



MEDIA RELEASE

Have your say on aged care

20 Sep 2018

An **online feedback tool** will help residents in New England to have their say on the Terms of Reference for the Royal Commission into the aged care sector.

This Royal Commission will primarily look at the quality of care provided in Residential and Home Aged Care for senior Australians, but also include young people with disabilities living in Residential Aged Care settings.

“We can be proud of the dedicated staff we have here in the New England who work across the industry from nurses to cooks, cleaners, care providers and more, who are motivated to improving the lives of senior Australians every day in our electorate,” Mr Joyce said.

“But after intensified policing and inspections of the aged sector over the past year, information has come to light through the Aged Care Complaints Commissioner, the Australian Aged Care Quality Agency and the Department of Health which has compelled us to initiate a Royal Commission into the sector.”

The final terms of reference will be determined in consultation with the community, including residents and their families and aged care providers. However, it is expected the inquiry will cover:

- The quality of care provided to older Australians, and the extent of substandard care;
- The challenge of providing care to Australians with disabilities living in residential aged care, particularly younger people with disabilities;
- The challenge of supporting the increasing number of Australians suffering dementia and addressing their care needs as they age;
- The future challenges and opportunities for delivering aged care services in the context of changing demographics, including in remote, rural and regional Australia.

Mr Joyce said local residents could have their say on the terms of reference via the Commonwealth Department of Health’s website at consultations.health.gov.au or they are welcome to write to Minister Hunt (Minister.Hunt@health.gov.au) or Minister Wyatt (Minister.Wyatt@health.gov.au). Consultation relating to the Terms of Reference closes on September 25.

If you or a family member have immediate concerns, please contact the Aged Care Complaints Commissioner on 1800 550 552 or you can lodge a complaint with the Commissioner online. Complaints can be made completely anonymously.

(ENDS)

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