



Australian Government

Office of the Interim Inspector-General of Aged Care

Department of Health and Aged Care

Addendum to the Progress Report: Implementation of the Recommendations of the Royal Commission into Aged Care Quality and Safety

Office of the Interim Inspector-General of Aged Care

August 2023



Stakeholder Engagement and Views

As noted in the section Approach to preparing the report, feedback from tightly targeted external stakeholders is a key component of the report. Feedback has been received from government, education and research groups, service providers, and peak bodies representing aged care providers, consumers, and clinicians. Members of the National Aged Care Advisory Council, the Council of Elders, the IIG Consultative Committee and attendees of the Interim Office roundtables also contributed. These stakeholders, while limited in number, are among the leadership of the sector and in the case of peaks reflect feedback from and through their constituencies.

The proposed Stage 2 process will allow time we did not have in Stage 1 to extend opportunities for engagement with the Office of the Inspector General to a wider range of aged care consumers and their families, older Australians, aged care service providers, the aged care and clinical workforces and representatives, academics in this field, and the public.

The views of stakeholders represented in this report are their own. The Interim Office has not systematically verified or fact checked the basis for those views, although in some cases verification has come through other direct sources. There are times in the report where there is a substantial convergence of stakeholder views, which tends to give those views more weight. However, in other areas there is a divergence of views, which is noted in the Report or where a proffered view has been expressed by only one or two stakeholders. Again this is noted in the Report. Readers should take this into account in their approach to the Report.

The proposed Stage 2 process will provide greater scope to test evidence and investigate claims, including matters raised in late feedback to the process undertaken to prepare this report.

It is also worth noting that in some cases stakeholders have queried or criticised the actual recommendations made by the Royal Commission, which the Department has implemented (as opposed to commenting on the implementation of recommendations). In this Report the Office has not qualitatively evaluated the Royal Commission recommendations. Evaluations will be undertaken; one before March 2026 (5 years after the final report was handed down) and one before March 2031 (to mark 10 years).

It is also worth noting, when it comes to recommendations that have not been implemented, there could be very sound and appropriate reasons as to why they have not been progressed. Again, this will be a consideration in the proposed Stage 2 Report.