



## MEDIA RELEASE

# AGED CARE SUPPORTS REVIEW OF COMPLAINTS SCHEME

Aged Care Association Australia (ACAA) has welcomed the announcement by Minister for Ageing, Hon Justine Elliot, to undertake a review of the Aged Care Complaints Scheme.

'The industry has been calling on the Government to review the current scheme as it fails to achieve the underlying objective of providing a procedurally fair and timely process to resolve complaints by the consumers of aged care services,' said Rod Young, ACAA CEO.

'A complaints scheme should be an integrated component of a quality improvement system that recognizes complaints as part of a learning exercise to improve service delivery not as a stand alone compliance monitoring scheme,' said Mr Young.

'ACAA welcomes the opportunity to work with Merylyn Walton to create a new scheme which will support feedback and customer comment being dealt with at the local level but which will provide a system for referral by our clients when appropriate resolution cannot be achieved with the local service provider,' Mr Young said.

'ACAA is pleased that Minister Elliot has agreed to undertake this review as we believe it is in the interests of our customers and staff that the current system be overhauled to achieve improved quality systems and more transparent outcomes for our clients,' said Rod Young.

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