

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.