

Office of the Inspector-General of Aged Care Consultative Committee Meeting – 5 March 2024

The Acting Inspector-General of Aged Care welcomed members to the meeting and introduced three new Committee members.

The Committee received updates from the Office of the Inspector-General of Aged Care (Office) on:

- the inaugural Annual Work Plan, which was published on 15 December 2023 and outlines the oversight activities to be conducted by the Office in the 2023-24 financial year
- the Corporate Plan 2023-24, which was published on 20 December and sets out the broader goals, objectives, and principles for the Office
- establishment of a new Senior Officials Group as a forum for the Inspector-General to engage with senior officials from Commonwealth agencies that have a key role in the administration, regulation, funding, or pricing of aged care.

The Committee discussed the first review to be conducted by the Office, which is looking at whether My Aged Care is fit for purpose in facilitating access to aged care services for older people. The Committee noted that the review was yet to commence and that it would be conducted in line with the formal process set out in the *Inspector-General of Aged Care Act 2023*. The Office clarified that today's discussion was not part of the review itself, but an opportunity to hear from Committee members about their views and experiences with the My Aged Care system.

The Committee received an update on the 2024 Progress Report on Royal Commission Recommendations to be delivered by the Office before 1 June 2024. Members noted that the overarching theme of the report would focus on recommendations and associated reforms dealing with access to, and navigation of, the aged care system and would also include an update on all 148 recommendations.

Committee members were invited to share their views on how effectively people are able to access the aged care system. Discussion centred around overall progress of implementation of Royal Commission recommendations, as well as issues related to dementia support, star ratings, workforce and training, care finder services, allied health, access to respite care, and designing for diversity. Members were invited to provide further views through the public submissions process, open on www.igac.gov.au until 28 March and were advised that other targeted engagement is underway to seek input from stakeholders, including those with lived experience of aged care.

The Committee discussed the Monitoring Strategy for the Office including processes for stakeholders to inform the Office of potential systemic issues affecting the aged care system.

The next meeting of the Committee will be held in April 2024.