

Making a submission to the review of the administration of My Aged Care

This fact sheet tells you how to make a submission to a review conducted by the Inspector-General of Aged Care (Inspector-General). For more information on the Inspector-General and their role, see our website www.igac.gov.au.

Why are we seeking review submissions?

The Inspector-General conducts in-depth investigations of significant systemic issues or topics which affect the Australian Government's funding, regulation, administration, or delivery of aged care. The evidence collected from these investigations is analysed, and recommendations and findings will be provided to government for response and reported to Parliament and the public.

The Office of the Inspector-General of Aged Care (the Office) supports the Inspector-General to conduct this function.

Submissions allow the Inspector-General and the Office to hear the views and opinions of people and organisations who know about My Aged Care, or who may have lived experience of My Aged Care.

What are the review's terms of reference?

The Acting Inspector-General of Aged Care is investigating whether an older person can successfully get in the front door of the aged care system.

The objective of this review is to assess whether My Aged Care enables older persons in Australia to navigate to and initiate the assessment process required for entry to the aged care system in a timely manner, regardless of their location, health requirements, cultural background, identity or prior knowledge of the system.

To form a conclusion against the objective the Acting Inspector-General will consider the following criteria:

1. Are there clearly prescribed standards against which My Aged Care's performance can be measured to ensure the Government's objectives are being met?
2. Is the user experience of My Aged Care aligned to the needs of its expected users/target audience?
3. Are there distinct access challenges arising in regional, rural and remote areas, and in other contexts, and how does My Aged Care overcome these?
4. If My Aged Care is the single point of entry to be assessed for aged care services, what drivers cause older people to seek to access an assessment through other means?

This review is important, not only because it looks at the entry point to the aged care system, but it is also the first time the Inspector-General will use their powers to investigate, make recommendations and report to Parliament on the performance of a Commonwealth entity to govern and administer an essential part of the aged care system.



What do we want to know?

The Office is seeking input from people who have used My Aged Care in the past 5 years to seek an assessment for care, or who are planning to use My Aged Care in the future. The Office is also seeking input from people who have experienced a barrier to using My Aged Care, whether through access difficulties, personal circumstances, technological barriers, or any other issue you wish to raise.

Our questions

In addition to considering how your experience relates to our review criteria, we are interested in understanding:

1. When did you become aware of My Aged Care and that services may be available to you?
 - a. Did you know how to find My Aged Care when you needed an assessment, or needed to organise an assessment?
 - b. If you didn't know, how did you go around finding out?
2. If you used My Aged Care to organise an assessment of care, how long ago was this?
3. Did you use the website, the phone line or did you use a face-to-face centre?
 - a. For whichever method you used, how easy was it to use?
4. Were there any issues with availability/reliability of the My Aged Care system or phone line if used?
5. If you used the Services Australia face-to-face centres – were you able to immediately receive assistance?
6. How long did it take to organise an assessment and confirm that an assessment was booked?
7. Did anything stop you from getting an assessment or slow down achieving this?
8. Did anything stop you from accessing My Aged Care?
 - a. If you could not use My Aged Care, did you access an assessment another way?
 - b. Did you seek the assistance of a navigator, care finder or advocate to use My Aged Care, and what was your experience?
9. Did you organise this on behalf of someone else?
10. What was your overall experience?

We encourage you to provide us with any examples, data, references, or other additional information that you feel would support your submission.

Who can make a submission?

All individuals or groups are encouraged to provide their views, opinions, or specialised knowledge on this topic.

We are particularly interested in hearing from people from diverse backgrounds, such as First Nations people, those from culturally and linguistically diverse backgrounds, people located in remote locations, and those with reduced capacity or living with disability.



Requirements for submissions

Submissions must:

- Be made in writing
- Be prepared for the purpose of the review
- Be relevant to the terms of reference or the questions asked under the submission process, and
- Be received by the due date

Each submission will be assessed to consider if it addresses the specific terms of reference set out for the review. If it does not meet the review criteria it will not be considered for the review and will not be published.

Can I amend a submission once made?

Where you make a submission to a review and identify that information has been provided in error, you can contact the Office to provide a correction. This statement should clearly identify the areas of your submission that require correction and provide alternative, correct information. This statement will be published with your submission.

Can I apply for confidentiality?

When making a submission to a review you may request the Inspector-General consider either:

- Not to identify you as the person who has provided the submission to the Inspector-General, i.e. Confidentiality of your Identity, or
- Not to publish your submission in full or in part, and not to include its contents in any draft or final reports, i.e. Confidentiality of your submission.

Please contact us on confidentiality@igac.gov.au to discuss our confidentiality process.

Applications for **confidentiality of your identity** need to be made before making a submission.

An application for **confidentiality of the contents of your submission** must be made with your submission. In this case, if you make an application and the Inspector-General refuses the request, you may request to withdraw the submission or the confidential part of your submission.

How to make a submission

Submissions can be provided as a Microsoft Word Document or PDF (portable document format).

Submissions can also be sent directly by email to submissions@igac.gov.au or post to:

Office of the Inspector-General of Aged Care
PO Box 350
Woden ACT 2606, Australia.

How we will use submissions

The information you provide in a submission will be used by the Office to inform the review. We will only consider information that is applicable to the review terms of reference. Information may be used in a draft or final report and be published by the Inspector-General unless confidentiality or privacy applies.



Publishing submissions

The Inspector-General will publish all submissions received unless you apply for confidentiality.

Where submissions may be published, certain information may be removed from the submission, such as details of other people named in the submission or information that is deemed sensitive.

If you have applied for confidentiality and:

- the Inspector-General agrees not to identify you, your submission may be published if this would not identify you, marked as 'name withheld'.
- the Inspector-General agrees that the submission itself is confidential, it will not be published.

A submission that is confidential in part may be published in part. In this case, you should consider if confidential information can be put in an appendix to allow the Office to easily remove the confidential part of the submission prior to publishing.

Sharing information with us

As an Australian Government Agency, we must comply with the Privacy Act and the Australian Privacy Principles which regulate how agencies collect, hold, use or disclose personal information. See our [privacy policy](#).

Further information

If you have any questions, they should be directed to review@igac.gov.au.

Further information is also available on www.igac.gov.au.