

## Manager, Communication and Engagement

Job reference	25-11
Classification	Executive Level 1 (EL1)
Work area	Communication and Engagement
Location	Canberra office (preferred); remote working arrangements available in Sydney NSW, Melbourne VIC, Adelaide SA, Brisbane QLD, Perth WA, Hobart TAS, Darwin NT
Employment type	12-month, full-time, non-ongoing opportunity
Salary range	\$124,951 to \$142,509
Security clearance	Baseline
Office arrangement	Flexible working arrangements, in accordance with our Enterprise Agreement
Contact officer	Heather Lunney, Director - Communication and Engagement 0403 222 423 or <a href="mailto:heather.lunney@igac.gov.au">heather.lunney@igac.gov.au</a>
Applications close	11:30pm, Monday 6 April 2026

## 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

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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 collaborative teams in:

- **Reporting for Impact** – two teams responsible for reviews and reports under the agency's enabling legislation, including the implementation of Royal Commission recommendations
- **Monitoring and Strategic Operations** - responsible for reporting, monitoring and agency strategy
- **Communication and Engagement** - responsible for strategic and internal communication 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

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Do you share our commitment to inclusive and respectful engagement? Do you have experience tailoring messaging to effectively multiple audiences via different channels? 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 Director, Communication and Engagement, the Manager will support team members to build their capability while fostering a high-performing and collaborative culture.

Responsibilities of this role may include, but not be limited to:

- working in a small team to plan, develop, implement and evaluate internal and strategic communication plans and strategies.
- developing strong, trusted relationships with agency colleagues to anticipate and assess strategic communication and engagement needs.
- developing a range of accessible and engaging material for various audiences, which may include social media and web and intranet content, reports, fact sheets, videos, newsletters, etc.
- providing expert communication advice to policy and program areas to inform planning processes including branding, market research, and best-practice communication approaches.
- procuring and managing external suppliers in a complex and fast-moving environment, meeting tight timeframes and budgetary considerations, and delivering quality results under pressure.
- using web and data analytics to regularly report on the effectiveness of communication and engagement activities, identifying trends and recommending actions for improvements.
- supporting stakeholder engagement activities, including responses to correspondence from the public; managing logistics and other arrangements for consultations, roundtables and focus groups; and developing regular newsletters on engagement activities.
- contributing to Parliamentary responses and ministerial correspondence.



## The ideal candidate

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The ideal candidate is values-driven and motivated by the opportunity to contribute meaningfully to public discourse in the aged-care sector. 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.

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 first and foremost, has a commitment to making a difference for older people trying to access aged care, or for those already in the aged care system.

Our ideal Manager, Communication and Engagement will have:

- tertiary qualifications in media and communication (or similar) and/or relevant experience in a similar communication role in the Australian Public Service.
- demonstrated experience in planning, developing, implementing and evaluating communication plans and activities
- excellent writing and editing skills, with the ability to effectively tailor messages for specific audiences and channels
- be a team player with strong and effective relationship management skills – both with internal colleagues at all levels of the organisation, and external stakeholders

### Highly desirable

- Experience in the procurement of services for strategic communication purposes.
- Experience using data analytics to identify trends and recommend actions to enhance the effectiveness of communication and engagement approaches.

## Integrity and work health and safety

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The APS acts with integrity and fairness and is accountable and transparent in everything it does. This will build public trust and strengthen standards of integrity in our federal government. As a public servant at OIGAC the successful applicant will be expected to act with and champion integrity; and be stewards of the public service.

The Work Health and Safety (WHS) Act requires employers, managers and employees to contribute to a safe and healthy work environment. Employees at OIGAC work collaboratively to ensure we comply with our work health and safety obligations.

OIGAC works hard to support an organisation-wide approach to building and sustaining a positive, psychologically safe and healthy work environment.

## Inclusion and diversity

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The OIGAC supports inclusiveness and encourages all employees regardless of their gender, cultural background, disability, sexual orientation, or age to bring their authentic self to 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 value the contribution that a diverse workforce brings and 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.



## Wellbeing

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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

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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

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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](#).

## RecruitAbility

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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. Refer: <https://www.apsc.gov.au/recruitability>.

## How to apply

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Email your application to [jobs@igac.gov.au](mailto:jobs@igac.gov.au), by: **11.30pm (AEST) on MONDAY 6 APRIL 2026**.

Your application must include:

1. OIGAC application cover page
2. Your current resume (maximum 4 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

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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.