



Residential Aged Care

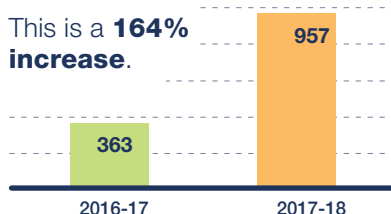
As at 30 June 2018, there were **2,704** residential services, compared to 30 June 2017 when there were **2,677**.

This is a **1% increase**.



We received **957** referrals from the Aged Care Complaints Commissioner in relation to residential care in 2017-18, compared to **363** referrals in 2016-17.

This is a **164% increase**.



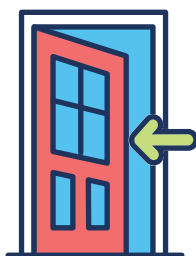
We conducted more than **50,000** interviews with consumers and their representatives.

We published more than **1,000** Consumer Experience Reports on our website.



During 2017-18, we undertook **3,044** unannounced compliance monitoring visits, compared to **2,876** in 2016-17.

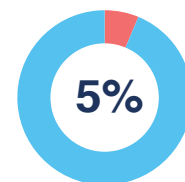
This is a **5.8% increase**.



During 2017-18, we undertook **72** Review Audits, resulting in **38** decisions to vary the period of accreditation

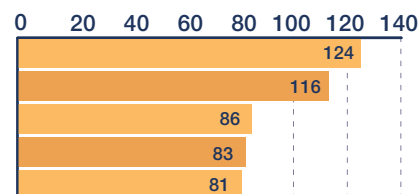
and **12** decisions to revoke accreditation.

We conducted **1,090** re-accreditation audits in 2017-2018 and detected non-compliance in **55 (5%)** cases.



Five most frequently not met expected outcomes in residential services over a three year period ending 30 June 2018.

- 1.6 Human resource management
- 2.4 Clinical care
- 1.8 Information systems
- 2.7 Medication management
- 2.13 Behavioural management



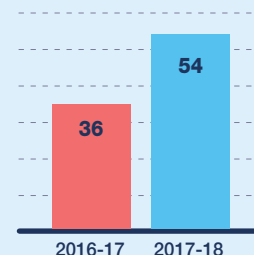
Home Care



As at 30 June 2018, there were **2,284** home care services, compared to 30 June 2017 when there were **2,189**.

This is a **4.3% increase**.

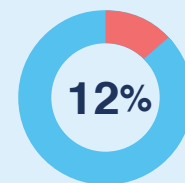
We received **54** referrals from the Aged Care Complaints Commissioner in 2017-18 in relation to home care services, compared to **36** referrals in 2016-17. This is a **50% increase** in the volume of these referrals.



We conducted **547** quality reviews of home care services.



We found failure to meet one or more expected outcomes of the Home Care Standards in **66 (12%)** Quality Reviews.



Five most frequently not met expected outcomes in home care services over a three year period ending 30 June 2018.

- 1.2 Regulatory compliance
- 2.4 Service user reassessment
- 2.3 Care plan development and delivery
- 1.6 Risk management
- 1.3 Information management systems

