

Director Communications and Engagement

Job reference	25-3
Classification	Executive Level 2 (EL2)
Work area	Communications and Engagement
Location	Canberra (preferred)
Employment type	Ongoing, Full-time
Salary range	\$144,175 - \$170,695
Security clearance	Baseline
Office arrangement	Flexible working arrangements
Contact officer	Jobs@igac.gov.au
Applications close	Sunday 14 September 2025

The Office of the Inspector-General of Aged Care

Our vision is an aged care system in Australia, where every person receives kind, compassionate, high-quality care that promotes their rights, identity and independence.

Led by the Inspector-General of Aged Care, the Office of the Inspector-General of Aged Care (OIGAC) is a non-corporate Commonwealth entity established in response to the Royal Commission into Aged Care Quality and Safety.

Our purpose is to ensure integrity and accountability of the aged care system through independent, informed oversight. We drive meaningful change, by calling out serious barriers and holding up to the light, models that would create the meaningful improvement needed to achieve this vision.

Through **independent oversight** of how the government administers aged care, we aim to:

- Drive meaningful change to achieve rights-based, high-quality care
- Build trust and confidence in the aged care system
- Promote system-wide transparency
- Illustrate how government can achieve equitable, person-centred aged care

Fairness, integrity, inclusivity are at the heart of how we work. We hold ourselves to the same high standard of transparency that we seek in others.

We use robust data and evidence to oversee the system, drawing on lived experience as a critical informant. Beyond monitoring, reviewing and reporting, we seek innovative ways to drive impact and inspire change.

We are wholly independent, free from influence and uphold the integrity needed to hold others accountable. Our recommendations are practical and actionable and focus where the most meaningful, positive change in aged care can be achieved.



Our structure

The OIGAC is headed by the Inspector-General of Aged Care, supported by the Agency Executive Director (AED). The AED is the senior operating manager of the OIGAC, responsible for the general operations of the agency. The OIGAC consists of five collaborative teams:

- **Reviews and Reporting for Impact** – two teams responsible for reviews reports under the agency's enabling legislation, including the implementation of Royal Commission recommendations
- **Monitoring and Strategic Operations** - responsible for reporting and monitoring and agency strategy
- **Communications and Engagement** - responsible for strategic communications and stakeholder engagement
- **Corporate Services** - responsible for the delivery of the agency's enabling services including finance and human resources, managing shared service arrangements and ensuring appropriate governance.

The role

Do you share our commitment to inclusive and respectful engagement? Are you willing to listen to the lived experiences of older people, their families and carers, and the voices of those who are often heard the least? If you are passionate about shaping the future of aged care and improving the lives of older Australians, this is your opportunity to make a difference.

Reporting to the Inspector-General of Aged Care, the Director Communications and Engagement is an influential position, raising awareness and steering the public conversation about aged care in an ever changing media landscape, ensuring that our communication and engagement efforts are aligned with our strategic objectives.

The Director, Communications and Engagement is responsible for:

- **Strategic communication and forging the profile of OIGAC:** Creating and implementing communication strategies to ensure that our reports, reviews and related activities have maximal impact and are tailored for the target audiences where impact needs to be greatest. This includes crafting messages for diverse audiences, both internal and external, to enhance awareness of the agency's work. We are a young agency, and a great deal of effort needs to be directed to developing and cementing our profile in the aged care oversight landscape, both in the eyes of the public and our stakeholders. This will involve rethinking our website and ways in which we can maximise the reach of our work and embed understanding of our purpose across the country.
- **Media and public/stakeholder engagement:** Overseeing media and stakeholder engagement efforts, including leadership for strategic approaches to media content and proactivity. Our stakeholder engagement is designed to both deliver outputs that reflect as diverse voices as possible but also educate the public on what it means. Engagement at OIGAC is firmly guided by our [Principles of Engagement](#) and our [Statement of Commitment on Closing the Gap](#).
- **Parliamentary and Ministerial communications:** The role oversees Parliamentary responses and communication, ministerial correspondence.
- **Content creation:** Producing, individually or in collaboration with other teams, a variety of content, such as newsletters, social media updates, and marketing materials, ensuring that the content is engaging and consistent with our voice and that of our stakeholders.
- **Internal communications:** Managing and overseeing internal communications, working with internal stakeholders, to ensure our people are informed and engaged and receive consistent messaging.



- **Crisis communication:** In times of crisis, advising the Inspector-General and Executive on public relations issues. Developing strategies to communicate effectively with stakeholders.
- **Leadership:** Leading, mentoring and building the capability of a team of communications professionals, providing the team with guidance and support in executing strategies and plans.

The ideal candidate

This ideal candidate is values-driven and motivated by the opportunity to contribute meaningfully to public discourse—both directly and indirectly. As a small agency, we may not offer extensive career progression pathways, but we provide a unique environment for those who are passionate about the subject matter and committed to making a tangible impact through their work.

They will undertake work with a high level of complexity, using significant judgement in managing both internal and external communications. With an emphasis on leadership, the role provides the Inspector-General with sound advice on communication, media, and stakeholder engagement strategy and activities.

To be successful in the role, you must thrive under pressure in a fast-paced environment and enjoy working through multiple competing and constantly evolving priorities. Our ideal candidate will have a commitment to making a difference for those in aged care.

Our ideal Director, Communications and Engagement will have:

- Tertiary qualifications in media and communications (or similar) and/or relevant experience in developing strategic and innovative communications products.
- Demonstrated experience in leading and managing teams and building capability to illicit high performance and outcomes.
- Strong background in building and maintaining partnerships through highly complex and/or sensitive issues, to achieve mutually beneficial outcomes.
- Demonstrated experience in researching and critically analysing complex information from various sources to provide high level written and verbal advice, reports, and recommendations.
- Ability to contribute to the strategic planning of agency through developing and implementing operational strategies in a high-pressure environment.

Highly desirable

- An understanding of, or the willingness to acquire, a broad understanding of the Commonwealth funded aged care system.

Inclusion and diversity

The OIGAC is committed to fostering an inclusive workplace where every employee feels valued and empowered to bring their authentic self to work. We actively embrace diversity across gender, cultural background, disability, sexual orientation, and more; recognising that a diverse workforce not only enriches our organisational culture but also enhances the quality and impact of our work. We foster a workplace where our people feel valued to participate fully at work. We embrace the variety of experiences, skills and perspectives that people bring to the workplace.

We encourage applications from people with diverse experience and backgrounds including Aboriginal and Torres Strait Islander people, LGBTQIA+ individuals, people from culturally and linguistically diverse backgrounds, mature age individuals, and people with disability.



Safety and wellbeing

The Office of the Inspector-General of Aged Care is committed to the health, safety and wellbeing of those who work for, and with us. Our people and those who work with us are expected to share this commitment to safety and wellbeing.

Some workers in this agency may be exposed to potentially distressing material. The degree of exposure to this material varies depending on the specific role. We encourage you to consider your personal circumstances and wellbeing when applying. If you have any concerns, please speak to the contact officer before submitting your application.

Eligibility

To be eligible for employment in the OIGAC applicants must be Australian citizens.

General suitability for employment will be assessed through pre-employment checks, such as:

- proof of Australian citizenship and identity check
- satisfactory completion of an Australian Federal Police criminal history check
- a Working with Children and Vulnerable People check (where required)
- completion of a medical declaration and pre-employment medical (where required)
- evidence of relevant qualifications.

Conduct in the workplace

All Commonwealth employees must comply with the requirements of the *Public Service Act 1999*, including the Australian Public Service (APS) Values, APS Employment Principles and the APS Code of Conduct, which outline the type of behaviour and conduct expected of employees.

Refer to [Procedures for determining breaches of the APS Code of Conduct and for determining sanctions](#) for more information.

RecruitAbility

The RecruitAbility scheme, that supports the increased representation of people with disability in the APS, applies to this vacancy. Under RecruitAbility you will be invited to participate in further assessment activity for the vacancy if you choose to apply under RecruitAbility; declare you have a disability; and meet the minimum requirements for the position.

Merit remains the basis for engagement and promotion.

For more information visit <https://www.apsc.gov.au/recruitability>.



How to apply

Email your application to jobs@igac.gov.au, by no later than **11.30pm (AEST) on SUNDAY 14 SEPTEMBER**.

Your application must include:

1. OIGAC [Job application cover sheet](#)
2. Your current resume (maximum 3 pages) which outlines your experience and qualifications.
3. Your pitch (maximum 750 words) with reference to the role and ideal candidate
4. Details for 2 referees, including your current supervisor

Prior to preparing your response, it is recommended that you review the [Work Level Standards](#) relevant to the classification and position you are applying for.

Merit Pool

Candidates who are found suitable but not offered a position may be placed in a merit pool for up to 18 months from the date of advertisement. The OIGAC and other APS agencies may use merit pools to fill vacancies.