

## Monitoring and Evaluating the Performance of Surveyors

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## Background

- Homes must be accredited by the Aged Care Standards and Accreditation Agency Ltd to receive Australian government subsidies
- 7500 visits by assessors in 2008/09
- Assessors are registered under legislation

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## Actions

- Observers on visits
  - Trained observers who are senior assessors
- Mentoring
  - Group leaders
- Reviews of reports
  - Quality assurance group
- Feedback forms
  - From clients (53% response rate)
- Complaints

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THANK YOU

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