

Inspector-General of Aged Care’s Annual Work Plan – 2024-25

Oversight includes calling out significant and systemic issues, recommending solutions and seeking to ensure that reports to Parliament are actioned.

Annual Work Plan

The Inspector-General will set out key priorities for the financial year through the publication of an Annual Work Plan on the Office of the Inspector-General of Aged Care’s (OIGAC) website. A variation to the Annual Work Plan may be made during the financial year at the Inspector-General’s discretion.

Annual Work Plan – planning processes	Ongoing refinement and implementation of Annual Work Plan planning processes and tools including environmental scanning activities, consultation mechanisms and prioritisation assessment tools
Consultation	Ongoing consideration and assessment of stakeholder feedback and submissions received to inform future priorities for 2024-25 and beyond

Monitoring

The Inspector-General’s monitoring program is intended to comprise a range of activities which will collectively provide a comprehensive picture of the aged care system. It will be informed by data and information drawn from across the aged care sector, the media and other government bodies. Through its monitoring activities the OIGAC will, over time, establish a broad intelligence base to assist with identifying risks, emerging trends, and systemic issues across the aged care system.

Monitoring Strategy	Finalise and publish the Office of the Inspector-General of Aged Care’s Monitoring Strategy and implementation timeline
Performance monitoring	Negotiation of Memorandums of Understanding to support data sharing and commencement of ongoing performance monitoring with: <ul style="list-style-type: none"> The Department of Health and Aged Care Independent Health and Aged Care Pricing Authority
Aged Care Quality and Safety Commission	Undertake ongoing monitoring of the performance of the Aged Care Quality and Safety Commission through receipt of quarterly data
Operation of aged care Complaints Management Frameworks	Development of a complaints oversight strategy to support oversight of the operation of the Aged Care complaints management frameworks Commence monitoring of performance of complaints frameworks across aged care – ongoing

Reviews

The Inspector-General may conduct targeted reviews for the purposes of performing certain functions.

The Inspector-General determines which Reviews will be commenced in a financial year, based on annual work planning processes including environmental scanning and formalised assessment processes for prioritising identified issues. Prior to commencing a review, an Individual Review Plan is developed to determine the proposed scope, timeframe and resource allocation, and risk mitigation. The Individual Review Plan informs the Inspector-General's decision making for commencing a review.

As the annual work planning processes of the OIGAC continue to mature, further consideration will be given to publishing a forward list of systemic issues prioritised for future review.

Administration of My Aged Care	<p><i>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?</i></p> <p>Continuing from 2023-24</p>
New Review (Placeholder)	<p>Additional review topics may be identified for commencement in 2024-25 at the Inspector-General's discretion. If required, a variation to the Annual Work Plan will be published on the OIGAC's website.</p> <p>To be confirmed (pending timeframes and available resources)</p>

Reports

The Inspector-General must publish annual reports on the progress made by the Commonwealth towards implementing the recommendations of the Royal Commission into Aged Care Quality and Safety. The Inspector-General may also publish reports on any other matter relating to the Inspector-General's functions.

Royal Commission Reform Implementation	<p>Annual report on Implementation of the Aged Care Royal Commission Recommendations</p> <p>Report due to the Minister responsible for Aged Care by 1 June 2025 for subsequent tabling in Parliament</p>
New Reports (Placeholder)	<p>The <i>Inspector-General of Aged Care Act 2023</i> (the Act) provides for the Inspector-General to provide reports on any matter related to their functions under the Act. There are a range of such matters before the Inspector-General. The ability to prepare reports on some of these is dependent on the resources available to the Inspector-General</p>

Engagement

Engaging with the aged care sector including those responsible for the development and delivery of the aged care system as well as with older people in Australia and their families and carers, is an important part of the work program of the Inspector-General. Consultation and engagement activities aim to ensure that the key focus and oversight priorities of the Inspector-General remain relevant and current.

Consultative Committee	Consultative Committee meetings (quarterly)
Stakeholder engagement	Broaden engagement opportunities to further explore the issues of the aged care system and the underlying evidence to drive prioritisation exercises
Consumer engagement	The Inspector-General is actively considering alternative mechanisms to facilitate appropriate access and engagement opportunities for a broader range of consumers, including those with limited or no access to the internet for a variety of reasons