### Aged care

#### Areas:
**What are common areas of concern?**
- Services provided by the Aged Care Service, e.g. personal care, meals, laundry
- Care by doctors
- Delay in calling doctor
- Nursing care
- Care by Personal Care Assistants
- Access to records – NB distinguish between service provider records and health records
- Issues around Enduring Power of Attorney

#### Options:
**What can we do for this topic?**
- State funded providers are in HCC jurisdiction
- Commonwealth Funded providers – refer to Aged Care Quality and Safety Commission
- Access to health records – will depend on type of record and where they are kept. FOI or HRA may apply.

#### Restrictions:
**What can’t we do?**
- Deal with issues in relation to Power of Attorney or guardianship
- Deal with FOI related queries
- Deal with Commonwealth funded providers

#### Referral Bodies:
**If to refer, who to?**
- Aged Care Quality and Safety Commission 1800 951 822
- Office of the Public Advocate (if complaint about Powers of Attorney)
- AHPRA if a registered practitioner

#### Possible responses:
**What common responses you find yourself saying in response to this topic?**
- Use a line of questioning to establish if the facility is public or private for the purpose of referral to the CLO / manager.

#### Top Tips:
**What are the unwritten rules /considerations that apply to this topic?**
- Seek permission of the complainant if you need to ring the Aged care facility
- Seek further information through open questioning to assess jurisdiction and / or where to refer the person to:
  - Is the aged care facility funded by the Australian Government?
  - Is the aged care facility attached to a hospital and therefore funded by the Victorian government?
  - Is the practitioner employed or contracted by the facility or are they employed or contracted elsewhere?
  - Does the complaint involve the provision of a health service by an AHPRA registered practitioner or unregistered practitioner?
- Patients who have been treated in a hospital: a hospital will keep patients for 30 days and then will send patients to a nursing home with a vacancy if the family have not organised alternative care. There may be options for patients to be held for a further short period. Refer complainant to CLO or social worker.
| Useful information: | Web sites, phone numbers, documents |