



# Making My Aged Care better

What we think the Australian Government should do

Easy Read version



## How to use this document



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

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 20.



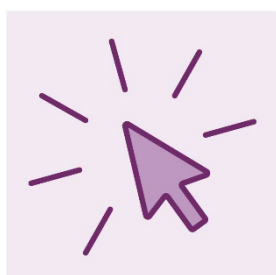
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

[www.igac.gov.au/](http://www.igac.gov.au/)

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## About My Aged Care



My Aged Care helps older people in Australia to find and get the aged care services they need.

This includes help to find information about:



- aged care



- **aged care providers.**

Aged care providers support older people by delivering an aged care service.



This also includes help to organise an **assessment**.



An assessment can help work out:

- what support an older person needs
- who can provide the support they need.

## Why we checked My Aged Care



We asked many people about what problems they had experienced with aged care in Australia.



Many people said they had problems with using My Aged Care.



We want to make sure My Aged Care is helping **all** older people to get the services they need.



It can be harder for older people to look after themselves if they don't get the right support.



For example, it might be harder for older people to do everyday tasks by themselves.

We checked if My Aged Care:



- helped older people to find and get aged care services



- treated older people with respect.



## Who we heard from

We heard from:



- people who use My Aged Care



- their friends and families



- organisations that provide aged care services.

We also heard from:



- organisations that speak up for older people and their families



- health professionals and experts.

We also heard from:



**Australian Government**

**Department of Health,  
Disability and Ageing**

- the Department of Health, Disability and Ageing



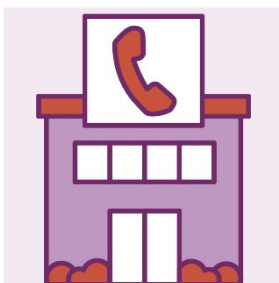
**Australian Government**

**Services Australia**

- Services Australia



- organisations that deliver My Aged Care services.



We also visited the My Aged Care call centre  
in Wollongong, New South Wales.



## What we found out

### People don't understand My Aged Care

Many older people don't understand:



- what support they can get



- how My Aged Care can help them.



Some older people also don't know about My Aged Care.



This means that many older people don't get the support they need until they are very unwell.

## People find it hard to use My Aged Care

Many older people find it hard to:



- get help by calling My Aged Care

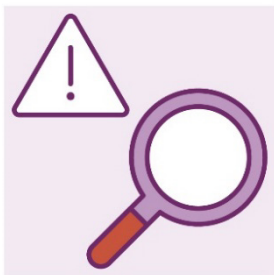


- connect to the internet so they can use the My Aged Care website.

Many people said the information on the My Aged Care website is:



- not right



- hard to find



- hard to understand.

## People don't get enough help to use My Aged Care

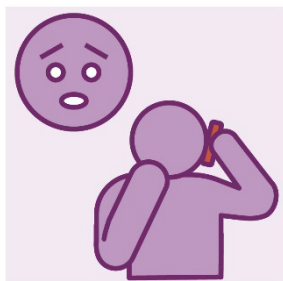


Often older people like to talk to someone to get the help they need.



Many older people can't talk to someone in person to get help to use My Aged Care.

This means they need to call My Aged Care.



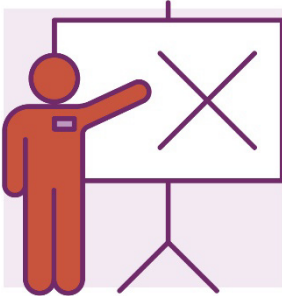
Many people said they feel stressed when they call My Aged Care.



This stress can come from finding it hard to:

- hear or understand what someone says
- remember things
- make decisions.

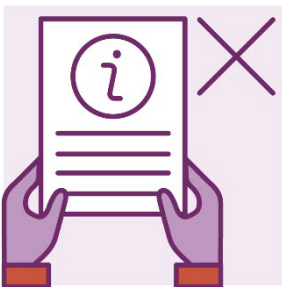
People said that some staff at the My Aged Care call centre:



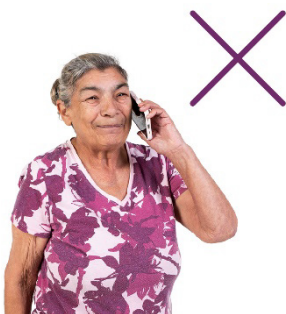
- don't have the right training



- are not always helpful

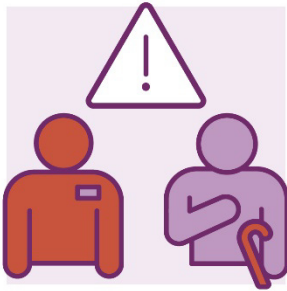


- don't give older people the right information or support.



This means that many older people don't get the help they need when they call My Aged Care.

## People don't get help that meets different needs



It is harder for some older people with different backgrounds and needs to get help from My Aged Care.

For example, it can be harder for:



- people who live in places far away from cities and large towns



- people who need extra support.

For example, people who don't have a safe place to live.

It is also harder for many:



- Aboriginal and Torres Strait Islander peoples



- people with disability



- people who are part of the **LGBTIQA+** community.



The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

The '+' is for people who are part of the LGBTIQA+ community but don't talk about themselves using a word from this list.





It is also harder for many people who are **multicultural**.



Multicultural people:

- might speak languages other than English
- come from different **cultures** and backgrounds.



Culture is the way a group of people live.



Someone's culture can be connected to what they do in different parts of their life.



For example, someone's culture can be connected to:

- what they believe
- the type of food they eat.



My Aged Care doesn't provide services that are always **culturally safe**.



When services are culturally safe, people feel:

- respected and heard
- safe to share their culture.

## Our ideas to make My Aged Care better



We have 7 ideas about how to improve My Aged Care.



These changes will help older people and their families to get the support they need.



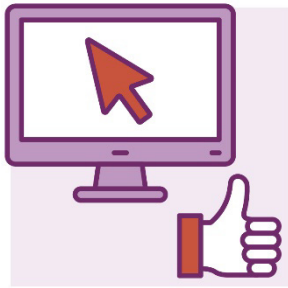
1. Share more information about what support older people can get.



2. Share more information about how My Aged Care works.



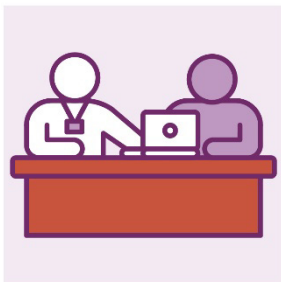
3. Make it easier for older people to find and use My Aged Care services.



This includes making it easier for people to use the My Aged Care website.



4. Support My Aged Care workers to build their skills.



5. Provide more support to help older people to find and use the services they need.



This includes providing more in-person support.



6. Make sure older people and their families can get support to meet different needs.



7. Share reports with the community about what the Australian Government is doing to make My Aged Care better.

## Word list

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



### **Aged care providers**

Aged care providers support older people by delivering an aged care service.



### **Assessment**

An assessment can help work out:

- what support an older person needs
- who can provide the support they need.



### **Culture**

Culture is the way a group of people live.

Someone's culture can be connected to what they do in different parts of their life.





## Culturally safe

When services are culturally safe, people feel:

- respected and heard
- safe to share their culture.



## LGBTIQA+

The letters LGBTIQA stand for lesbian, gay, bisexual, transgender, intersex, queer or questioning and asexual.

The '+' is for people who are part of the LGBTIQA+ community but don't talk about themselves using a word from this list.

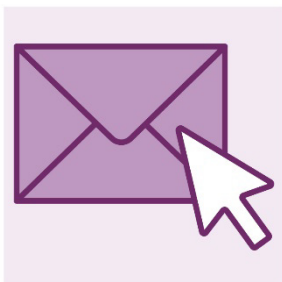


## Multicultural

Multicultural people:

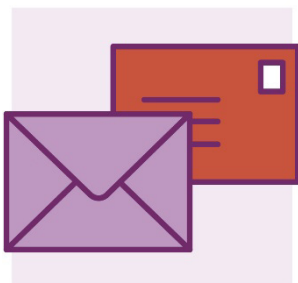
- come from different cultures and backgrounds
- might speak languages other than English.

## Contact us



You can send us an email.

[contact@igac.gov.au](mailto:contact@igac.gov.au)



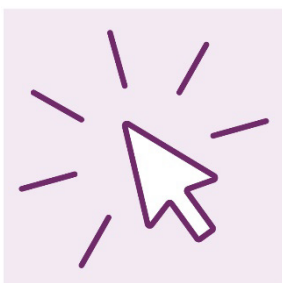
You can write to us.

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You can visit our website.

[www.igac.gov.au/](http://www.igac.gov.au/)



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