

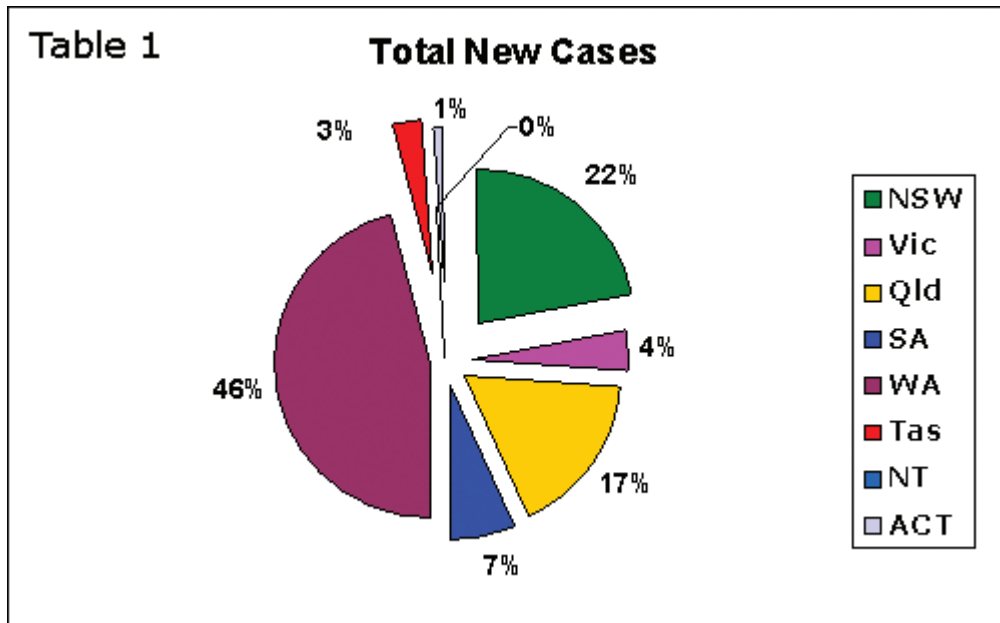


Complaints Resolution Scheme

Statistics - September to December 2000

Total Number of Complaints by State/Territory

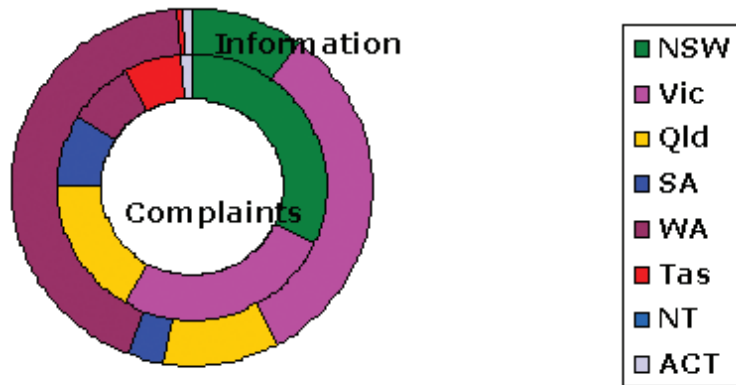
Table 1 shows the breakdown of new cases recorded in each State/Territory during the reporting period, that is the number of complaints, information and feedback calls shown as a percentage of the total 2158 cases recorded nationally. The majority of the calls taken 773 (54%) were completed in 15 minutes or less, 474 (33%) took between 15 and 30 minutes, a further 166 calls (12%) took between 30 minutes and 1 hour, 23 calls (2%) lasted between 1-3 hours and 3 calls were concluded after 3 hours.



Of the 2158 cases recorded during the reporting period 593 (27%) were registered as complaints (inner circle) and 1564 (72%) were registered as information, one call was registered as feedback. Care needs to be taken when interpreting these data as Table 2, which shows a breakdown type of new cases, demonstrates that both Victoria and Western Australia figures include a large number of information calls. However, this may not be a true indication of staff workloads. It would be easy to assume that the work pressures and time taken to deal with a large number of information calls is much less than that required to manage complaints. However, it should be noted that in many instances the number of cases registered as information also includes complaints that have been rejected following assessment as the data base does not provide a capacity to record complaints that have been rejected.

Table 2

Calls Registered

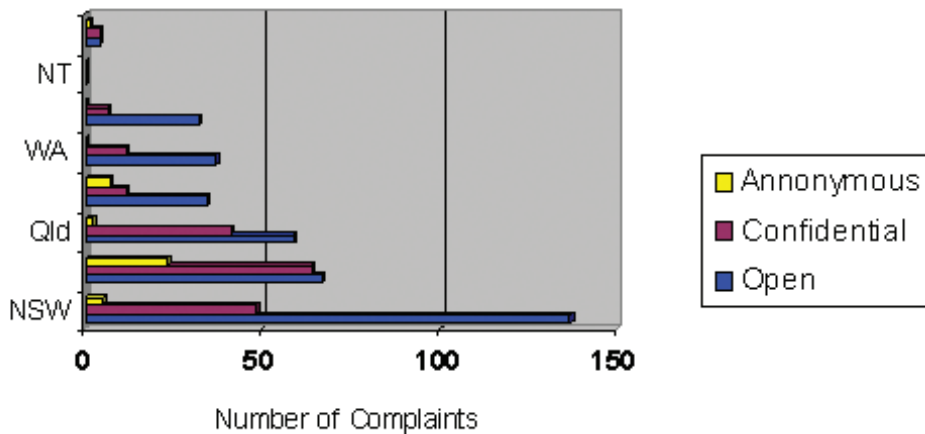


Complaint Type

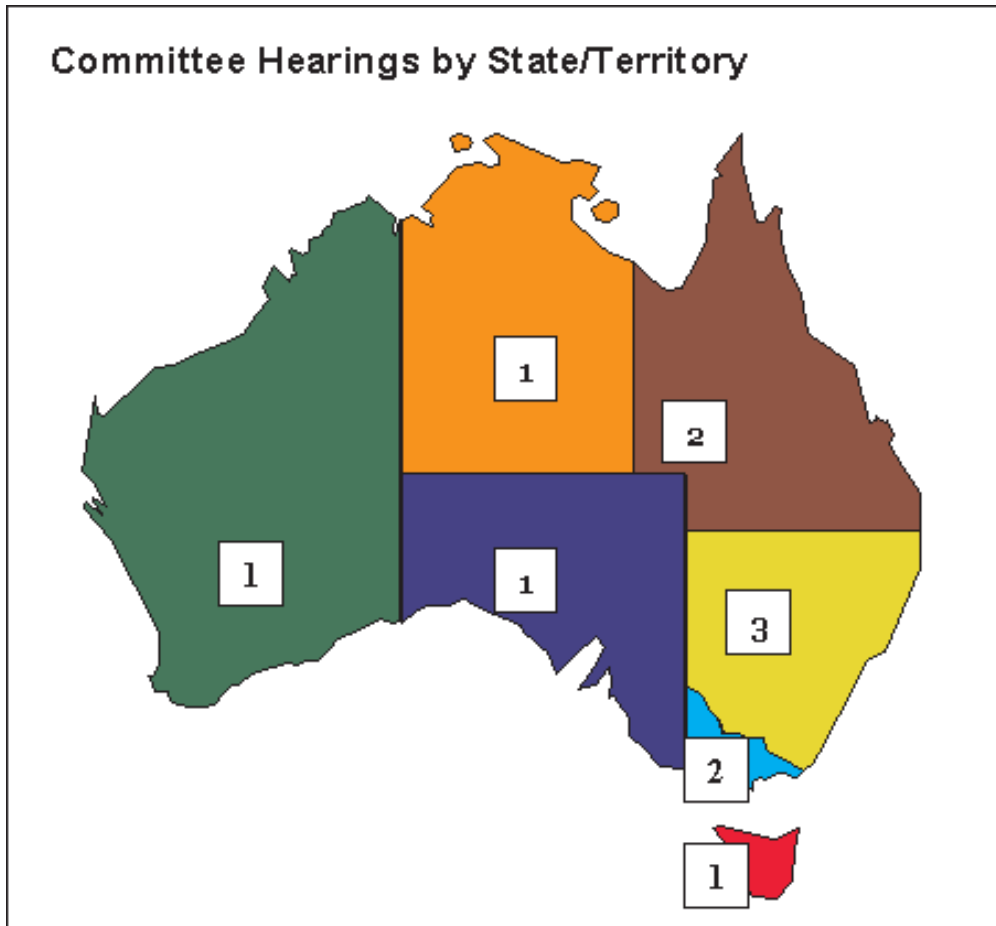
Of the 593 complaints recorded nationally during the reporting period, 370 were registered as open complaints, 185 confidential and 38 were anonymous.

Table 3

Complaint Type

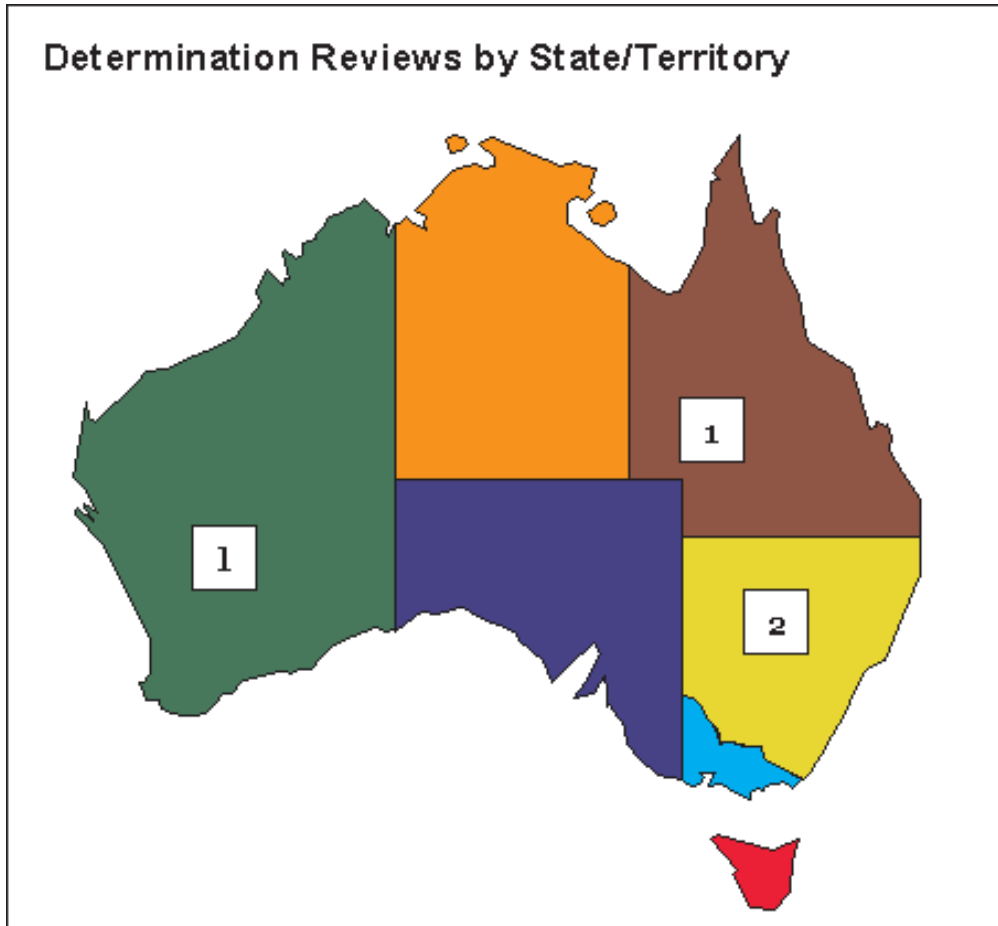


Committee Hearings by State/Territory



Complaints Resolution Committees heard a total of 11 cases during the reporting period. As in previous reporting periods these matters predominantly involved various issues related to the provision of aged residential care services. Matters raised with the CRS and therefore coming before Complaints Resolution Committees include: level of care, consumer rights, environmental and administration issues. A reporting format for the future has been agreed with Chairpersons.

Determination Reviews by State/Territory



Determination Review Panels, comprising the Commissioner and one other Chairperson, reviewed determinations made in four cases. In two of the four cases the Commissioner received applications for Review from both parties to the complaint. Three of the cases reviewed related to aged residential care (nursing home) services and one case related to the provision of services through a community aged care package.

Outcomes:

Determination Review Panels are required to either, confirm, vary or set aside the determination made by a Complaints Resolution Committee. In the matters reviewed during the report period the various Review Panels respectively:

- confirmed the determination of the Complaints Resolution Committee in all but one aspect
- confirmed the determination of the Complaints Resolution Committee
- varied the determination of the Complaints Resolution Committee with regard to one issue and finalised two issues.
- varied the determination of the Complaints Resolution Committee