**This consultation closes 25 September 2018**

<https://consultations.health.gov.au/aged-care-policy-and-regulation/terms-of-reference/>

Consultation to develop the detailed Terms of Reference for the Royal Commission into Aged Care Quality and Safety

**Contact:** agedcareconsultation@health.gov.au

**Overview**

On Sunday 16 September Prime Minister Scott Morrison [announced the Government's decision](https://www.pm.gov.au/media/royal-commission-aged-care-quality-and-safety)to ask the Governor General to establish a Royal Commission into the aged care sector.

The Royal Commission will primarily look at the quality of care provided in residential and home aged care to senior Australians. It will also include young Australians with disabilities living in residential aged care settings.

We are committed to providing older Australians with access to care that supports their dignity and recognises the contribution that they have made to society.

The Terms of Reference will be determined in consultation with the community, including residents and their families and aged care providers.

It is expected it 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;
* Any other matters that the Royal Commission considers necessary.

**Why We Are Consulting**

We are seeking your feedback to develop the detailed Terms of Reference of the Royal Commission. Comments are open to members of the community, including residents and their families and aged care providers and aged care workers.

Your comments will be collated and provided to government to inform the Latters Patent (Terms of Reference).

You can also visit the [health.gov.au website](https://agedcare.govcms.gov.au/announcement-of-royal-commission-into-aged-care-quality-and-safety) to subscribe to the mailing list to stay up to date with information about the Royal Commission into Aged Care Quality and Safety

What if I have immediate concerns?

The Aged Care Complaints Commissioner ([www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au/)) provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government. You can phone the Commissioner on 1800 550 552 (9am–5pm, Monday to Friday) or you can lodge a complaint online.

**For general information on aged care services**

Contact My Aged Care 1800 200 422 or visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au/)

**Tell us about you**

**1. What role best describes you? Please select all that apply.**

* Aged care consumer receiving residential care
* Aged care consumer receiving care at home
* Family, representative and/or carer of consumer receiving residential care
* Family, representative and/or carer of consumer receiving care at home
* Aged care service provider - care at home
* Aged care service provider - residential
* Aged care worker/professional
* Advocacy service
* Peak body - consumers
* Peak body - other
* Younger person with a disability in aged care facility
* Family, representative and/or carer of younger person with a disability in aged care facility
* Other - please specify below

**Please specify other role if not listed:**

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**2. Where do you live, or where does your organisation operate? Please select all that apply.**

* NSW
* VIC
* QLD
* WA
* SA
* TAS
* ACT
* NT
* Australia-wide

**3. What is your location, or the location where your organisation operates? Please select all that apply.**

* Metropolitan
* Regional
* Rural / Remote

**4. If you are an aged care service provider, please select all the types of care your service delivers.**

* Residential care
* Home care
* Commonwealth Home Support Programme services
* Transition care
* National Aboriginal and Torres Strait Islander Program services
* Multi-purpose services
* Innovative care services
* Short term restorative care services

**5. Do you (or your organisation) identify with (or provide support or services to) any of the following groups?**

* People from Aboriginal and/or Torres Strait Islander communities
* People from culturally and linguistically diverse (CALD) backgrounds
* People who live in rural or remote areas
* People who are financially or socially disadvantaged
* People who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran
* People who are homeless, or at risk of homelessness
* People who are care leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations)
* Parents separated from their children by forced adoption or removal
* People from lesbian, gay, bisexual, trans/transgender and intersex (LGBTI) communities
* People living with dementia
* Younger person with a disability in aged care facility

**6. Do you have feedback on issues the Royal Commission should consider in relation to the specific listed areas?**

* 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;
* Any other matters that the Royal Commission considers necessary.

**Free Text**

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**7. Are there any other areas that should be considered by the Royal Commission?**

**Free Text**

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