



Australian Government
Productivity Commission



Delivering quality care more efficiently

Easy Read version

December 2025

This Easy Read document was created with the help of **Artificial Intelligence (AI)** to simplify and clarify content for accessibility. The AI words were reviewed by Productivity Commission (PC) staff for accuracy and quality.

Artificial intelligence (AI) means computers or machines that can learn, think and make decisions a bit like people do.

The **Productivity Commission** is an independent group that gives advice to the government.

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How to use this report

The Productivity Commission (PC) wrote this report. When you see the word 'we', it means the PC. We are an independent group within government that gives advice to the **Australian Government** on how to make things better.

Australian Government means the people who make decisions for everyone in Australia.

We have written this report so it is easy to read.

We use simple words and short sentences.

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.

There is a list of these words on page 17.

This Easy Read report is a summary of another report called Delivering quality care more efficiently.

You can find the other report on our website at www.pc.gov.au/inquiries-and-research/quality-care

You can ask for help to read this report.

A friend, family member or support person may be able to help you.

What is this report about?

This report is about how to make **care and support services** in Australia:

- **safe**
- high **quality**
- easy to use
- more **efficient**.

Care and support services means services that help people with their health or daily life.

Safe means feeling protected and not in danger.

Quality means the care someone receives is good and safe.

Efficient means doing things in a way that saves time and money.

Care and support services include things like:

- **aged care**
- **disability support**
- **health care**
- **veterans' care**
- **early childhood education and care.**

Many people use these services at different times in their life.

We want the **care and support system** to work well for everyone.

Aged care means services that help older people with daily life.

Disability support means services that help people with disability.

Health care means services that help people improve their physical or mental health. It includes hospitals and doctors' clinics.

Veterans' care means care services for people who have served in Australia's Defence Force.

Early childhood education and care means services that care for and teach young children.

Care and support system means all the services, people and organisations that work together to help people.

Why did we do this inquiry?

The Australian Government asked us to look at ways to make the care and support system work better. This work is called an **inquiry**.

An **inquiry** is a research project about an important issue.

Working better can mean finding ways to give more care, making the care people receive better or making care more efficient.

This is called improving **productivity**.

Productivity means how well we use what we have – like time or materials – to make things or get jobs done.

We looked at:

- how rules and checks for **workers** and care and support services could be simpler and safer to reduce paperwork and costs
- how different care services can work together better
- how governments can stop **problems** early through **prevention** and **early intervention**.

Worker means a person who does a job.

Problem means an issue that can affect people's health, safety or how they feel.

Prevention means actions that stop problems before they start.

Early intervention means support that starts early to stop problems getting worse.

Who did we talk to?

We talked to or heard from many people around Australia, including:

- people with personal experience of care and support services (**care users**)
- **Aboriginal and Torres Strait Islander people**
- people with disability
- **organisations** that work in care and support services
- governments.

We listened to their stories and ideas.

Care user means a person who uses care and support services including older people and people with disability.

Aboriginal and Torres Strait Islander people are the First Nations people of Australia.

Organisation means a group that provides services or support.

We also wrote a different report about what people told us. This is on our website at www.pc.gov.au/inquiries-and-research/quality-care

What did we find?

Care is important

Care services help people be healthy, safe and included in their community.

But the system is under pressure.

More people need care and costs are going up.

There are different rules for similar care services

Different parts of the care and support system have different rules.

This can cause:

- confusion for people trying to get help
- extra paperwork for workers and **providers**, which means sometimes people have to do the same thing more than once. This takes their time and money
- gaps in safety and quality.

Provider means a person or organisation that gives supports or services.

We want people who get care services (care users) and the care and support system to be safe.

But different rules add costs and take time away from caring for people.

Care services don't always work together

Hospitals, doctors, aged care, disability support and other services often work separately.

This can mean:

- people find it hard to move from one part of the care system to another
- people find it hard to access information
- some people don't get the care they need
- people go to hospital when they don't need to
- some communities miss out, especially in **rural areas** and Aboriginal and Torres Strait Islander communities.

Rural areas means places that are far from big cities or towns.

When care services work together it is because some people have taken action, not because the system makes it easy.

Prevention and early intervention is better for people and the care and support system

Helping people early can:

- stop problems from getting worse
- improve people's health and how they feel
- reduce pressure on hospitals and services.

Governments don't give enough money to prevention and early intervention because they focus on where the most urgent need is.

Not giving enough money to prevention and early intervention can make problems worse and cost more money in the future.

What needs to happen now?

We have some ideas on how to make things better. We call these **recommendations**.

We think the Australian Government needs to work with state and territory governments to take action in 3 areas:

1. Make rules and checks across care and support services work together

The Australian Government should:

- create a national **worker screening check** for all types of care
- create a place online for workers to manage their **registration**
- create a place online for providers to manage registration and **audits**
- make rules about quality more similar across aged care and disability support
- reduce the need to do audits and checks more than once.

A worker screening check means a check to make sure a worker is safe to work with people who need care.

Registration means signing up to show you are allowed to work or provide a service.

Audit means a check to make sure services are done properly and safely.

2. Help organisations work together through collaborative commissioning

Collaborative commissioning is when organisations plan, buy and deliver services together in a local area.

The Australian Government should:

- support hospitals and **primary health services** to plan together
- make sure hospitals and primary health services work with **Aboriginal community-controlled organisations**
- make it easier to share data safely and in useful ways
- give services more funding when they work together to make people better
- allow services to combine funding so they can solve local problems together.

Primary health services means a health service that someone might go to for a health problem that isn't an emergency. It can include a doctor's clinic, community health centre or a nurse or doctor phone service.

Aboriginal community-controlled organisations means a health service that Aboriginal people own and manage and that helps Aboriginal communities stay healthy. The people in the community have a say in how the service works, so the care is safe and **respectful**.

Respectful means treating people kindly and valuing their feelings and experiences.

3. Invest in prevention and early intervention

The Australian Government should:

- create a group of people to assess and make recommendations on funding prevention and early intervention programs
- use more information and data to choose programs that work
- provide money for prevention and early intervention programs that work.

Where can I get help?

If you feel upset or need support, you can talk to someone you trust or phone:

- Lifeline: 13 11 14
- Beyond Blue: 1300 22 4636
- 13YARN (for Aboriginal and Torres Strait Islander people): 13 92 76

More information

You can find the full report on our website:

www.pc.gov.au/inquiries-and-research/quality-care

You can contact us by email at:

publications@pc.gov.au

Support to talk to us

If you speak a language other than English, you can call:

Translating and Interpreting Service (TIS)

131 450 then ask for 1800 020 083

If you have a speech or hearing impairment, you can call:

TTY

1800 555 677

Speak and Listen

1800 555 727

National Relay Service

133 677

www.accesshub.gov.au/about-the-nrs

Word list

Aboriginal and Torres Strait Islander people

The First Nations people of Australia.

Aboriginal community-controlled organisations

A health service that Aboriginal people own and manage and that helps Aboriginal communities stay healthy. The people in the community have a say in how the service works, so the care is safe and respectful.

Aged care

Services that help older people with daily life.

Artificial intelligence (AI)

computers or machines that can learn, think and make decisions a bit like people do.

Audit

A check to make sure services are done properly and safely.

Australian Government

The people who make decisions for everyone in Australia.

Care and support services

Services that help people with their health or daily life.

Care and support system

All the services, people and organisations that work together to help people.

Care user

A person who uses care and support services including older people and people with disability.

Collaborative commissioning

When organisations plan, buy and deliver services together in a local area.

Disability support

Services that help people with disability.

Early childhood education and care

Services that care for and teach young children.

Early intervention

Support that starts early to stop problems getting worse.

Efficient

Doing things in a way that saves time and money.

Health care

Services that help people improve their physical or mental health. It includes hospitals and doctors' clinics.

Inquiry

A research project about an important issue.

Organisation

A group that provides services or support.

Prevention

Actions that stop problems before they start.

Primary health services

A health service that someone might go to for a health problem that isn't an emergency. It can include a doctors' clinic, community health centre or a nurse or doctor phone service.

Problem

An issue that can affect people's health, safety or how they feel.

Productivity

How well we use what we have – like time or materials – to make things or get jobs done.

Productivity Commission

An independent group that gives advice to the government.

Provider

A person or organisation that gives supports or services.

Quality

When the care someone receives is good and safe.

Recommendations

Ideas on how to make things better.

Registration

Signing up to show you are allowed to work or provide a service.

Respectful

Treating people kindly and valuing their feelings and experiences.

Rural areas

Places that are far from big cities or towns

Safe

Feeling protected and not in danger.

Veterans' care

Care services for people who have served in Australia's Defence Force.

Worker

A person who does a job.

Worker screening check

A check to make sure a worker is safe to work with people who need care.