

Queensland Home and Community Care quality reviews

Seeking reconsideration of a quality review outcome

The Home and Community Care program operates under a quality framework that supports acceptable standards of service provision and program administration. All Home and Community Care funded agencies are required to complete a quality review at least once every three years, as per the requirement in the service agreement.

From 1 March 2011, all aged care services, including Home and Community Care services, will be reviewed using the Community Care Common Standards. The Community Care Common Standards allow service providers to request a reconsideration of a quality review outcome.

Following the completion of a quality review, you will receive a letter from the quality reviewer advising of the outcome of the quality review process. If you do not agree with the outcome, you may seek reconsideration within 10 days of receiving the outcome notification. Information required is outlined in the Community Care Common Standards Guide, page 16.

The request must be made in writing to:

Chief Executive Officer
Institute for Healthy Communities Australia (IHCA)
PO Box 5582
West End Qld 4101

The Institute for Healthy Communities Australia will undertake a review of the quality review process and notify the service provider of the outcome as soon as practicable.

Further information is available from:

- Community Care Common Standards (www.comcarestandards.com.au)
- Institute for Healthy Communities Australia (www.ihca.com.au)
- Department of Communities (telephone 3006 8846 or www.communities.qld.gov.au).