

Service Charter

December 2023

This Charter sets out the standards of service you can expect when dealing with us. It briefly outlines our role, principles and processes, and the steps you can take if you are not satisfied with the quality of our service.

Our role

The Office of the Inspector-General of Aged Care is an independent statutory agency led by the Acting Inspector-General together with the Agency Executive Director. Our role is to provide independent oversight of the aged care system to ensure it better meets the needs of older people in Australia.

We have oversight of the administration, regulation, and funding of the aged care system by the Australian Government, including the:

- Department of Health and Aged Care
- Aged Care Quality and Safety Commission
- Independent Health and Aged Care Pricing Authority
- other services or bodies in the aged care system regulated or funded by the government.

Under its legislation, the Inspector-General and supporting office provides independent oversight of the aged care system. To do this we:

- review and report on the aged care system
- identify systemic and significant problems
- recommend changes
- increase accountability and transparency through reporting our findings to parliament, including on the implementation of Aged Care Quality and Safety Royal Commission recommendations.

Our activities are underpinned by effective corporate management and governance.

Our commitment to you

We have 6 guiding principles that underpin our work and influence how we conduct ourselves, how we operate, and how we achieve results:

- People centred – we put the interests of older people in Australia first
- Accountable – we hold government and regulatory bodies to account
- Objective – our findings and recommendations are fair and impartial
- Inclusive – we support equal access for all older people in Australia
- Evidence based – we use robust data and evidence to oversee the system
- Excellence – we recognise and promote excellence in regulation and innovation.

As an independent oversight body, we are committed to embedding accountability and integrity into our own activities and ensuring our processes are transparent and free from bias.



The service standards you can expect

We observe the Australian Public Service Values and Code of Conduct. In line with our values you can expect us to:

- provide a professional, prompt and courteous service
- be fair and impartial
- provide sufficient time and information to enable public participation in our work
- respect your privacy in line with the *Commonwealth Privacy Act 1988*
- make our information accessible to everyone, including older people, people with disabilities and people from diverse backgrounds
- respond to written queries or requests for information within a reasonable timeframe – if your query is complex, we will provide an interim response to inform you of our progress.

We strive to achieve the highest standards in all our public engagement including our inquiries and reports.

Sharing information with us

If you wish to share information with us, you can contact us by email at contact@igac.gov.au.

Please understand it is not our role to act on behalf of older people, their families, carers, or providers to resolve individual complaints. In the first instance, that is still the role of the agency or body the complaint is about. Individuals may also [make a complaint to the Aged Care Quality and Safety Commission](#).

If you would like your identity to remain confidential

If you wish to provide information or assistance to the Inspector-General but would like to keep your identity confidential, it is important that you tell us as soon as you contact us and *before* providing that information. This cannot be applied for after you have provided information to the Inspector-General.

If you are unhappy with our service or wish to make suggestions/comments

If you have complaints about our service or wish to make suggestions or comments, tell the person with whom you are dealing the nature of your dissatisfaction or other feedback.

You may ask for the issue to be escalated to a senior manager.

Complaints about us will be fully investigated in line with our [complaints handling policy](#).

Contact details

For any enquiries relating to the Office of the Inspector-General of Aged Care:

Website: igac.gov.au | Email: contact@igac.gov.au