

Media Release

15 December 2023

Inspector-General of Aged Care Work Plan Released

The Office of the Inspector-General of Aged Care (OIGAC) is pleased to announce the release of its first Annual Work Plan.

The inaugural Annual Work Plan outlines the oversight activities to be conducted over the remainder of the 2023-24 financial year, from now until 30 June 2024.

The workplan delivers on the Office's commitment to promote accountability and transparency, and identifies the issues the Inspector General will examine where the OIGAC's independence, oversight, and information gathering powers can influence significant improvement across Australia's aged care services.

Key elements of the Work Plan include:

- The inaugural Review, which will focus on the performance of the My Aged Care system and related programs designed to facilitate people's access to the right aged care services.
- The next report on the implementation of the recommendations of the Royal Commission into Aged Care Quality and Safety
- Establishing the baseline monitoring of key information on the performance of the Department of Health and Aged Care, the Aged Care Quality and Safety Commission, the Independent Health and Aged Care Pricing Authority, and complaints management frameworks across the system
- Consultation on the Reviews and Reports to be undertaken in the first full year Annual Workplan for 2024-25

A wide range of systemic issues in aged care were raised during broad consultation this year with members of the community who use the aged care system, researchers, academia and professionals, aged care service providers, workforce and unions, agencies, funded bodies, and advisory bodies such as the National Aged Care Advisory Council and the Council of Elders.

These issues were then evaluated and prioritised through a formalised assessment process. The Office considered 36 issues in total through this process, providing broad coverage of the aged care system. Assessment of a number of issues for the 2023-24 Annual Work Plan was postponed due to significant overlap with the work of the Aged Care Task Force. These issues will be considered in the 2024-25 prioritisation assessment.

We are confident that the selected work program will allow us to have the greatest impact possible in the time available and with the resources available to the Office.

For more information on the Inspector-General of Aged Care, visit igac.gov.au.

For any questions, or to interview the Acting Inspector General, Ian Yates AM, please contact Media@igac.gov.au