

Fact sheet: Office of the Inspector-General of Aged Care

This document briefly explains what the Office of the Inspector-General of Aged Care does and how we differ from other organisations.

Who we are

The Office of the Inspector-General of Aged Care was set up to oversee government administration of the aged care system.

We do not have the ability to investigate individual cases or providers. Instead, we identify and recommend big-picture, system-level changes that will improve the aged care system so that it centres human rights, dignity and compassion.

What we do

Our job is to oversee how the government plans and manages the aged care system. This includes the laws, rules, and funding arrangements that shape aged care. We look at whether the government is achieving its goals, whether those goals align with human rights and high-quality care, and if its approach may cause any unexpected problems.

We do this by:

- **Highlighting where rights-based, person-centred care is being achieved** in Australia or internationally, as an example of policy settings that support quality aged care.
- **Calling out problems** with the government's approach to aged care, and **reporting openly and independently** to the public and Parliament.
- **Monitoring** how aged care is working across Australia.
- **Identifying patterns and system-wide** issues using data and community insights.

We focus on lasting change, not just quick fixes. We look at what is working and what is not. We aim to make a meaningful difference, by calling out problems, recommending where change is needed, and highlighting good practice.

How we help drive change

We can't force others to act on our recommendations, but we try to influence change in many ways. Our goal is to hold the government to account and highlight where and how change can occur. Our independence means we can speak without bias. Our work is based on data and real-world evidence. By sharing our findings openly, we encourage decision-makers to act.

How we're different to other parts of the government

We do not create aged care rules, run services, or investigate individual complaints. These jobs are done by other organisations:

- **Department of Health, Disability and Ageing** – leads aged care policy, funding, and reform.
- **Independent Health and Aged Care Pricing Authority** – advises on pricing and costing for aged care services.
- **Aged Care Quality and Safety Commission** – regulates aged care providers and manages complaints about their care and services.

We don't handle individual complaints about aged care. Instead, we look at the aged care system as a whole, including how the government manages complaints, and provide an independent, fair view to help make aged care better.

For more information visit our website www.igac.gov.au