



**Aged Care Association Australia**  
**26<sup>th</sup> Annual Congress**

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**Shaping New Limits in Regulatory Reform**

**Rhonda Parker**  
**Aged Care Commissioner**





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# **Role of the Aged Care Commissioner**





## **Vision:**

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To be a recognised leader in complaints management and public administration

## **Mission :**

Through an effective office of review improve the quality of aged care services by promoting excellence in complaint handling and public administration



# Legislated Role of the Aged Care Commissioner

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- ❑ Examine, on appeal, decisions of the Aged Care Complaints Investigation Scheme (the Scheme).
- ❑ Examine complaints
- ❑ Initiate own motion investigations
- ❑ Provide advice to the Minister



# Examine, on appeal, decisions of the Scheme

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- ❑ to examine decisions that are made by the Secretary under the Investigation Principles and are identified by those Principles as being examinable by the Aged Care Commissioner, and make recommendations to the Secretary arising from the examination



# Relevant Decisions

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## ❑ Provider

- There has been a breach
- Issue an NRA
- Terms & conditions of the NRA

## ❑ Type A

- To cease investigating a matter
- That there has not been a breach
- Not to issue an NRA
- Terms & conditions of the NRA



# Examine complaints

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- ❑ to examine complaints made to the Aged Care Commissioner about the Secretary's processes for handling matters under the Investigation Principles, and make recommendations to the Secretary arising from the examination



# Examine complaints

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## To examine complaints made to the Aged Care Commissioner about:

- ❑ The conduct of an accreditation body relating to its responsibilities under the Accreditation Grant Principles *or*
- ❑ The conduct of a person carrying out an audit, or making a support contact under those Principles and make recommendations to the accreditation body concerned arising from the examination



# Own Motion Investigations

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- ❑ To examine, on the Commissioner's own initiative the Secretary's processes for handling matters under the Investigation Principles, and make recommendations to the Secretary arising from the examination



# Own Motion Investigations

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**To examine, on the Commissioner's own initiative:**

- ❑ The conduct of an accreditation body relating to its responsibilities under the Accreditation Grant Principles: *or*
- ❑ The conduct of a person carrying out an audit, or making a support contact under those Principles and make recommendations to the accreditation body concerned arising from the examination



# Activity Profile since May 2007

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- **Appeals:**
  - ~ 65% Type A
  - ~ 35% AP



# Activity: May-September 2007

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## □ Recommendations to Scheme:

- Confirm ~ 40%
- Set aside ~ 20%
- Confirm/set aside ~ 40%



# Activity: May-September 2007

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## □ Complaints

- against the Scheme
- lodged by Type A complainants

