322. A Wynne

Name: A Wynne

Proposal 2–1

Proposal 2–2

Proposal 3–1

Proposal 3–2

Proposal 3–3

Proposal 3–4

Proposal 3–5

Proposal 5–1

Proposal 5–2

Proposal 5–3

Question 5–1

Question 5–2

Proposal 5–4

Proposal 5–5

Proposal 5–6

Proposal 5–7

Proposal 5–8

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Proposal 5–10

Proposal 5–11

Proposal 5–12

Proposal 5–13

Proposal 6–1

Question 6–1

Proposal 6–2

Question 6–2

Question 6–3

Proposal 7–1

Proposal 7–2

Question 7–1

Question 7–2

Proposal 8–1

Question 8–1

Proposal 9–1

Proposal 9–2

Proposal 9–3

Proposal 10–1

Proposal 10–2

Proposal 10–3

Proposal 10–4

Proposal 11–1

**Robust complaints management system should underpin the reportable incidents scheme**

Robust complaints management provides an early warning system for both potential abuse and potential systemic problems in care delivery.

The ease with which a consumer can make a complaint and the commitment of the organisation to capture complaints effectively mean issues that are potential precursors to more serious forms of abuse can be identified.

Consultation and communication, including of the complaints process, has been a significant cause of complaints to the Aged Care Complaints Scheme which suggests there is a gap between consumer need and management delivery.

**Model for robust complaints management/internal dispute resolution (IDR)**

The system operating in financial services provides a good model to apply to the aged care sector -

**RG 165.1** provides:  
Under the Corporations Act 2001 (Corporations Act), if you are:

(a) an AFS licensee (s912A(1)(g) and 912A(2)); or

(b) an unlicensed product issuer or an unlicensed secondary seller (s1017G),

you must have a dispute resolution system available for your retail clients that meets certain requirements.

**RG 165.2** provides:

This dispute resolution system must consist of:

(a) IDR procedures that:

(i) comply with the standards and requirements made or approved by ASIC;

(ii) cover complaints made by retail clients in relation to the financial services provided; and

(b) membership of one or more ASIC-approved EDR schemes that covers—or together cover—complaints made by retail clients in relation to the financial services provided (other than complaints that may be dealt with by the Superannuation Complaints Tribunal (SCT)).

**RG 165.32** provides:  
Under regs 7.6.02(1) and 7.9.77(1) of the Corporations Regulations, ASIC must take into account:

(a) Australian Standard AS ISO 10002–2006 Customer satisfaction— Guidelines for complaints handling in organizations (ISO 10002:2004 MOD), published by SAI Global Limited on 5 April 2006 (AS ISO 10002–2006); and

(b) any other matter we consider relevant,

when considering whether to make or approve standards or requirements relating to IDR.

**Australian Standard AS ISO 10002–2006**

As well as specifying benchmarks for the robust welcoming of complaints, the standard specifies the need for management to examine the complaints data to identify potantial systemic issues.

**Paragraph 8.2 provides:**

All complaints should be classified and then analysed to identify systematic, recurring and single incident problems and trends, and to help eliminate the underlying causes of complaints.

While the reportable incidents scheme is a valuable step in identifying possible elder abuse, a comprehensive, but not burdensome, complaints management process operates to assist in preventing potential elder abuse by providing an early warning system.

Proposal 11–2

Proposal 11–3

Proposal 11–4

Proposal 11–5

Question 11–1

Question 11–2

Question 11–3

Proposal 11–6

Proposal 11–7

Proposal 11–8

Proposal 11–9

Proposal 11–10

Proposal 11–11