

Notice of Review – Administration of My Aged Care

I, Ian Yates, Acting Inspector-General of Aged Care (Inspector-General), pursuant to section 18(2A) of the Inspector-General of Aged Care Act 2023 (the Act), hereby notify that I have commenced a review on the Administration of My Aged Care (the review) on the 26th March 2024.

Terms of reference of the review

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.

I will consider the following criteria to meet the objective of the review:

- Are there clearly prescribed standards against which My Aged Care’s performance can be measured to ensure the Government’s objectives are being met?
- Is the user experience of My Aged Care aligned to the needs of its expected users/target audience?
- Are there distinct access challenges arising in regional, rural and remote areas, and in other contexts, and how does My Aged Care overcome these?
- 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?

Background

My Aged Care is the Government’s entry point for people to access aged care services. An older person cannot receive any type of Commonwealth aged care service without an assessment to establish that care is needed.

I consulted widely to explore the systemic issues inherent in the aged care system. A consistent theme emerged as people shared their experiences regarding the role of My Aged Care in allowing people to access and navigate the system.

This review was prioritised as it is critical that My Aged Care facilitates entry to the system, or a significant proportion of older people, or vulnerable cohorts, may find themselves unable to access or receive aged care in a timely manner.

Process

The review will follow the process established by my Office for conducting reviews, underpinned by the framework and powers in the Act.

To make an independent and objective assessment against the key criteria, the Office will collect review evidence from government entities and their partners, supported by the views and opinions of users of My Aged Care. I encourage interested parties to contribute through a submission process.

My final report and any recommendations made will be provided to the Minister responsible for Aged Care to table in both houses of Parliament, prior to being published on the [igac.gov.au](https://www.igac.gov.au) website.

Mr Ian Yates AM
Acting Inspector-General of Aged Care