



Making aged care better

How well the Australian Government is following
ideas from the Aged Care Royal Commission

Easy Read version

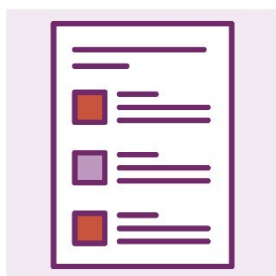


How to use this report



We are the Office of the Inspector-General of Aged Care.

We wrote this report.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 27.



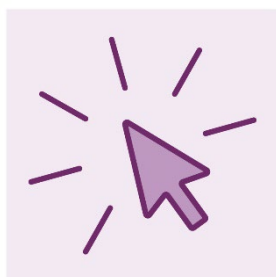
You can ask someone you trust for support to:

- read this report
- find more information.



This is an Easy Read summary of another report.

It only includes the most important ideas.



You can find the other report on our website.

www.igac.gov.au

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What is the Royal Commission into Aged Care Quality and Safety?



The **Royal Commission into Aged Care Quality and Safety** looked into problems older Australians experienced with aged care services.



In this report, we just call it the Aged Care Royal Commission.



The Aged Care Royal Commission helped the Australian Government work out what:

- has gone wrong in aged care
- they need to improve.



The Aged Care Royal Commission shared 148 ideas about how the government can improve aged care.

What is this report about?



This report looked into what the government has done after the Aged Care Royal Commission.

This includes what the government has done:



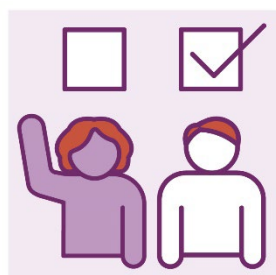
- to make aged care services better



- to help people live in their home or community for longer.



We checked how well the government is following the ideas from the Aged Care Royal Commission.



We also checked if things are getting better for older people who:

- are trying to get aged care services
- get aged care services.

We heard from:



- people who are trying to get aged care services



- people who get aged care services

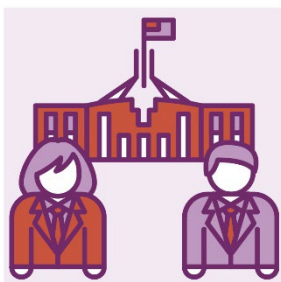


- their families, carers and friends.

We also heard from:



- people who run aged care services

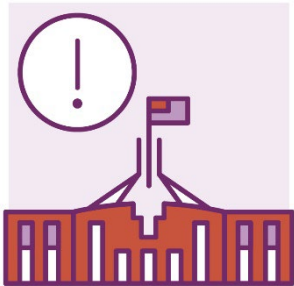


- different parts of the government.

This helped us to understand:



- what the government has done well



- other things the government should do.

What the government has done well



The government created a new law called the Aged Care Act 2024.

In this report, we call it the Act.



The Act will make sure aged care services focus on the **rights** of older people.



Rights are rules about how people must treat you:

- fairly
- equally.



This includes treating you:

- with respect
- how you would like to be treated.



The Act explains what **high-quality care** is.



High-quality care is about providing supports that:

- meet people's needs
- helps people to enjoy their lives.



This will make sure aged care services know how to provide high-quality care.



The government is also paying aged care workers more money.



This helps aged care services to find and keep workers.



This also helps aged care workers to learn better skills.



The government decided some parts of aged care need to be better.



This includes the way **complaints** are managed.



When you make a complaint, you tell someone that something:

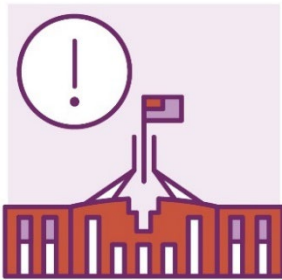
- has gone wrong
- is not working well.



The government is finding ways to deal with complaints that are:

- better
- faster.

Areas that need more work



There are still areas where we think the government needs to do more work.



We are also worried that some of the work the government has done:

- won't make aged care services better
- might make things harder for some people.

Support older people's rights



Many people told us that the government needs to do more to support the rights of older people.



People are worried that some of the changes the government will make will mean that their rights are less protected.

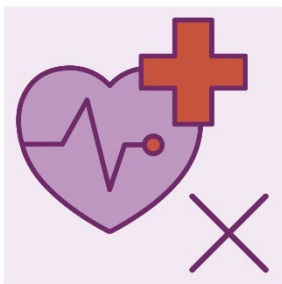


We will keep checking this.

How older people pay for aged care services



The Act includes rules that will make older people pay part of the cost for some services.



This includes services that are not about health.

For example:



- showering



- cleaning



- support to connect with the community.



We think that older people should have to pay part of the cost for some services if they can afford it.

But we also think some older people might:



- worry some services will cost too much



- not be able to pay for the services they need



- move into an **aged care home** earlier.



An aged care home is where older people live when they can't live in their home or community anymore.



When older people need to pay part of the cost for services, they might not get high-quality care.

Support Aboriginal and Torres Strait Islander communities



We think the government needs to change how they plan to support older Aboriginal and Torres Strait Islander people.



This will make sure Aboriginal and Torres Strait Islander people get the support they need.

Aboriginal Community Controlled Organisations (ACCOs) are organisations that:



- support Aboriginal and Torres Strait Islander people
- are mainly run by Aboriginal and Torres Strait Islander people.

The Act says that ACCOs must:



- get money from the government in the same way as other organisations



- be managed in the same way as other organisations.



The government plans to do this for at least 4 years.

This might mean that:



- there will be less ACCOs



- older Aboriginal and Torres Strait Islander people won't get the right support.

Support older people with disability



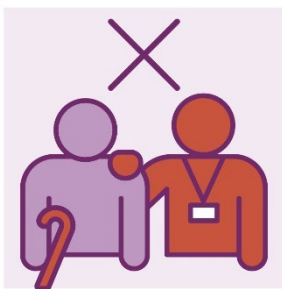
We think the government needs to make sure people with disability get the services they need when they move into aged care.



The government does a lot more to support people with disability through the **National Disability Insurance Scheme (NDIS)**.



The NDIS provides services and support to people with disability.



But older Australians with disability can't get the same support as people who take part in the NDIS after they turn 65.



This means people who move from the NDIS into aged care might not be able to get the services they need anymore.

Support aged care workers



We think the government needs to do more to support aged care workers.



There needs to be more workers with the right skills.



This means making sure workers have to study and do training.



This also means checking if it's safe for workers to support older people.



There are rules that say aged care service **providers** must share information about their services with the government.



Providers support people by delivering a service.

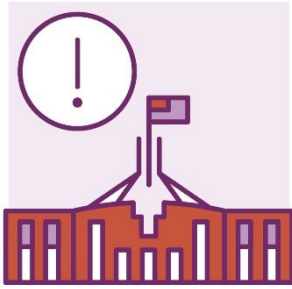


Sharing this information can take a lot of time.

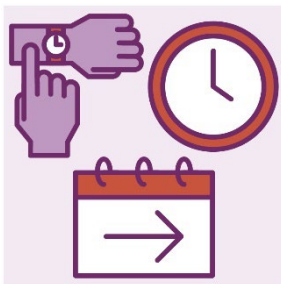


We think the government should make sure providers still have enough time to support older people the right way.

Other things the government should do



There are other things we think the government should do to make aged care services better.



This includes things the government should do:

- now
- soon
- in the future.

What the government should do now



All older people should get aged care services that are:

- good
- fair
- kind.



This includes aged care services that support people to connect with other people.



Older people shouldn't need to make a complaint first to get good aged care services.



We think the government should create ways to make sure aged care services follow the rules about this in the Act.



We think the government should change how ACCOs get money from the government.



We think the government should work with Aboriginal and Torres Strait Islander communities to plan how care will be provided.

We think the government should create ways to support older people to:



- enjoy their lives



- connect with other people.



We think the government should find better ways to manage complaints.



We think the government should do more to support aged care providers to:

- use less **restrictive practices**
- stop using restrictive practices.



Restrictive practices are actions that stop people from:

- moving
- doing what they want.



We think the government should do more to help older people:

- understand aged care services
- find the support they need.

What the government should do soon



We think the government should check if the way older people pay for services affects them unfairly.

For example, it might be unfair if older people:



- don't get the supports they need



- need to move out of their home or community to get the support they need.



We think the government should make sure that older people with disability can still get the support they need after they turn 65.

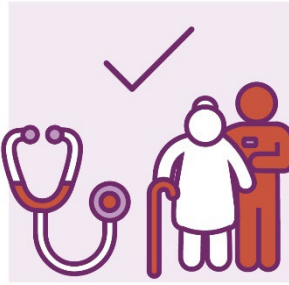


When people are near the end of their life, they need different types of care.



We think the government should make sure older people get the support they need when they are near the end of their life.

What the government should do in the future



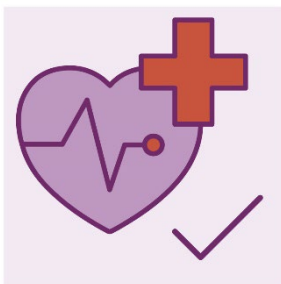
We think the government should make sure different types of services for older people work well together.



For example, aged care services need to work with:

- doctors
- hospitals.

This will help people to:



- stay healthy



- live in their own home for longer.



When the government makes decisions, they should think about what they already know works well for older people.



They should also think about what they already know doesn't work well for older people.



We think the government should also check to make sure these decisions are working well.

Word list

This list explains what the **bold** words in this report mean.



Aged care home

An aged care home is where older people live when they can't live in their home or community anymore.



Aboriginal Community Controlled Organisations (ACCOs)

ACCOs are organisations that:

- support Aboriginal and Torres Strait Islander people
- are mainly run by Aboriginal and Torres Strait Islander people.



Complaints

When you make a complaint, you tell someone that something:

- has gone wrong
- is not working well.



High-quality care

High-quality care is about providing supports that:

- meet people's needs
- helps people to enjoy their lives.



National Disability Insurance Scheme (NDIS)

The NDIS provides services and support to people with disability.



Providers

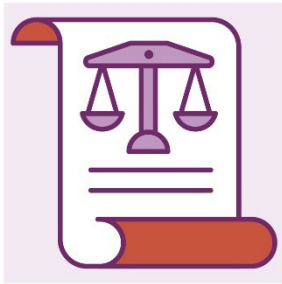
Providers support people by delivering a service.



Restrictive practices

Restrictive practices are actions that stop people from:

- moving
- doing what they want.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



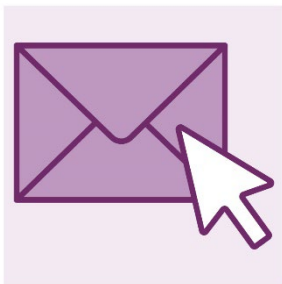
The Royal Commission into Aged Care Quality and Safety

The Royal Commission into Aged Care Quality and Safety looked into problems older Australians experienced with aged care services.

It helped the Australian Government work out what:

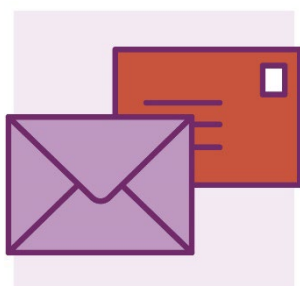
- has gone wrong
- they need to improve.

Contact us



You can send us an email.

contact@igac.gov.au



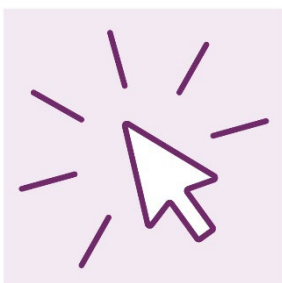
You can write to us.

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You can visit our website.

www.igac.gov.au



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