

## Office of the Inspector-General of Aged Care Consultative Committee Meeting – 23 July 2024

At its 23 July 2024 meeting, the Office of the Inspector-General of Aged Care Consultative Committee received an update on the soon-to-be-released *2024 Progress Report on the Implementation of the Recommendations of the Royal Commission into Aged Care Quality and Safety*. The Chair outlined the tabling process and timing for public release of the report, expected in early August 2024.

The Committee discussed the Office's revised Monitoring Strategy. This will be delivered in stages and will employ an intelligence-led, risk-based approach to help the Office identify systemic and emerging issues within the aged care system.

The Chair sought input from members to support the development of the Inspector-General's 2024-25 Annual Work Plan, which will detail the planned reviews, monitoring activities, reports and engagement for the financial year. Members raised a range of systemic issues that could be the subject for a future review or report. The Chair advised that that public consultation process for the Annual Work Plan would remain open until 2 August 2024.

The Committee discussed the future direction of the Office and shared views of sector and stakeholder expectations.

The Committee was provided with an update on status of the review into the administration of My Aged Care. The Office sought insights on ways to better engage with people who have limited literacy or do not have access to computers, telecommunications or other necessary technology to write a submission. Members discussed various mechanisms to work with individuals who do not have access to mainstream services and offered to explore further solutions out-of-session.

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