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Office of the Interim Inspector-General of Aged Care

Department of Health and Aged Care

Office of the Interim Inspector- General of Aged Care

National Aged Care Provider Conference

8-9 June 2023

*Working together – our journey through aged care
reform and regulation*



Presenter: Mr Ian Yates AM
Interim Inspector-General of Aged Care



In this presentation:

- Why an Inspector-General of Aged Care?
- Where are we now?
- Our Oversight Strategy
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Why an Inspector-General of Aged Care?

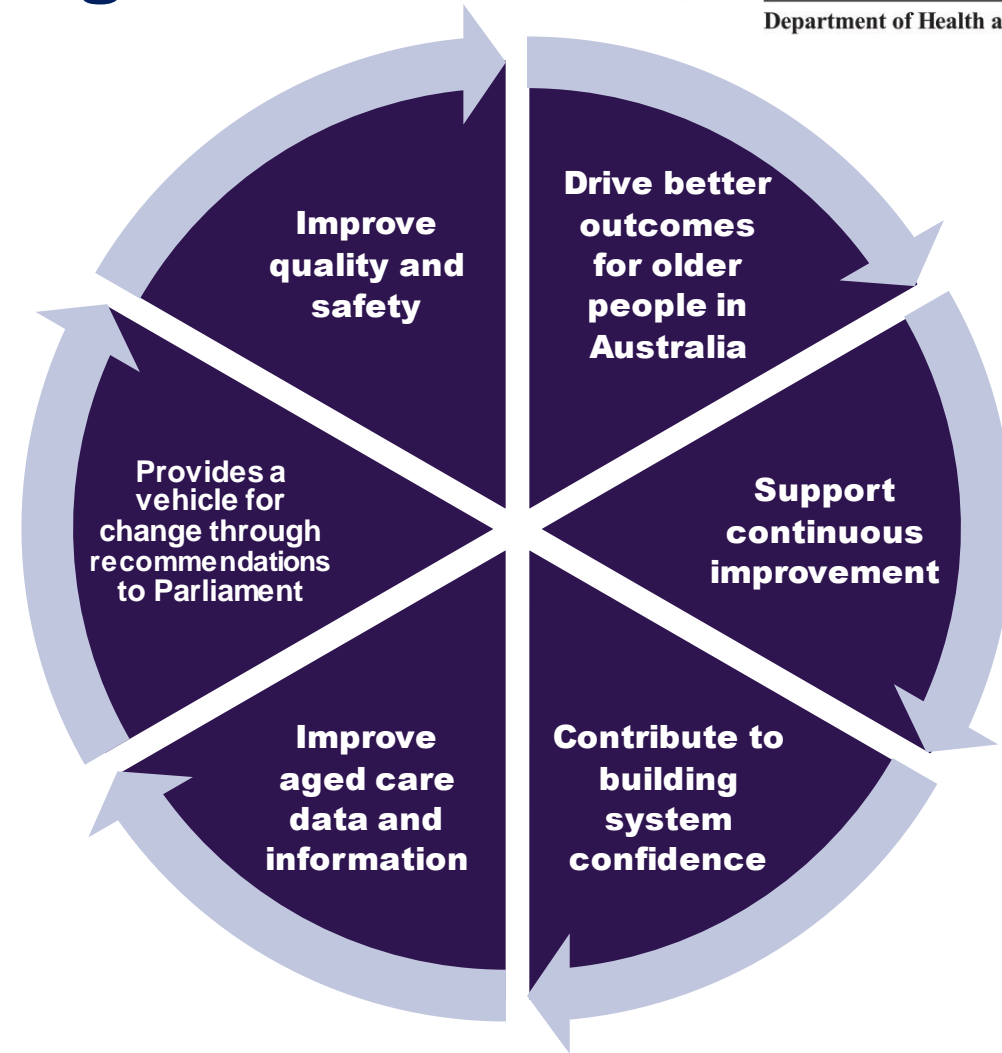


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- **Response to recommendations from the Royal Commission into Aged Care Quality and Safety**
- **An important component providing oversight of the new aged care system**
- **Presents an opportunity to help drive a robust, accountable and transparent aged care system for older people in Australia**
- **Will help to drive positive change in the sector**



Where are we now?



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The Office of the Interim Inspector-General of Aged Care is:

- Supporting the passage of the **Inspector-General of Aged Care Bill** through Parliament
- **Engaging with stakeholders** to assist with **developing a workplan – including a review program** for systemic investigations
- **Delivering education and raising awareness** of the roles and functions of the interim and statutory Offices, and
- Finalising arrangements for the **establishment** of the **Office** in the second half of the year



Our Oversight Strategy

The Inspector-General of Aged Care will provide independent oversight of the aged care system



Monitor



Review



Report



Educate

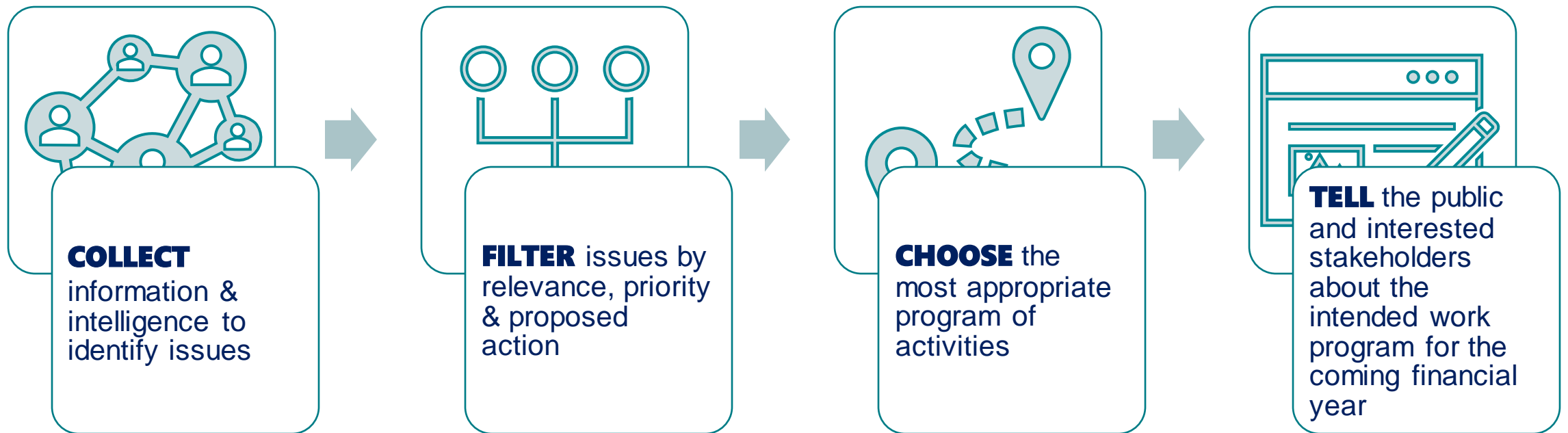


Engage

- **Review, monitor and report on systemic issues and administrative actions of bodies responsible for the administration, regulation, and funding of Commonwealth aged care services, including:**
 - Department of Health and Aged Care
 - Aged Care Quality and Safety Commission
 - Independent Health and Aged Care Pricing Authority
- **Drives development of the Annual Work Plan.**



How will we develop the Inspector-General's Annual Work Plan?



Monitoring

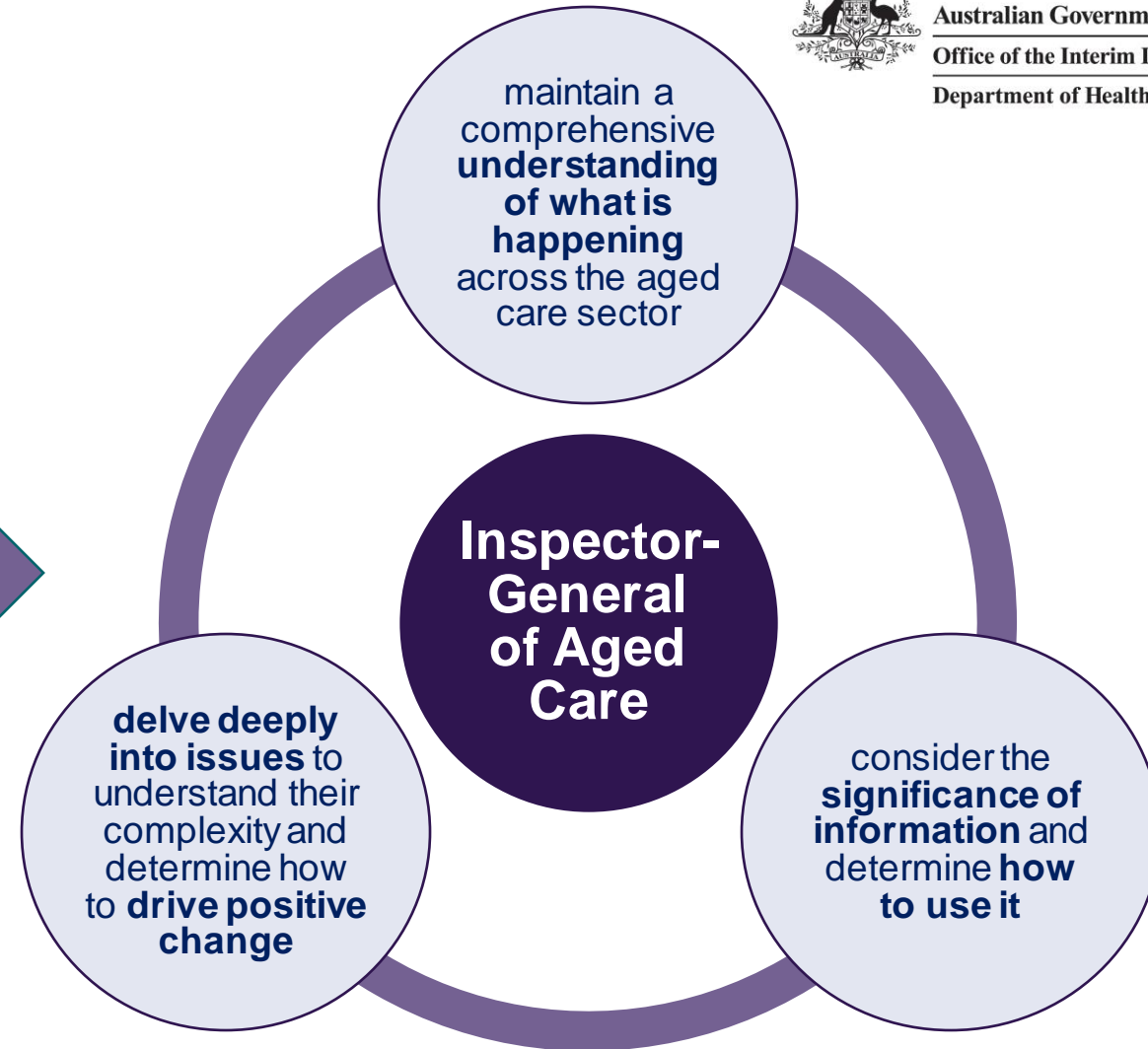
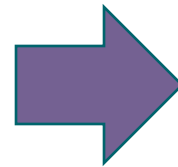


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Investigating the state of the aged care system using data, intelligence, and evidence





Reviews

What is an in-depth review?

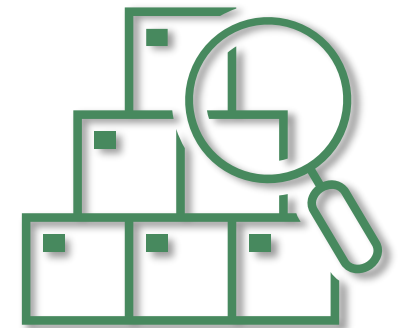
- a **detailed examination of an issue** or area of weakness in the aged care system
- focuses on **systemic issues** in the aged care system

Systemic issues

- cannot be singularly defined – more than a single or isolated issue
- serious and ongoing problems associated with the design and operation of the aged care system.
- persistent, complex, interconnected and require a concerted effort to fix

In-depth reviews will:

- provide a **catalyst for real change** in the delivery of aged care
- help to **pin-point what is causing deficiencies** in the sector by examining issues thoroughly
- enable us to publicly identify any weaknesses and push for their resolution



Reports



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The Inspector-General will produce the following **reports**:

Review reports will involve the examination and evaluation of systemic issues, culminating in a report with findings and recommendations to address those issues

Royal Commission Reports will provide updates on the implementation of reforms in response to Royal Commission recommendations

Ad hoc reports on the aged care system on key areas of interest such as the performance of Commonwealth funded agencies, adequacy of aged care data, and how the aged care system is meeting the objects of aged care legislation



In addition, the Inspector-General will produce **corporate reports** required under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) (an Annual Report and Corporate Plan).



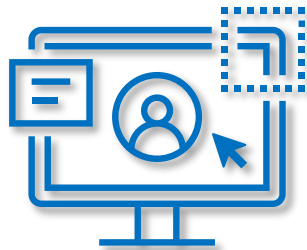
Education and engagement



Strategic engagement and consultation to help inform the activities of the Inspector-General



Ensure that the Annual Work Plan is informed by people with lived experience of aged care, their families and carers, and industry experts



Educate and raise awareness of the Inspector-General's roles, responsibilities and priorities

Work together with the sector to build a better understanding of the aged care system



Outcomes of Recent Consultation

Purpose

- Engage with key stakeholders on the role, responsibilities and priorities of the Interim and statutory Office
- Discuss key issues and success stories in the aged care system to inform development of the Annual Work Plan

Systemic Issues and Themes

- Implementation of Royal Commission recommendations
- Data, research, innovation and technology
- Workforce
- Access
- Diversity
- Food and nutrition
- Interface with health and other care systems
- Funding and financing
- Regional and rural care
- Specific care issues, including continence care and palliative care and end-of-life care

What does this mean for Aged Care Providers?



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Improving aged care in Australia is **everybody's business**.

The **Office of the Inspector-General of Aged Care** will:

Invite you to **provide input on the work of the Inspector-General**, to assist with identifying systemic issues in the aged care system

Work with you and seek input on the best approaches and requirements for engaging with older people in Australia, their families and carers

Encourage the sharing of information and learnings across government, the sector and the community, with consideration to privacy, to improve the aged care sector

Help identify best practice across the sector, and **champion innovation and excellence**

Important to be aware: we will not be involved in individual cases or complaints

Working together – how can you get involved?



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Get in touch – we want to hear from you!



Share your ideas and experiences



Everyone has a responsibility to improve
the aged care system



OIIGAC@health.gov.au



Summary

Working together – our journey through aged care reform and regulation

- Inspector-General of Aged Care will have a real impact in facilitating positive transformation of the aged care system
- Identify what's working well and replicate innovative solutions
- Address longstanding, pervasive issues
- Highlight areas of excellence and achievements across the sector
- Help to drive continuous improvement and best practice
- Collaborative – working together is critical to improving the system





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Questions?