The Hon Sussan Ley MP
Minister for Health and Aged Care
Minister for Sport
Member for Farrer

The Hon Ken Wyatt AM, MP
Assistant Minister for Health
Member for Hasluck

MEDIA RELEASE

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The Government delivering quality and stability in aged care

The Australian Minister for Health and Aged Care, Sussan Ley MP, and Assistant Minister for Health and Aged Care, Ken Wyatt AM, MP today announced the reappointment of Australia’s inaugural Aged Care Complaints Commissioner, Ms Rae Lamb, for a second term to January 2020.

Ministers Ley and Wyatt congratulated Commissioner Lamb on her reappointment.

“The Government has been working hard to reform aged care and give consumers greater choice and control over their aged care services,” said Minister Ley.

“We are rightly proud of the Australian aged care system. Internationally, it is well recognised that we have a robust and innovative quality framework in place. However, it is very important that we also have a reliable, independent mechanism to address concerns when they arise.

“Consumers, family, carers and loved ones have shown confidence in the Commissioner, speaking up about their concerns, and the Commissioner and her team have an excellent record in responding to concerns and resolving issues.”

Assistant Minister Wyatt said that the Commissioner’s reappointment will ensure quality and stability for the sector, and enable robust decision making in regard to complaints.

“The increase in the public's engagement with the Commissioner will ultimately lead to positive outcomes for all consumers, as well as giving providers the opportunity to improve the delivery of their service,” said Assistant Minister Wyatt.

“The Commissioner is making a real difference to improving quality and confidence in aged care services. That’s what the Government’s reforms are built on – better choice and better services.”

Ms Lamb’s reappointment is a testament to her knowledge and experience in aged care issues and complaints resolution.

“This Government is highly committed to a sustainable, flexible aged care system that will continue to meet the changing needs of Australians,” said Minister Ley.

“The provision of this free service is an important part of that commitment. The health, safety and well-being of older people is of paramount importance and the reappointment of Ms Lamb ensures
not only the necessary safeguards to protect consumers, but also to focus on continuous quality improvement."

The Complaints Commissioner considers complaints about aged care services including: residential care or residential respite care, Home Care Packages, the Commonwealth Home Support Programme, flexible care, including transition care, and the National Aboriginal and Torres Strait Islander Flexible Aged Care Programme.

**For more information, please contact Minister Ley’s office on 02 6277 7220 or Minister Wyatt’s office on 02 6277 7220.**