

Review of My Aged Care – Frequently asked questions

Q. When did the review commence?

On 26 March 2024, the Acting Inspector-General of Aged Care, Mr Ian Yates AM, commenced the review into the administration of My Aged Care pursuant to section 18(2A) of the Inspector-General of Aged Care Act 2023 (the IGAC Act).

Q. Why this review?

Consultations undertaken by the Acting Inspector-General identified concern among stakeholders regarding barriers to accessing and navigating My Aged.

This was particularly concerning given My Aged Care's role as the single-entry point to Australia's aged care system for all older people seeking to access government-subsidised services and supports.

Q. What was the scope of the review?

The scope of the review was to assess whether My Aged Care (including the website, phone line and face-to-face access channels) enables an older person in Australia to successfully navigate the system and initiate the assessment process required to access aged care services – regardless of their location, health requirements, cultural background, identity or prior knowledge of the system – up to the point of receiving that assessment.

The review scope was therefore focused on the 'front door' element of My Aged Care including its role in the provision of information, as well as the registration and referral processes up to the point of receiving a needs-based assessment for services.

The scope of the review did not include a review or critique of the assessment process itself, nor did it look at some of the additional features embedded in My Aged Care such as the Star Ratings system or fees calculators.

Q. What questions was the review seeking to answer?

In this review we sought to answer whether My Aged Care, as the 'front door' to aged care, is open to everyone, whether it is easy to find, easy to use, fair and equitable. And crucially whether it reflects the rights and dignity now enshrined in the new Aged Care Act 2024 ('new Act')?



Q. How were the review's findings determined?

In undertaking this review, we engaged widely with older people seeking and receiving aged care services, their families and carers, aged care stakeholders, advocacy services and relevant peak bodies, health professionals, aged care assessor organisations, as well as government agencies and external providers responsible for the administration and delivery of My Aged Care. We received written and oral submissions, undertook a broad range of consultations, and requested specific information from government agencies and external providers.

We also received and reviewed a broad range of information and documents, including submissions, reports, evaluations, policy documents and communication plans, as well as published research, evaluation reports and past inquiries.

Q. How many submissions did the review receive?

The review received a total of 37 submissions from stakeholders, aged care organisations and peak bodies, and members of the public.

Many of these submissions included input from older people in Australia with lived experience of accessing and navigating My Aged Care via surveys, direct consultation mechanisms or workshops to gain a broader perspective from older people, their families and carers with lived experience.

Q. What other evidence informed the review?

Over the course of the review the Office assessed more than 1140 documents from the Department of Health, Disability and Ageing and their My Aged Care delivery partners, as well as independent research and literature.

Q. Who did the Office consult with over the course of the review?

The Office consulted directly with a number of key stakeholders including peak bodies and advocacy organisations, health and medical professional organisations and relevant experts.

The review team also undertook an in-person site visit to the main My Aged Care contact centre in Wollongong, New South Wales.

Q. How is this review different from other reviews of the aged care system?

This review is unique from other broader reviews of the aged care system in that its sole focus is on investigating My Aged Care in its role as the single-entry point to the system; and whether it is fit-for-purpose in facilitating access to an initial assessment for aged care services for all older people in Australia.



Q. What did the review find?

Overall, the review determined that the current My Aged Care service offering is not fit-for-purpose for all older people in Australia. In drawing this conclusion, the review identified four key areas of concern, including that My Aged Care:

- is not well known, and is poorly understood and insufficiently promoted
- remains onerously complex to navigate and not appropriately tailored to the needs of the whole of the target population
- relies on a model of delivery and a workforce that are not currently conducive to the provision of personalised support
- is not equitable for older people from diverse backgrounds and those with complex needs.

Q. What does the review recommend?

The final review report makes 7 high level recommendations to improve the My Aged Care service offering, which are broken down into 23 detailed sub-recommendations comprised of 62 more discrete actions.

The seven overarching recommendations include:

- Improving public awareness of the aged care system.
- Improving public awareness and understanding of My Aged Care.
- Reducing system complexity.
- Increasing capacity and capability of the My Aged Care workforce.
- Increasing access to navigational and face-to-face supports.
- Enabling equitable access to aged care.
- Commitment to action from the Australian Government.

Q. Has the Australian Government responded to the review recommendations?

In line with the requirements of the Inspector-General of Aged Care Act 2023, the Department of Health, Disability and Ageing (the department) was asked to provide a written response to the review's findings. The department's response is included in the review final report however it identified a substantial number of recommendations as being matters for the Australian Government which were beyond the authority of the department to decide upon.

Following the release of the review's final report, the Inspector-General has called on the 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.