

Role and functions

January 2024

The Royal Commission into Aged Care Quality and Safety called for the establishment of an Inspector-General of Aged Care (Inspector-General) and supporting office, to improve transparency and accountability and address longstanding systemic issues across the aged care sector.

What is the role of the Inspector-General of Aged Care?

The Inspector-General will play a critical role in driving improvement across the aged care system by:

- looking at it from end-to-end, calling out systemic issues, and making recommendations
- providing increased accountability and transparency through reporting to Parliament, including on the progress of the implementation of Royal Commission recommendations.

The Inspector-General will be responsible for scrutinising the Australian Government's administration, regulation, and funding of aged care, including:

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

This is accomplished through a series of activities. These include:

Reviews

We help to improve the aged care system through in-depth investigations and advice to the Australian Government. To complete a review, we:

- examine significant systemic issues or topics that affects the government's regulation, administration or funding of aged care services and the delivery of those services
- make findings and recommendations to address the issues
- publish a report that is tabled in Parliament.

Oversight of complaints management frameworks

We also monitor and review the aged care complaints systems and frameworks used or administered by:

- government agencies
- other aged care bodies funded or regulated by the Australian Government.



We look at how they handle complaints and may recommend ways to improve their complaints processes.

This aims to ensure complaints management processes in aged care are:

- fit for purpose
- effective, efficient, and accessible.

The Inspector-General does not have the power to investigate individual complaints about aged care. The agency or body the complaint is about is responsible in the first instance. The complainant may also submit a complaint to the Aged Care Quality and Safety Commission.

Ongoing monitoring

To provide independent oversight of the aged care system, we need to know what is going on across the aged care system.

We use our information-gathering powers to monitor decisions, programs, operations, and funding. This allows us to:

- understand what is happening
- identify emerging trends or patterns
- gather insights.

We analyse this intelligence, and information from our stakeholders, media and other reviews and reports, to:

- identify issues
- analyse the health of the system
- interpret and report findings to the public, government, and parliament.

This may also lead to a full review.

Reports

We produce a range of reports, such as:

- review reports – these include our findings and recommendations after we have examined and evaluated a systemic issue
- progress reports – these provide updates on the implementation of Royal Commission recommendations
- corporate reports – these include our annual reports and corporate plans
- other reports – these are standalone reports on government bodies or the aged care system as a whole.

Contact

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

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