The Inspector-General of Aged Care’s Annual Work Plan – 2023-2024
 ***Oversight is calling out significant and systemic issues, recommending solutions and seeking to ensure our reports to Parliament are actioned.***

|  |  |
| --- | --- |
| **Reviews** |  |
| Administration of My Aged Care | *Is My Aged Care fit for purpose in facilitating access to aged care services for older people regardless of their level of ability, cultural background or language?*Review expected to commence March 2024. |
|  |  |
| **Reports** |  |
| Royal Commission reform implementation | Annual report on Implementation of the Aged Care Royal Commission Recommendations delivered on or before 1 June 2024 |
|  |  |
| **Monitoring** |  |
| Aged Care Quality and Safety Commission | Commencement of monitoring the performance of the Aged Care Quality and Safety Commission |
| Department of Health and Aged Care | Commencement of monitoring the performance of the Department of Health and Aged Care |
| Independent Health and Aged Care Pricing Authority | Commencement of monitoring of performance of the Independent Health and Aged Care Pricing Authority |
| Complaints Management Frameworks | Commencement of monitoring of performance of complaints frameworks across aged care |
|  |  |
| **Planned Engagement** |  |
| Quarterly Newsletters | Informational newsletters distributed on a quarterly basis |
| Consultation on the next work plan | Continued engagement to further explore the issues of the aged care system and the underlying evidence to drive prioritisation exercises.  |
|  |  |