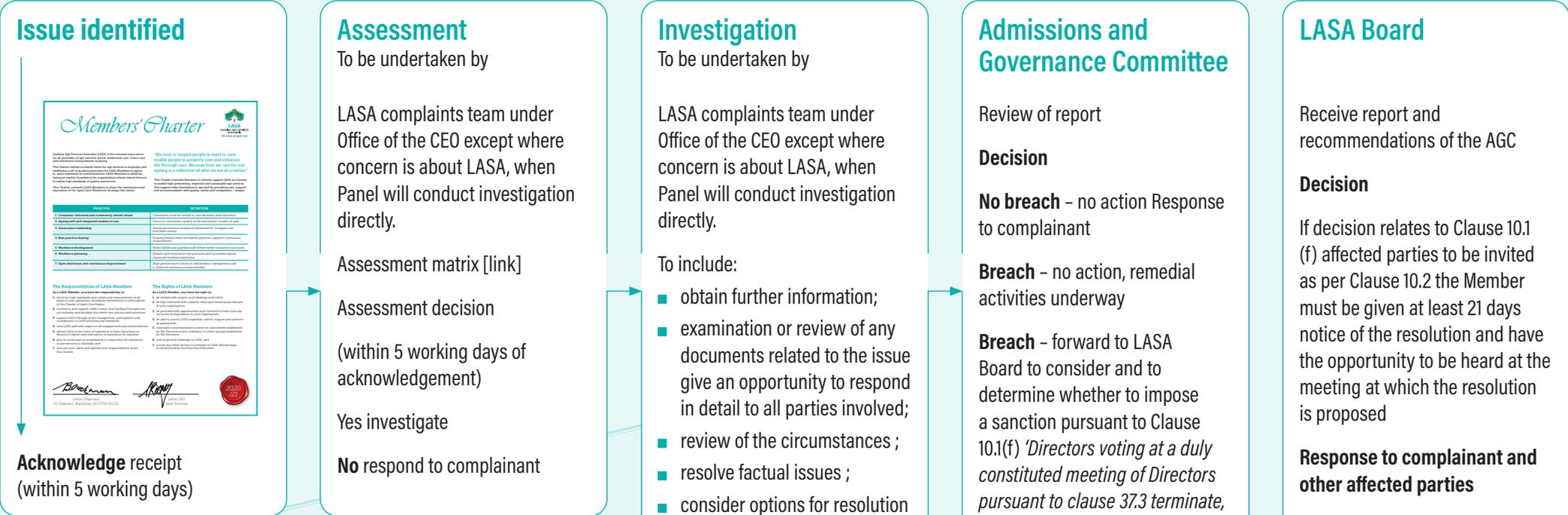


Membership Charter Management

Process flowchart conceptual



Issue identified

Acknowledge receipt
(within 5 working days)

Assessment

To be undertaken by

LASA complaints team under Office of the CEO except where concern is about LASA, when Panel will conduct investigation directly.

Assessment matrix [link]

Assessment decision
(within 5 working days of acknowledgement)

Yes investigate

No respond to complainant

Investigation

To be undertaken by

LASA complaints team under Office of the CEO except where concern is about LASA, when Panel will conduct investigation directly.

To include:

- obtain further information;
- examination or review of any documents related to the issue give an opportunity to respond in detail to all parties involved;
- review of the circumstances ;
- resolve factual issues ;
- consider options for resolution and future improvements

Investigation outcome report
(within 30 working days)

Response to complainant and other affected parties
Report going to Admissions and Governance Committee of the Board (AGC) on date

Admissions and Governance Committee

Review of report

Decision

No breach - no action Response to complainant

Breach - no action, remedial activities underway

Breach - forward to LASA Board to consider and to determine whether to impose a sanction pursuant to Clause 10.1(f) 'Directors voting at a duly constituted meeting of Directors pursuant to clause 37.3 terminate, by resolution, the membership of a Member which, in their opinion, renders it undesirable that they continue to be a Member of the Company.'

LASA Board

Receive report and recommendations of the AGC

Decision

If decision relates to Clause 10.1 (f) affected parties to be invited as per Clause 10.2 the Member must be given at least 21 days notice of the resolution and have the opportunity to be heard at the meeting at which the resolution is proposed

Response to complainant and other affected parties

Members' Charter

Leading Age Services Australia (LASA) is the national association for all providers of age services across residential care, home care and retirement living/seniors housing.

The Charter outlines a shared vision for age services in Australia, and establishes a set of guiding principles for LASA Members to aspire to, and a statement of commitment for LASA Members to abide by, laying an explicit foundation for organisations whose shared focus is to realise high standards of quality and service.

This Charter commits LASA Members to share the motivation and aspiration of the Aged Care Workforce Strategy that states:

"We exist to inspire people to enable people to properly age life through care. Because ageing is a reflection of who we are."

This Charter commits Members to enable high performing, respectful care that support older Australians to age well by providing care and accommodation with quality, safety and compassion.

INTENTION

Consumers must be central to care decisions and outcomes

...consumers' quality of life and holistic models of care

...performance, mitigates risk



Membership Charter Management

Process flowchart conceptual

