Dear Mr Psaila-Savona

As you may be aware, as part of the 2015-16 Budget responsibility for the Aged Care Complaints Scheme (the Scheme) transferred from the Department of Health to me, as the Aged Care Complaints Commissioner, on 1 January 2016.

This transition has increased the independence of aged care complaints handling arrangements by separating complaints management from the Department's funding and regulatory roles. This reflects both best practice in complaints handling and feedback received from both consumer and provider groups.

The current arrangements for sharing information with your organisation reflect those which were in place with the previous Scheme prior to 1 January 2016. In some other parts of the country there have been different arrangements, including a MOU.

I am proposing to take a more consistent approach nationally and would like to formalise the arrangements with all of the Health Complaints Entities through an exchange of letters.

Given the relatively small number of referrals of information between our organisations, I believe this is the most appropriate way to formalise this arrangement. It will allow flexibility for altering the arrangement if it does not suit either organisation's purposes.

I envisage that these letters will outline our shared objectives in exchanging information and establish a clear mechanism for information referral.

I look forward to meeting you at the Health Complaints Commissioners' conference. If you wish to discuss this further, we could talk there or arrange to meet later separately.

Yours sincerely

Rae Lamb
Aged Care Complaints Commissioner
7 March 2016

Disclaimer: Under the Aged Care Act 1997, the Aged Care Complaints Commissioner can use any information it receives to help perform its regulatory functions. The Aged Care Complaints Commissioner has procedures in place to ensure that personal information is protected against misuse and is not unlawfully disclosed.