

Media Release

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Inspector-General of Aged Care finds maze-like conditions in navigating My Aged Care

The Government has today tabled in Parliament the final report of the Review of My Aged Care. The Inspector-General of Aged Care, Natalie Siegel-Brown, has found that a significant number of older Australians struggle to navigate My Aged Care, leaving them unable to access the support they need, when they need it.

This first formal review from the Inspector-General seeks to answer whether My Aged Care, as the single-entry point to the aged care system, is fit-for-purpose in facilitating timely access to aged care services and supports for all older people in Australia, regardless of their location, background and life experiences.

It addresses questions that matter most to older people and their families: Is the doorway into aged care open to everyone? Is it easy to find, easy to use, and fair? And crucially: Does it reflect the rights and dignity now enshrined in the new *Aged Care Act 2024* (the new Act)?

“The findings are clear: for many, it is not and does not. Enhancements have been made and a lot of effort invested in improving the doorway, but still, many older people — particularly those from diverse backgrounds, remote communities, or with limited digital literacy, struggle to access and navigate the system.

“Over the course of the review, my Office heard that whilst My Aged Care is intended to provide the ‘front door’ to the aged care system, for many older people seeking to access aged care services, the experience is more akin to navigating a maze,” Ms Siegel-Brown said.

The review found that My Aged Care is poorly understood, insufficiently promoted, onerously complex to navigate and not appropriately tailored to the needs of the whole of the target population.

Ensuring the effectiveness of My Aged Care as the single-entry point to the aged care system for all older people in Australia, and specifically those from diverse backgrounds and with complex needs, should be front and centre of the ongoing reform agenda.

“For too many older people, access to the care and services that they need is further complicated and delayed by the very platform designed to facilitate this, compromising their ability to live independently and putting them at significant risk of further physical and cognitive decline.

“With the introduction of the new Act, we have a powerful opportunity to build a system grounded in equity and dignity. But that promise will remain out of reach unless My Aged Care becomes a genuinely inclusive and accessible entry point — one that honours the diversity, rights, and lived experiences of every older person.

“Many of the recommendations I make in this review have also been made before but have not been sufficiently prioritised or acted on by policymakers to date,” Ms Siegel-Brown said.

The Inspector-General is calling on the Australian Government to address these systemic issues and provide the additional investment needed to implement the full range of recommendations to improve the operation of My Aged Care and deliver a service that is fit-for-purpose in facilitating access to care for *all* older people in Australia.



“The front door into aged care is improving, but not quickly enough to deliver on the promise of the new Act. In many ways, the door needs to be reimagined — not just widened — so that no one is left standing outside,” the Inspector-General said.

For any questions, or to interview the Inspector-General, Natalie Siegel-Brown, please contact Media@igac.gov.au or contact Simon Kinsmore on 0455 949 554.

The full report, including the response to the recommendations from the Department of Health, Disability and Ageing, is available on the Inspector-General of Aged Care’s website: www.igac.gov.au