Australian Government

OFFICE OF THE INSPECTOR-GENERAL OF AGED CARE

Review of the implementation of the Aged Care Royal Commission recommendations

Easy Read



About this guide

This guide is from the **Office of the Inspector-General of Aged Care**.

It is about a review the Inspector-General of Aged Care is doing.

You can read more information about the review on our website.

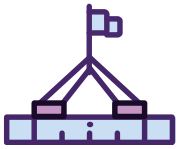
www.igac.gov.au/review

This guide is written in a way that is easy to understand.

You can ask someone to help you read and understand this guide.

Contact information is at the end of this guide.

The Aged Care Royal Commission



The Royal Commission into **Aged Care Quality and Safety** finished in 2021.

- In this guide, we call it the **Royal Commission.**



The Royal Commission looked at **aged care** in Australia.



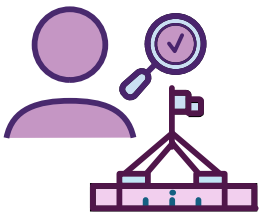
It checked what was **working well** and **what needed to be better**.



It had **148 ideas** to make aged care safer and better for older people.

One of the ideas was to establish an **Inspector-General of Aged Care**.

The Inspector-General of Aged Care



The Inspector-General of Aged Care started after the Royal Commission.

In this guide, we just call them the **Inspector-General**.



The Inspector-General is **independent** of the government.

- Independent means that they are not part of the government and can give honest feedback.



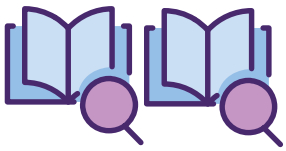
The Inspector-General checks how the government is looking after aged care and reports on what they find.



One way they do this is by looking at how well the government is following the ideas of the Royal Commission.

The law says the Inspector-General must report on what the government has done after the Royal Commission.

The Inspector-General has to make:



- **2 progress reports** and



- **2 reviews**.



The Inspector-General finished the 2 progress reports.



This guide is about the first review.

The Inspector-General has started the first review.

The review

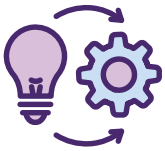
The review will check how well the government is following the ideas from the Royal Commission about:



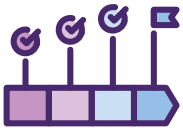
- the whole aged care system



- the main areas the Royal Commission wanted to see change



- the 148 ideas of the Royal Commission.



The Inspector-General will ask the Australian Government to give an update on what it has done about these ideas up to May 2027.

The Inspector-General will also ask people to share their views, including:



- people who get, or are trying to get, aged care services



- their families, carers and advocates



- aged care providers



- aged care workers and unions



- researchers.

The review will help the Inspector-General find out:



- what has gotten better in aged care



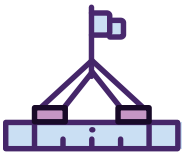
- what has not gotten better or has gotten worse



- what more needs to be done.



The Inspector-General will give a report on the review to the Minister for Aged Care and Seniors by 1 November 2027.



The Minister will share the report with the government.



Then it will be published on the Inspector-General's website.

Areas for change

The Royal Commission wanted change in 9 areas.

The review will look at whether the government has made the changes the Royal Commission wanted in these 9 areas:



People-centred aged care: a rights-based system

The Royal Commission wanted the rights of older people in aged care to be the most important thing.



Leadership and government accountability

The Royal Commission wanted the government to plan for the future and share what it does to make aged care better.



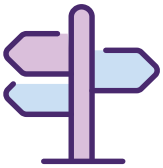
Access and navigation

The Royal Commission wanted older people to get aged care when they need it and be able to find information to help them.



High quality and safe care and support

The Royal Commission wanted older people to get the right care and support they need in a safe way.



Aboriginal and Torres Strait Islander pathway

The Royal Commission wanted Aboriginal and Torres Strait Islander people to get care that respects their culture and meets their needs.



Equitable aged care

The Royal Commission wanted all older people to get aged care when they need it, no matter who they are, where they live or what their background is.



Regulation and provider accountability

The Royal Commission wanted the government to expect aged care providers to deliver quality aged care.



Workforce

The Royal Commission wanted aged care workers to have the skills, training and support they need to provide quality aged care.



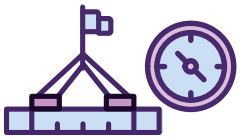
Sustainable aged care

The Royal Commission wanted the aged care system to have enough money to keep providing quality aged care into the future.

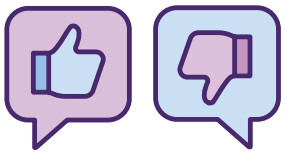
Have your say

The Inspector-General wants to know what you think about aged care.

You can tell us what you think about:



- what the government has done after the Royal Commission



- if what the government has done has made aged care better.

There are a few ways you can tell us what you think.

You can:



- use the online form at igac.gov.au/review



- call **1800 565 789** and leave a message. Please note, we do not answer calls on this phone number.



You can also download the submission form at igac.gov.au/review

If you download the submission form, you can:



- email it to us at royalcommission@igac.gov.au

- print it and post it to us at:



Office of the Inspector-General of Aged Care

Royal Commission Review

Reply Paid 83427

Woden ACT 2606

More information and support

If you want to tell us about something else to do with aged care, you can:



- use our contact form at igac.gov.au/form/contact-us



- send us an email at contact@igac.gov.au

There are some things we can't do if you contact us.

We can't:



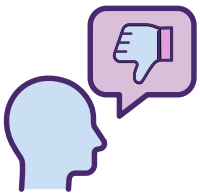
- help with individual cases



- take action against a specific aged care provider or service.

If you need help, there are organisations that may be able to assist you.

For complaints about aged care:



Contact the Aged Care Quality and Safety Commission

Call 1800 951 822

For advocacy and support:



Contact the Older Persons Advocacy Network

Call 1800 700 600

For aged care services and funding:



Contact My Aged Care

Call 1800 200 422