



More Choices for a Longer Life – serious incident response scheme

The Government will increase funding for aged care by \$7 billion over five years. The Government will introduce a serious incident response scheme for aged care providers to report assaults and serious incidents in their facilities. This will include consultation, research, and expert advice on how the scheme will operate, and also define when chemical or physical restraint is inappropriate and should be treated as a serious incident.

Providers will have to report a wider range of incidents, including physical, sexual or financial abuse; seriously inappropriate, improper, inhumane or cruel treatment; and neglect by a staff member or contractor. There will be clearer, tougher requirements around their response, including the timing of it. The Aged Care Quality and Safety Commission will have more powers to monitor, investigate, intervene and take action than currently exists. It will also have more information and data to work with, so that it can identify high risk and poor providers.

Why is this important?

Supporting and protecting Australians living in residential care is a Government priority. Improving regulations around reporting ensures that incidents in aged care facilities are identified and acted upon. This includes being able to act quickly on cases of neglect, inappropriate physical or chemical restraint, intentional or reckless behaviour by staff and inadequate personal care.

The scheme will give providers clear directions on the types of incidents that should be reported and the information they need to intervene for specific cases and to identify systemic problems. This will directly improve the quality of care provided to senior Australians in residential care.

Who will benefit?

More than 240,000 Australians living in residential aged care will benefit from better protections. The scheme will reassure their family and loved ones that they're receiving the best possible compassionate care.

How much will this cost?

This will cost \$1.5 million in 2019–20.