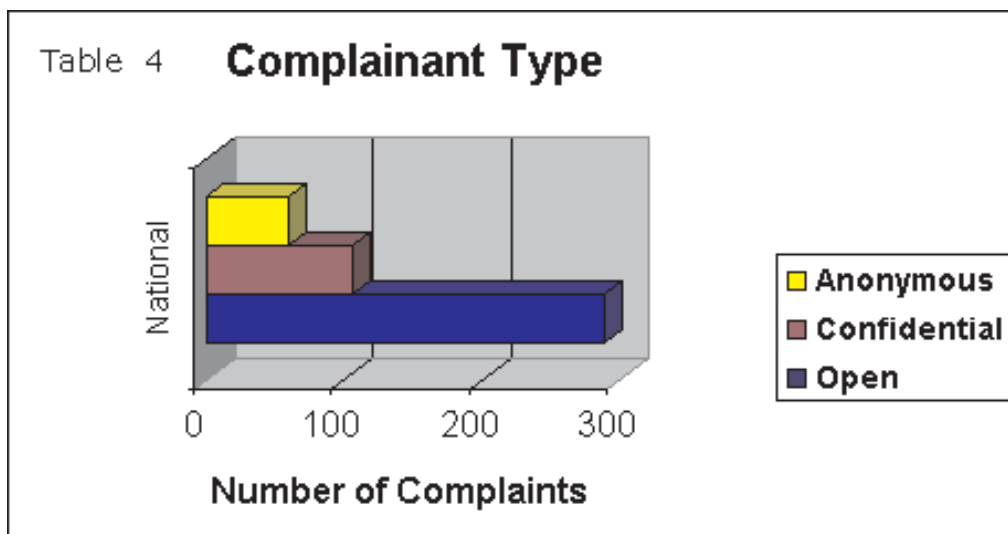


As with all statistics, care should be taken when interpreting these data. It should be noted that the data base continues to record complaints which have been rejected following assessment as information calls. Changes are currently being made to the data base to address this anomaly. Current statistics therefore may not be a true indication of staff workloads as considerable resources in relation to

staff time and effort are required during the assessment phase of all calls taken including those complaints ultimately rejected.

### Complainant Type

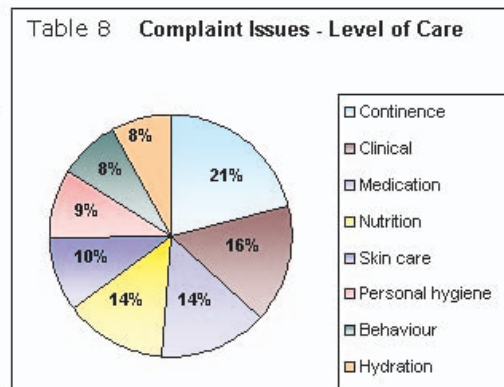
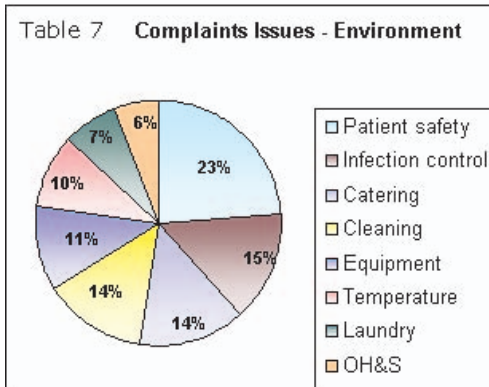
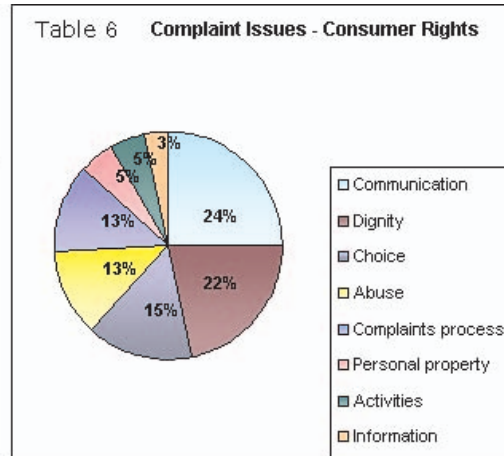
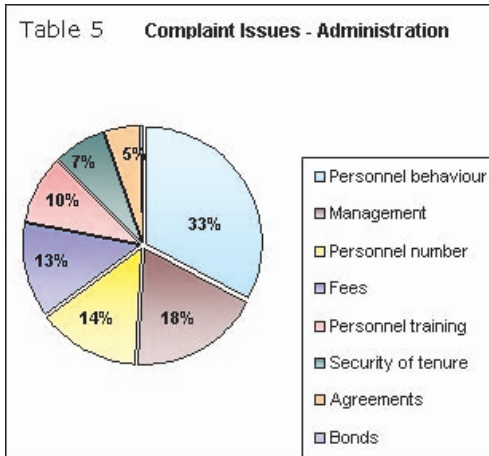
Of the 456 complaints recorded nationally during the reporting period, 289 were registered as open complaints, 107 confidential and 60 were anonymous. It should be noted, however, that a proportion of complainants who initially lodge a confidential complaint with the Scheme subsequently amend the status of their complaint and request that the issues being dealt with are managed as an open complaint.



The majority of complaints (53%) across Australia were lodged by relatives, 18% of complaints were lodged by staff and 7% by residents. 5% of the complaints lodged were lodged separately by ex-staff and others, 4% by friends and 1% by advocates.

### Complaint Issues

The Scheme has identified some 58 common issues which can be recorded in four main clusters, those being: administration, consumer rights, environment and level of care. The following graphs show the most common complaints recorded nationally under each of those headings.

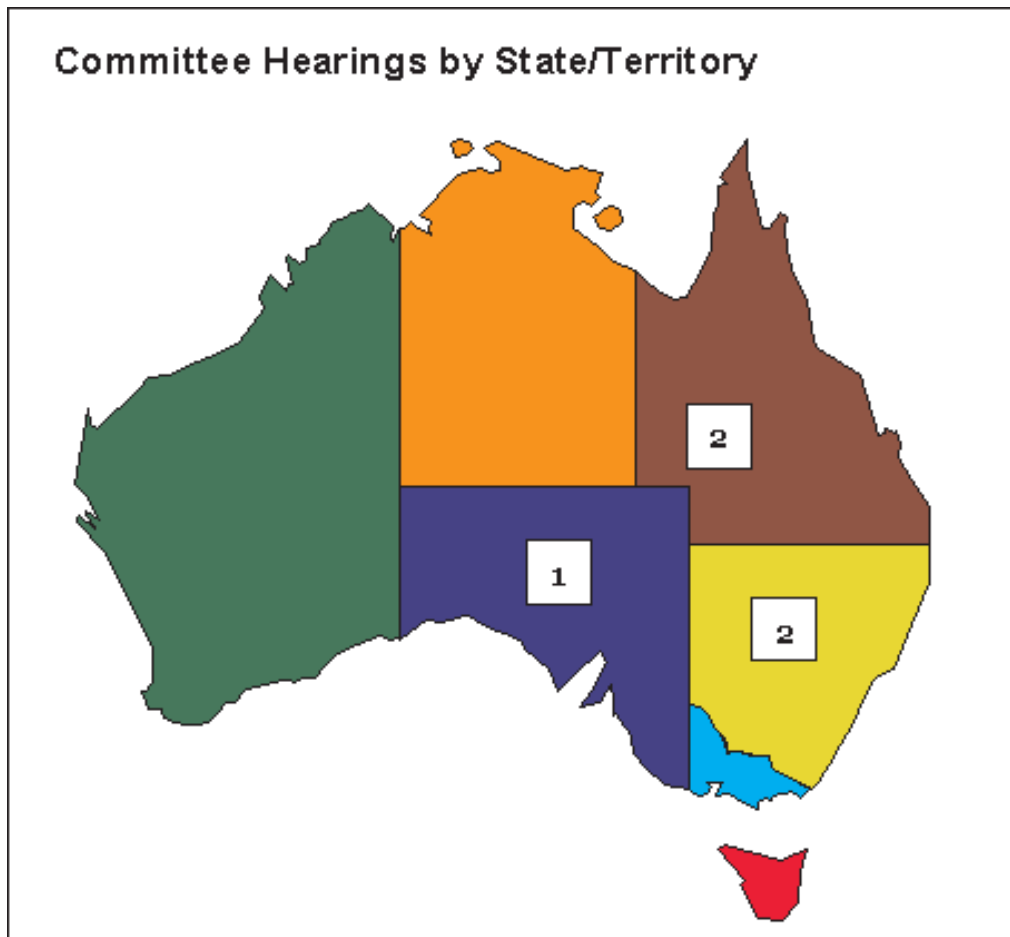


### Average time to resolve complaints

The effective and efficient management of cases is not only dependent on the complexity and number of complaints accepted by the Scheme but also the number and skill base of staff available to complete allocated tasks. The data base does not report the total number of complaints that were finalised between 1 January - 31 March 2001, however, information can be extracted to demonstrate that some 260 cases, of the total 456 complaints received during the reporting period were finalised by the Scheme. Data indicates that the average number of days to finalise complaints was 37.8 days.

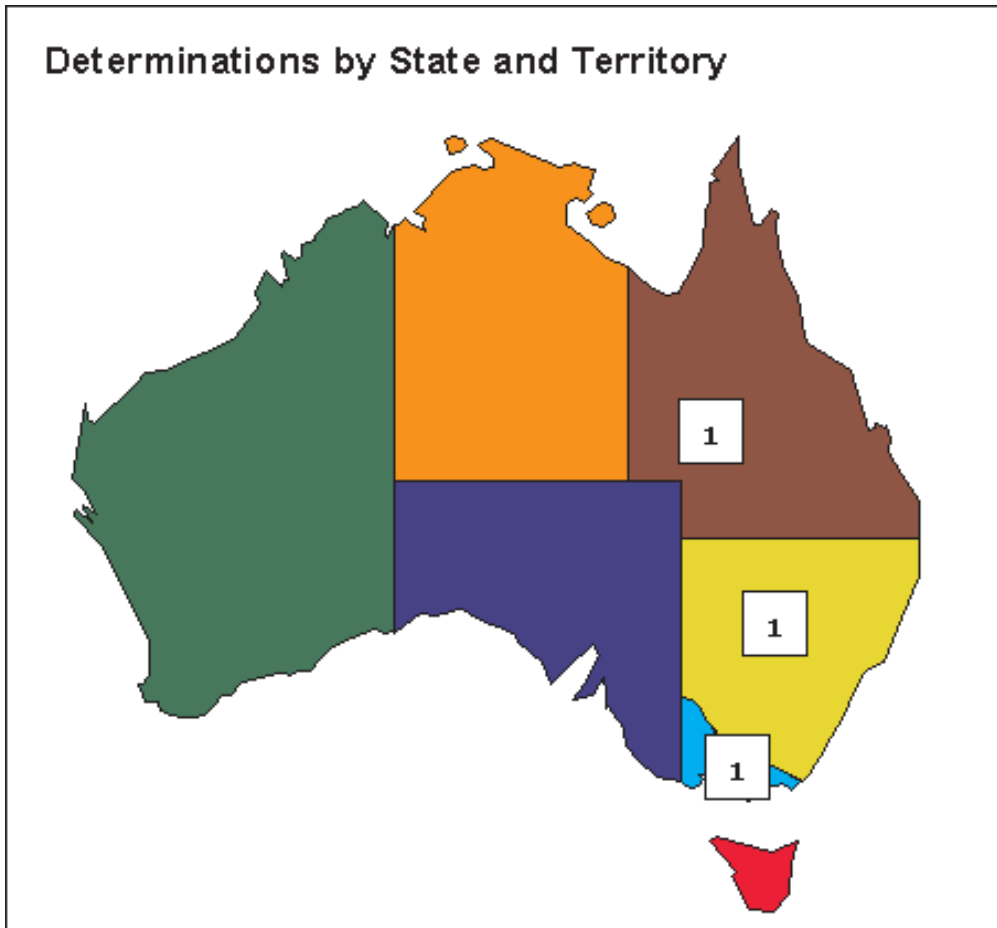
**Site Visits**

In order to conduct a preliminary assessment of various complaints lodged with the Scheme officers conducted a total of 141 site visits during the period under review.



Complaints Resolution Committees heard a total of five cases during the reporting period. As in previous reporting periods these cases involved a range of issues related to the provision of aged residential care services including level of care, consumer rights, environmental and administration issues.

## Determinations by State and Territory



Determination Review Panels reviewed Determinations made in three cases.

The respective panels:

- confirmed the Determination made in Victoria;
- confirmed the Determination made in Queensland and allowed a variation in equipment size; and
- varied the Determination in relation to the New South Wales case, which had been heard for a second time.