



Complaints Investigation

ACCPA

About this program

This workshop offers a process for complaints investigation and resolution. Case studies will be used to demonstrate a best practice approach with references to approved provider responsibilities and practical skills in applying a streamlined complaints investigation approach.

Learning outcomes

- ✓ Snapshot of Provider responsibilities under the Aged Care Act 1997 and funding agreements with the Australian Government.
- ✓ Types of complaints – health care, personal care assistance, communication, staff roles, living environment, fees and charges in care agreements and choice and preferences in care arrangements.
- ✓ Applying a solution-focused framework to deal with complaints
- ✓ Identify the primary tools or components of an investigation – conciliation, investigation, service provider resolutions and mediation.
- ✓ Learn key elements that enable complaints to be resolved – confidentiality, effective communication, active questioning, natural justice principles and an equitable and fair approach for all parties.
- ✓ The principles of effective complaints documentation.

Target audience

This workshop is ideal for Managers, Quality Manager, Clinical Managers, Work, Health & Safety Managers and Coordinators, HR Managers.

Program details

Date	2 May 2024
Time	1pm - 3pm AEST
Location	Online via Zoom