



# Joint Media Release

August 7, 2017

## **Aged care peak bodies joint statement on quality of care**

The peak bodies representing Australia's aged care industry recognise the importance of a Government accreditation and complaints process which protects the quality of care for older Australians receiving care services.

"Aged care is an essential human service, assisting some of our most vulnerable Australians, and while our members strive to provide quality care at all times, recent media reports have highlighted the fact there are occasions where those high standards the industry strives for can fall short," says Pat Sparrow, chief executive of Aged & Community Services Australia.

"Instances in which adequate care is not extended to a resident warrant our close attention," says Sean Rooney, chief executive of Leading Age Services Australia. "In seeking to understand where the problems lie, we must not lose sight of the fact that Australia's aged care sector is supported by an industry that is passionate about providing quality care for older Australians."

The three peak bodies together represent around 95 per cent of all aged care services in Australia, in a sector that supports around 200,000 residential care places, approximately 80,000 home care places, 4,000 restorative care places and over 350,000 dedicated staff working in aged care.<sup>1</sup>

Cameron O'Reilly, chief executive of the Aged Care Guild, says reforms to the sector are aimed at giving elderly Australians more choice and control over their care and drive improvements in quality of care. These reforms must be complemented by a robust accreditation and complaints process that protects the interests of residents.

As the peak bodies representing the nation's aged-care providers, the industry will work collaboratively with consumers and Government to ensure a regulatory system that focuses on continuous improvement and supports innovation in service delivery.

In this spirit, we are actively contributing to the current independent reviews examining the aged care quality accreditation system to ensure that it is 'fit for purpose' in meeting the needs and expectations of consumers, providers and Government.

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<sup>1</sup> Report on the Operation of the Aged Care Act 1997, Key Facts section. Figures as of 30 June, 2016.

As the outcomes of these reviews are made public in coming months, the industry will seek to engage with consumers to address their concerns and expectations regarding the quality of care.

~ENDS~

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