



Australian Government
Department of Health and Ageing

Dear Approved Providers

I would like to advise you that information from Notices of Non-Compliance (NNCs) issued since 1 July 2007 will be made public through the Aged Care Australia website (www.agedcareaustralia.gov.au) from 1 July 2009. This initiative was announced by Minister Elliot on 18 February 2009, with submissions being invited up until 30 April 2009.

The information about current NNCs will include the name and address of the service; the name of the approved provider, broad information on the non-compliance and the date the NNC was issued. This information will only be available online after the delegate has considered any submission made by the due date specified in the NNC.

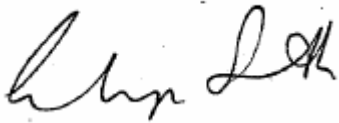
Information about the NNC will be moved from the 'current' NNCs page to an 'archived' NNCs page following confirmation by the Department, or the Aged Care Standards and Accreditation Agency, that the non compliance has been addressed. Additional information on the archived page will indicate whether the provider had addressed the non compliance or was issued with a sanctions notice.

If a sanctions notice is issued, it will appear on the sanctions page of the website, as is current practice.

Information on NNCs for the current financial year (as at 17 June 2009) will be on the site from 1 July 2009, as well as information about NNCs issued since 1 July 2007. Thereafter, the site will be updated weekly to reflect the current status of NNCs. Change of provider will be indicated in those instances where this may apply to the archived information.

From 1 July 2009 providers will also be encouraged to inform residents, or their legal representatives, about the issuing of a NNC and the action taken to address the non compliance.

If you have concerns about information in regard to a previous or current NNC issued to you please contact the State or Territory Manager in the relevant State/Territory Office of the Department of Health and Ageing. Alternatively email Aged.Care.Compliance@health.gov.au .

A handwritten signature in black ink, appearing to read 'Carolyn Smith', written in a cursive style.

Carolyn Smith
First Assistant Secretary
Office of Aged Care Quality and Compliance
30 June 2009