

2025 Progress Report on Implementation of Aged Care Royal Commission Recommendations: Submission process

Who we are

The role of **Inspector-General of Aged Care** (Inspector-General) is to provide independent oversight of the aged care system and to drive accountability and positive change. To do this, we monitor, review, and report on the aged care system, call out significant and systemic issues, and make recommendations to Government and Parliament for improvement. You can learn more about us on our [website](#).

Our role in reporting on the implementation of Royal Commission recommendations

The Royal Commission into Aged Care Quality and Safety Final Report made 148 recommendations for generational reform across the aged care system in Australia. Establishment of an Inspector-General was a recommendation of the Royal Commission.

In response to the Royal Commission's recommendations the Government commenced an ambitious reform agenda. Many of the Royal Commission's recommendations have been implemented or are in the process of being implemented.

The *Inspector-General of Aged Care Act 2023* requires the Inspector-General to report on the Commonwealth's progress towards implementing the Royal Commission's recommendations. The next report must be **delivered to the Minister for Aged Care by 1 June 2025**. It will then be tabled in Parliament within 15 sitting days, and it will be published on our website.

2025 Report Focus: Generating substantive and meaningful reform for the aged care sector

The 2025 Progress Report will examine how Government actions have addressed the substantive reform agenda envisaged by the Royal Commission. The report will evaluate whether the Government's reforms have been sufficient to drive meaningful and lasting change to the aged care system, and highlight where further effort is needed to address the systemic issues impacting the sector. We are exploring more than just the 'amount' of Government activity towards implementing the Royal Commission's recommendations, but rather whether those activities have focussed on the paradigm shift Royal Commissioners called for, and their resulting impact.

Our questions

These questions are **intended as a guide** to help you make a submission; however, you are welcome to choose which questions to answer, or to provide us with your views on any other issues or any of the Royal Commission recommendations.

1. What are your impressions of:
 - overall progress with implementation of the Royal Commission's recommendations?
 - the state of the aged care systems since the Royal Commission's final report?
 - positive/negative changes to the aged care system following government reform?
2. Has the Government undertaken sufficient consultations in the development/implementation of its reform agenda? Has there been sufficient transparency around the Government's reforms? Is the level of support being provided enough to ensure an effective transition to a new system?



3. To what extent have the Government's reforms supported the establishment of a rights-based, person-centred aged care system? Will those reforms move the aged care system away from one focussed primarily on providers to one that puts older Australians and their needs first? If not, what needs to happen to facilitate that change?
4. Have existing reforms been sufficient in creating an aged care system which can meet individuals' needs regardless of their backgrounds or circumstances? Alternatively, or do they continue to treat diverse populations as an 'add on' to mainstream populations?
5. Have new systems improved consumer understanding (eg, star ratings) and timely access to aged care services (eg, care finders)? Why/why not?
6. Do you think that intended reforms to how the system is regulated will be sufficient to uphold the vision of the Royal Commission?

Who do we want to hear from?

The Office wants to hear from people with an interest in the aged care sector and particularly those people with lived experience of being in aged care or trying to access aged care sector, or their loved ones. We also welcome the perspectives of aged care workers, care providers, consumer groups, peak bodies, academics, unions and workforce representatives, government agencies, education providers, and anyone else with an interest in the aged care system.

We know that peoples' backgrounds and personal circumstances can influence their experience of accessing and navigating the aged care system. For this reason, we encourage First Nations people, people from culturally and linguistically diverse backgrounds, people with disabilities, LGBTQIA+ people, people with dementia, people living in rural and remote locations, and others with diverse backgrounds. We are committed to safe and inclusive engagement that is not extractive. In particular, our engagement will be guided by the following principles:

- Fair and inclusive for all people. We include those who may not often engage or be able to. Everyone who wants to contribute can do so and we hear them.
- Transparent and open in the ways we provide information and make decisions, and it is possible to assess this has happened.
- Ongoing, where engagement informs every stage of the review.
- Reciprocal with our information. At a minimum, we give feedback to people who have engaged with us so they know how we have understood their input and used it to inform decisions.

The Office understands written communication is not universally accessible. Submissions can be in written form and submitted digitally or physically. Verbal submissions can be provided through our dedicated phone line. We encourage you to make your submission using means most appropriate for you.

When preparing your submission, we encourage you to provide us with any examples, data, references, or other additional information. Please consider, the earlier you can get your submission to us the better it will help us prepare our report.

Sharing information with us

As an Australian Government Agency, we must comply with the *Privacy Act 1988* and the Australian Privacy Principles which regulate how agencies collect, hold, use or disclose personal information. Our privacy policy is available [here](#).



It is the intention of the Office to publish all submissions, unless you instruct us not to do so. If you wish to provide us with a submission you have the option of keeping your identity confidential, for example, using a pseudonym. Where the Office chooses to draw on examples and material provided via submissions in our report, we will attribute cited material in reference to where it comes from, e.g. 'a consumer peak advised that...', 'an aged care recipient said...', 'a provider explained that...'

Where to send your submission

Submissions can be provided by email, by reply post, or by leaving a verbal submission on our phone line.

To provide an **email submission**, please send it to: royalcommission@igac.gov.au.

If you wish to provide your submission **by post**, please address it to:

Office of the Inspector-General of Aged Care
Reply Paid 83426
Woden ACT 2606

To provide a **verbal submission**, call 1800 565 789 and leave your message on our dedicated voicemail service.

The final deadline for us to be able to consider a submission is **14 March 2025**.