

STRATEGIC FRAMEWORK

Vision

An aged care system where every person receives kind, compassionate, high-quality care that promotes their rights, identity and independence.

Purpose

To ensure integrity and accountability of the aged care system through independent, informed oversight. We drive meaningful change by calling out serious barriers and holding up to the light models that would create the meaningful improvement needed to achieve this vision.

Outcomes



Drive meaningful change to achieve rights-based, high-quality care



Build trust and confidence in the aged care system



Promote system-wide transparency



Illustrate how government can achieve equitable, person-centred aged care

Objectives

1

Our work calls out the systemic problems and opportunities that lead to the greatest change in aged care.



2

We maximise the influence of our work. We build and cement a strong, trusted profile in both the aged care sector and the public landscape as an oversight body and agent for positive change.



3

Our work highlights experiences of those most vulnerable and who face the greatest barriers to equity in the upholding of their rights.



4

Our way of working and our aims are well known.



5

We are a safe, welcoming, capable organisation of deep integrity that people love to work for.



Activities

Review the issues of greatest weight in transforming the Aged Care system to achieve the objectives set out in the *Aged Care Act 2024*

Develop, maintain and enhance robust intelligence and monitoring systems

Develop and deliver impactful information, education and awareness of our findings and recommendations

Proactively pursue media and events/ opportunities to influence the agenda

Establish ongoing advisory mechanisms with diverse stakeholders, especially those with lived experience

Publish our approach to work

Publish commitments to implement the National Agreement on Closing the Gap

Establish and maintain a safe, happy culture in the agency and strong corporate infrastructure