



Aged & Community Services
SA & NT Inc

Media Release

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Aged Care Services peak body welcomes review on Aged Care Complaints Investigation Scheme

The CEO of Aged and Community Services SA&NT (ACS), Alan Graham, has welcomed the Department of Health and Ageing's review of the Aged Care Complaints Investigation Scheme (CIS).

ACS has forwarded a comprehensive submission to the Review on behalf of its members, calling for a new scheme that is actually focused on working with the complainant and provider to resolve complaints and encourages positive relationships between parties.

“Older people, their families and aged care providers need access to a complaints system which deals with complaints fairly and decisively and in which they can be confident. The current CIS system, introduced in 2007, does not do this and a new system must be developed” Mr Graham said.

Mr Graham said the aged care industry has consistently alerted the Government to the inadequacies of the current CIS.

“The current process is fault-finding and punitive in nature, failing to properly address issues of concern for residents and providers alike”.

Key recommendations in the ACS SA & NT submission are:

- The development and introduction of a new and effective complaints system;
- Immediate implementation of improved transparency and communication;
- Resolution which is fair and unbiased for both complainant and provider.

“Ideally, complaints investigations should be focused on the particular incident or matter that is the subject to the complaint and not an exhaustive investigation of the organisation’s policy and systems, as is now the case”.

“The current system of complaints investigation isn’t working and it is time for the Government to take its responsibility seriously and address the fundamental concerns raised in the review that ultimately reflect the care and well being of our older people”.

Aged and Community Services SA & NT Inc (ACS) is the peak body providing strategic leadership to 95% of the not-for-profit aged and community sector in South Australia and members in the Northern Territory.

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