



2025 Progress Report

Implementation of the Recommendations of the Royal Commission into Aged Care Quality and Safety

Centring diverse life experience in aged care

A rights-based system values care recipients and their life experiences. From the very first contact, the aged care system needs to be welcoming and accessible for all.

Stating ‘diversity should be core business in aged care’ Aged Care Royal Commissioners wanted the new aged care system to embrace and accommodate the diversity, difference and the inherent complexity of individuals.

To effectively provide high quality, safe, rights-based care to people from diverse backgrounds, all aged care providers need to have an inclusive culture and be capable of providing culturally appropriate care to all people, regardless of their backgrounds and life experiences.

There have been small, positive efforts to improve the care of people with diverse life experiences including:

- the Specialisation Verification Initiative launched in June 2022, ensures that providers who claim expertise in serving diverse needs groups are justified in doing so.
- small funding investments to improve the data collection for diverse demographics.

Government reforms to date have largely ignored the Royal Commission’s recommendations for wholesale improvement in the system’s capacity to promote the identity and address the distinct prejudices sometimes faced by older people from diverse backgrounds.

Mandating trauma-informed care

Some people entering the aged care system may have experienced trauma, prejudice or social exclusion in their lifetimes.

At the very least, the aged care system must, as a priority, acknowledge this trauma and take practical and well-informed steps to help people access care in ways and settings that mitigate the ‘re-triggering’ of trauma.

The Inspector-General is concerned the reform measures fall short of providing the trauma-informed care envisioned by the Royal Commission. These measures include:

- The new *Aged Care Act 2024* (new Act)
 - The new Act does not implement the mandatory training model proposed by the Royal Commission.
 - Instead, it is a condition of registration that providers must meet any prescribed qualifications and training requirements. **This is insufficient.**
- The strengthened Quality Standards
 - The new strengthened standards will require providers to deliver training and supervision to workers so that they can effectively perform their roles.
 - This includes ensuring that all workers receive regular competency-based training, including in ‘culturally safe, trauma-aware and healing-informed care’.**This is not the equivalent of mandatory training.**

While these measures are a positive step forwards, they fail to embed explicit training requirements for older people who have experienced trauma.