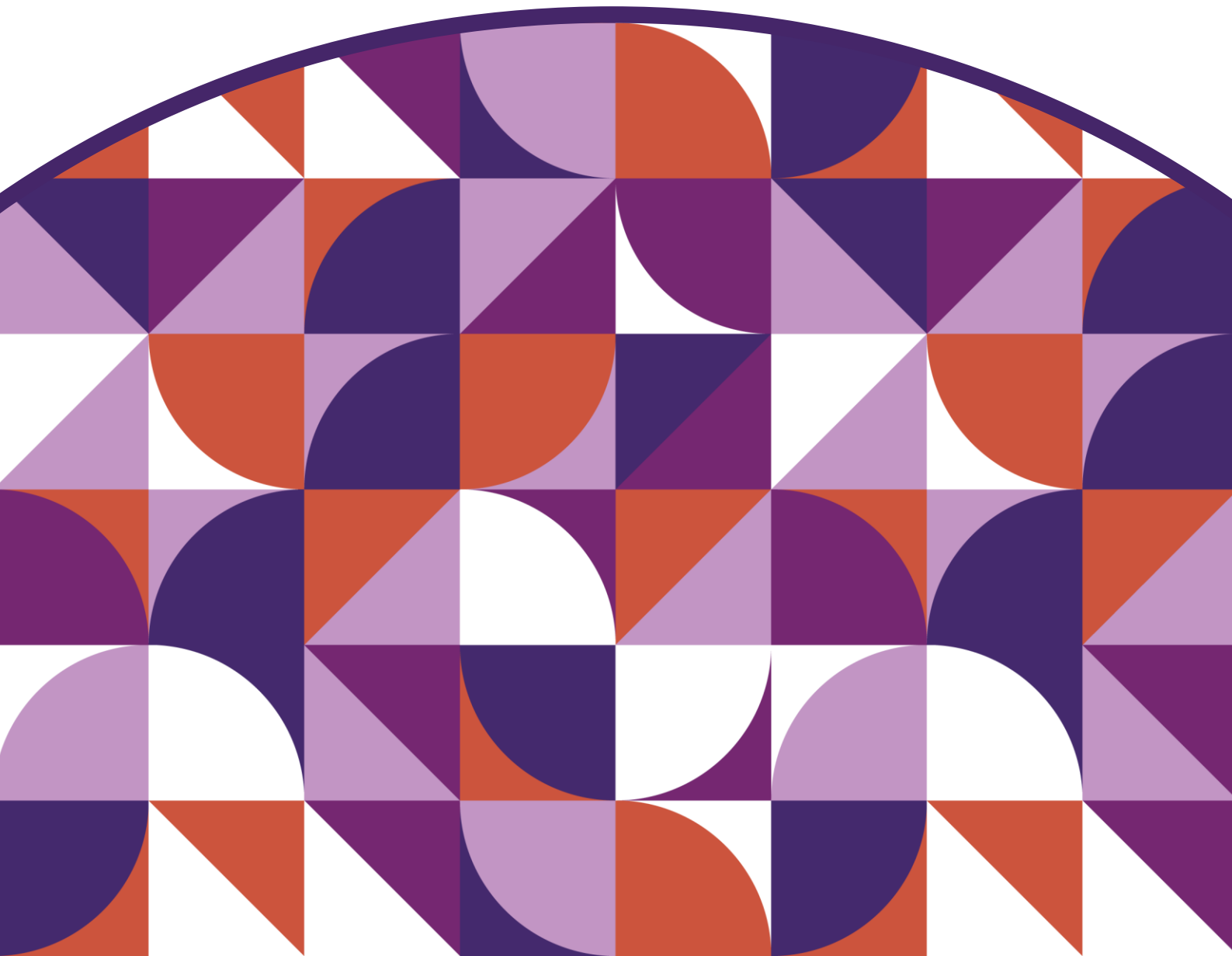




Annual Report

2023–24



Annual Report

2023–24

Office of the Inspector-General of Aged Care

Publication information

Acknowledgement of Country

The Office of the Inspector-General of Aged Care acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, water and community. We pay our respects to them and their cultures and to elders both past and present.

Publication details

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Requests and enquiries concerning the contents of the report should be addressed to:

Office of the Inspector-General of Aged Care

PO Box 350

Woden ACT 2606, Australia

Email: contact@igac.gov.au

This report is also available from our website:

www.igac.gov.au.

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Letter of Transmittal

The Hon Anika Wells MP
Minister for Aged Care
Parliament House
Canberra ACT 2900

Dear Minister

Office of the Inspector-General of Aged Care Annual Report 2023–24

I am pleased to provide you with the Annual Report of the Office of the Inspector-General of Aged Care for the year ended 30 June 2024.

This report has been prepared in accordance with section 46 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), which requires that I prepare an annual report and provide it to you for presentation to Parliament.

This report has also been prepared in accordance with the Public Governance, Performance and Accountability Rule 2014.

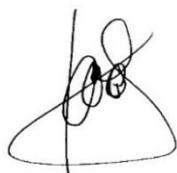
The report includes the agency's audited financial statements as required under section 43(4) of the PGPA Act.

As required by section 10 of the Public Governance, Performance and Accountability Rule 2014, I certify that:

- the agency has prepared fraud risk assessments and fraud control plans
- the agency has in place appropriate fraud prevention, detection, investigation and reporting mechanisms that meet its specific needs
- I have taken all reasonable measures to deal with fraud relating to the agency.

As per section 71 of the *Inspector General of Aged Care Act 2023*, this report includes information about the performance of the Inspector-General's functions, including reviews by the Inspector-General.

Yours sincerely



Ian Yates AM
Acting Inspector-General of Aged Care
14 October 2024



Introduction

Introduction

Review by accountable authority: Acting Inspector-General's year in review



The establishment of the Inspector-General of Aged Care (Inspector-General) and supporting Office of the Inspector-General of Aged Care (OIGAC) on 16 October 2023 was a historic step. It is the first time that a role of this type has existed in aged care or in any other human service policy area in Australia. As a new independent entity, we take seriously the role that we have been entrusted with by Parliament, government and the community. We are committed to shining a light on the systemic issues in the aged care system to help make it better meet the diverse needs of older people in Australia.

This is the OIGAC's first Annual Report. In it we report on our achievements over the 9 months since the passage of the *Inspector-General of Aged Care Act 2023* (IGAC Act) gave us the independence and the legislative powers to fully investigate systemic issues across the aged care system.

Our history

Our establishment marked the implementation of a key recommendation of the Royal Commission into Aged Care Quality and Safety (Royal Commission). The Royal Commission delivered its Final Report: *Care, Dignity and Respect* in March 2021. It identified a broad range of significant problems with the provision of aged care across Australia and made 148 recommendations for improvement and indeed transformation of the aged care system.

The Royal Commission saw a clear need for independent oversight of the administration, regulation and funding of the aged care system. It recommended that this be in the form of an Inspector-General, at arm's length from the other agencies in the aged care system. In essence, this means an Inspector-General that would scrutinise the processes, decisions and performance of the government bodies responsible for governance, regulatory, funding and pricing roles within the aged care system.

In early 2022 a taskforce to establish the Inspector-General of Aged Care commenced within the Australian Government Department of Health and Aged Care. I was appointed Interim Inspector-General in January 2023, alongside the creation of an interim office within the department. The interim office was responsible for developing the legislation to establish the statutory Inspector-General and supporting office, and to commence oversight of the aged care system to the extent possible without legislation.

Passage of the legislation through Parliament was swift and had bipartisan support. The IGAC Act commenced on 16 October 2023 at which time I was appointed Acting Inspector-General by the Minister for Aged Care. The OIGAC became a new non-corporate government entity, completely independent and separate from the Department of Health and Aged Care, the Aged Care Quality and Safety Commission, and other government bodies in the aged care system.

The IGAC Act gives the Inspector-General the autonomy and discretion as to how they perform their functions and exercise their powers. The OIGAC is not subject to direction by ministers as to how we go about our role and functions. The Inspector-General can review or report on any matter that they have the power to investigate under the IGAC Act, and no one can tell us how or when to review or report on any issue, or what to say.

The Inspector-General's functions can be seen broadly as monitoring, reviewing and reporting. The IGAC Act provides the Inspector-General with strong coercive information-gathering powers. The Inspector-General has the power to compel the production of any information or documents relative to their function, and the power to compel someone to appear and to answer questions, or to enter premises for the purpose of performing their functions. The Inspector-General reports to Parliament through the Minister for Aged Care, who must table OIGAC Reports within 15 sitting days of receiving them.

Our achievements

I am very proud of the achievements that we have delivered in the short time that we have existed as an independent statutory entity. I want to record the indefatigable leadership of Paula Pearsall as Agency Executive Director and the skilled and committed work of all members of the team that have made these achievements possible.

Annual Work Plan 2023–24

Under the IGAC Act we are required to publish an Annual Work Plan outlining details of our oversight activities each financial year. We published our inaugural Annual Work Plan on 15 December 2023. The work plan was informed through broad consultation with researchers, academics, aged care service providers, workforce and union representatives, advisory bodies, members of the community who use the aged care system and others with an interest in aged care.

Commencement of first review

Our first review commenced on 26 March 2024. This was an important milestone as it marked the first time that the Inspector-General was able to use the powers provided in the IGAC Act to investigate, make recommendations and report to Parliament on the performance of a Commonwealth entity with responsibility for part of the aged care system.

The review is investigating whether My Aged Care is fit for purpose in facilitating access to aged care services for older people regardless of their level of ability, location, cultural background or language. My Aged Care is the entry point to all government-funded aged care and it is critical that it works well for older people who need timely and appropriate support or care.

We consulted widely to explore the areas of possible significant and systemic weakness in the aged care system to help decide on this review topic as a priority. A consistent theme emerged as people shared their experiences of using My Aged Care and the complexities around navigating to and accessing the aged care system.

We commenced a public submissions process to seek input from people who have used My Aged Care in the past five years to seek an assessment for care, are currently using it, or who are planning to use My Aged Care in the future. We invited input from people who had positive experiences using My Aged Care and people who experienced barriers to using it, whether through access difficulties, personal circumstances, technological barriers, language barriers or any other issue impacting their access. The OIGAC is also collecting and considering evidence from government entities and their My Aged Care partners in undertaking this review.

A final review report will be delivered alongside any recommendations to the Minister for Aged Care to table in both houses of Parliament. It will also be published on the OIGAC website. We expect the outcomes of this review to be made public in 2024–25.

2024 Royal Commission Progress Report

We delivered our first major report to the Minister for Aged Care on 30 May 2024, meeting our obligation under the IGAC Act. The 2024 Progress Report (the Report) on the Implementation of the Recommendations of the Royal Commission into Aged Care Quality and Safety sets out the implementation status of all 148 Royal Commission recommendations as of 1 January 2024. It also records actions and intentions beyond 1 January, including measures announced in the Federal Budget on 14 May 2024.

The Report focuses thematically on access and navigability issues, for which some 60 recommendations were considered in closer detail. We sought to focus attention on the difficulties that people experience accessing the aged care system and navigating to timely and appropriate care within it.

A key finding was that governments have not accepted two key recommendations of the Royal Commission that are foundational to the architecture of a transformed aged care system. One is recommendation 25, which calls for a new, seamless aged care program based on an entitlement to all forms of support and care which the individual is assessed as needing and moving beyond current program guardrails. The other is recommendation 41, which calls for full funding of all entitlements and demand-driven access to aged care based on assessed need.

We found that much has been done to improve the aged care system in the 3 years since the Royal Commission delivered its final report, with more underway or planned. Much more depends on passage of the new Aged Care Act. However, we also found that many older Australians continue to experience challenges in understanding and accessing quality aged care. This includes tens of thousands of people missing out on care because of the continuation of inadequate rationed access to care despite assessed need.

In the Report, we also highlight the need for more whole-of-system reform planning, engagement and communication, in addition to initiative-specific activities. This includes building sector confidence by placing a higher priority on ensuring providers have sufficient time to plan for change and that reforms are appropriately sequenced. It also includes monitoring and reviewing instances where the design or implementation of one program impacts adversely on the goals of another. We outline the need for the Government to consider whether individual elements of the reform agenda are working optimally together, with a view to increasing complementarity and resolving conflicts.

In preparing the report, my office and I carried out extensive stakeholder consultation and sought input from Commonwealth agencies that have a role in the administration, governance and regulation of aged care. We also consulted widely with consumer and

provider peak organisations, other key stakeholders in the aged care sector and, importantly, members of the public with lived experience of aged care.

Memorandum of Understanding

The OIGAC signed a Memorandum of Understanding (MOU) with the Aged Care Quality and Safety Commission (Commission) on 23 April 2024. This helps support greater accountability and transparency across the Commonwealth's administration of the aged care system by formalising the information-sharing process between our 2 agencies.

While the Inspector-General has strong compulsory information-gathering powers under the IGAC Act, the OIGAC is also seeking to establish agreements to enable voluntary sharing of key information with the principal agencies of government over which the Inspector-General has oversight.

Stakeholder engagement

Effective stakeholder engagement is an important part of our work. We want people to engage with us, to let us know what is working in the aged care system and what is not, and to suggest matters we should focus on or investigate. We are committed to engaging with people from all backgrounds and needs, and have established and continue to build strong relationships with our stakeholders. We continue to build the capability to engage effectively and openly with our target audiences to inform our analyses, reviews and reports.

Conclusion

Alongside delivering the above we have established most of our organisational processes and commenced developing the systems required as a new agency. This includes the corporate foundations, technology and workforce capability that we need to support our work. Our resources impact on our ability to deliver on the mandate we have under our Act, and this will also need to be addressed.

The creation of the statutory Inspector-General of Aged Care and the OIGAC has occurred in tandem with the passage of a broad range of aged care reform legislation and the implementation of a swathe of other reforms recommended by the Aged Care Royal Commission. Yet challenges remain to transform the system as the Royal Commission envisaged, as we have pointed out.

The recent introduction of the Bill for a new Aged Care Act addresses a large number of vital Royal Commission recommendations and a major restructure of home care. Implementation of the new Act should help maintain needed reform momentum well into the next term of government, which is always a challenge over long periods.

The Government could have waited for the new Aged Care Act to legislate the Inspector-General but it chose to put our independent oversight body in place alongside its other reforms. This has enabled reform progress to be transparently and independently reviewed and reported on to Parliament and the Australian people. I believe we have honoured this trust and commitment by the Government in our first year and demonstrated the real and practical value to the aged care system and its agencies of independent oversight. Given sufficient resources we will build upon that in the years to come.

Ian Yates AM

Acting Inspector-General of Aged Care

Agency Executive Director review



The creation of the Inspector-General of Aged Care on 16 October 2023 marked a pivotal moment in the pursuit of an aged care system that guarantees safe, high-quality care for every older person in Australia.

The Inspector-General and supporting Office of the Inspector-General of Aged Care (OIGAC) have been entrusted with the power to hold government agencies accountable, rigorously examining their decisions, actions and policies to ensure they are driving meaningful and lasting change within the aged care system.

Our mission is bold: to support the transformation of aged care and ensure continuous improvement across the entire system through independent oversight. We are committed to delivering on this ambitious agenda.

Since our establishment, our agency – though modest in size – has operated with structural integrity and we have continued to build a functional framework to deliver on our remit. From day one, we focussed on building the critical systems, processes, policies, workforce and infrastructure required to meet our mandate.

At the same time, we've delivered tangible results: we published our inaugural Annual Work Plan, produced our first report within legislative timeframes, launched our first in-depth review, and initiated system monitoring. These achievements are testament to our commitment and capability, even as a newly formed agency.

Building a new agency is undoubtedly a challenging endeavour. Every step requires thoughtful decision making, adaptation and a great deal of learning. I'm immensely grateful to the Department of Health and Aged Care, other portfolio agencies and Commonwealth agencies who have supported us along the way. Their assistance, advice and expertise have been invaluable in our progress.

Most significantly I'd like to thank my staff – past and present – for their resilience, commitment, dedication and support. I extend this gratitude to Mr Ian Yates in his capacity as both the Interim Inspector-General and Acting Inspector-General. Mr Yates's knowledge, dedication and commitment have steered the OIGAC toward ongoing success and his guidance and support have been indispensable.

I have had the privilege of being involved in every major step of this journey, from our early days as a taskforce to the interim office and now as a statutory agency. The process has required resilience by all involved but seeing our agency now delivering on its mission is incredibly rewarding. Not only are we established but we have begun making an impact with real, measurable outcomes.

Our approach has included strengthening internal capacity, increasing the visibility of our mandate and delivering results. We've worked to ensure our presence is recognised, solidifying our place as the independent portfolio agency responsible for overseeing the aged care system.

This strategy positions us for success. However, continued investment and ongoing commitment is needed to ensure we can fully realise the agency's potential and expand our impact across the aged care system.

I am immensely proud of what we've achieved in our first nine months and I am excited for the future.

Paula Pearsall

Agency Executive Director



Part 1

Agency overview

Part 1: Agency overview

About the Inspector-General of Aged Care and the Office of the Inspector-General of Aged Care

The Inspector-General of Aged Care

The Inspector-General of Aged Care is a statutory office holder independent from other entities within the aged care system.

The Inspector-General position was established on 16 October 2023 through the *Inspector-General of Aged Care Act 2023* (IGAC Act) to provide oversight of the Commonwealth's administration, governance and regulation of aged care. The IGAC Act sets out the functions and powers of the Inspector-General and supporting office.

The Minister for Aged Care appointed Mr Ian Yates AM as Acting Inspector-General on 16 October 2023, under section 33 of the IGAC Act. Mr Yates is the accountable authority of the OIGAC, as defined in the *Public Governance and Accountability Act 2013*.

Office of the Inspector-General of Aged Care

The Office of the Inspector-General of Aged Care (OIGAC) is a non-corporate government entity. We were established on 16 October 2023 through the IGAC Act to assist the Inspector-General in the performance of their functions.

Why we were established

The Royal Commission into Aged Care Quality and Safety (Royal Commission) recommended that the Australian Government establish an independent Inspector-General and supporting office to ensure that the aged care system is subject to ongoing scrutiny and to hold government agencies accountable for their processes, decisions and performance.

Our strategic objectives

Our five strategic objectives to deliver on our purpose are:

1. Provide independent and impartial oversight of the aged care system
2. Investigate and make recommendations to address systemic issues
3. Drive accountability and ongoing reform
4. Foster productive stakeholder relationships
5. Operate as a high-performing and trusted organisation.

Role and functions

We help to improve the aged care system through the key activities outlined below. The IGAC Act requires us to publish an Annual Work Plan. The Inspector-General's priorities and areas of focus for reviews and reports over the coming year are published in an Annual Work Plan on our website, as required by the IGAC Act.

Monitor

Effective monitoring helps us understand how the aged care system is operating and decide where to focus our efforts. We are building our monitoring function incrementally. As it

matures, we will use it to regularly gather information from other government bodies responsible for administering, funding, regulating and delivering aged care.

Review

We help to improve the aged care system by doing in-depth investigations and providing independent advice to the Australian Government and Parliament through:

- examining a systemic issue or topic within the remit of the Government's regulation, administration or funding of the aged care system
- writing a review report making recommendations to the Government and Parliament
- providing this report to the Minister for Aged Care to table in Parliament
- publishing the review report on our website.

Report

We produce a range of reports that fit broadly into three categories:

- progress reports that provide updates on the implementation of Royal Commission recommendations
- special reports on specific topics or matters relating to the aged care system – for example, issues-based reports, aged care data reports, review update reports and reports on performance of other government bodies.
- corporate reports including our Corporate Plan and Annual Report.

The Minister for Aged Care tables our reports in Parliament and we publish them on our website.

Oversight of complaints management

Our broader role includes oversight of the Commonwealth's administration of complaints processes in the aged care system and how they are managed. This includes considering whether complaints management processes in aged care are:

- fit-for-purpose, effective, efficient and accessible
- providing a fair and transparent means of resolving peoples' concerns.

The Inspector-General does not have the power to investigate individual complaints about aged care. This remains the responsibility of the agency or body that the complaint is about, or of the Aged Care Quality and Safety Commission when complaints about providers are referred to it.

STAKEHOLDER TESTIMONIAL

Gwenda Darling **Member, Aged Care Council of Elders**



The creation of the Inspector-General of Aged Care is an important step. It is important for older people in the community to feel confident in the safe delivery of aged care services and have an extra layer or buffer between themselves, the Department of Health and Aged Care, and the Government.

The Office of the Inspector-General of Aged Care's review into My Aged Care is examining whether My Aged Care services are effective and satisfactory for older people. The My Aged Care system appears to be complex and inaccessible for many people. Older people, particularly First Nations and culturally and linguistically diverse people, are finding it increasingly difficult to navigate the aged care system. The Inspector-General listened to the system concerns and weaknesses in assessments and ongoing function of aged care services and their navigation by older people.

The 2024 Progress Report on the implementation of recommendations from the Aged Care Royal Commission has been prepared and recently published. Together with the 2023 Progress Report, written by the interim Office, I was impressed by the diversity of groups consulted, including providers, peak bodies and people waiting to access My Aged Care assessments and services, along with those currently receiving aged care services and their supporting partners and advocates.

The Memorandum of Understanding with the Aged Care Quality and Safety Commission signed by the Inspector-General allows the Office to examine information held by the Commission and ensure that the Commission is fulfilling its responsibilities and ensuring that safe and timely services are delivered to older people.

I support the role of the Office of the Inspector-General of Aged Care to ensure the ongoing viability of quality aged care services funded by the Government.



Part 2

Annual performance statements

Part 2: Annual performance statements

2023–24 Annual Performance Statement

I, Ian Yates, as the accountable authority of the Office of the Inspector-General of Aged Care (OIGAC), present the Annual Performance Statement of the OIGAC for the 2023–24 financial year, as required under paragraph 39(1)(a) of the *Public Governance Performance and Accountability Act 2013* (PGPA Act).

The statement accurately presents the OIGAC’s performance for this reporting period, in accordance with subsection 39(2) of the PGPA Act and section 16F of the PGPA Rule.

Outcomes and programs

Outcomes are the Government’s intended results, benefits or consequences for the Australian community. The Government requires entities such as the OIGAC to use outcomes as a basis for budgeting, measuring performance and reporting. Annual funding is appropriated on an outcome basis. The OIGAC has one outcome:

- › *Provide independent oversight of the aged care system to drive accountability and positive change through reviews, recommendations and reporting to Parliament*

and one program:

- › *Office of the Inspector-General of Aged Care.*

Entity purpose

Our purpose, as defined by our outcome objective, is to provide independent oversight of the aged care system to drive accountability and positive change through reviews, recommendations and reporting to Parliament.

To do this we monitor and investigate the Commonwealth’s administration and regulation of the aged care system, call out significant and systemic issues, and make recommendations to Parliament.

Entity performance

The following section sets out our achievements against our key performance measures for the 2023–24 reporting period. It provides details of results for activities undertaken throughout the year to deliver on our outcome.

As a new agency, our objectives were unique for 2023–24, with the inclusion of a set of interim performance measures that focussed on establishing our accountability and governance frameworks as well as commencing our oversight role.

We provide details of our achievements across our two objectives in this statement:

1. Establish accountability and governance frameworks by 30 June 2024.
2. Commence monitoring, investigating, reviewing and reporting on the aged care system.

Objective 1: Establish accountability and governance frameworks by 30 June 2024

Table 1: Key performance measures for the Office of the Inspector-General of Aged Care under Objective 1

	Key performance measure	Target 2023–24	Result
1	Audit and Risk Committee established	15 December 2023	Achieved
2	Consultative Committee and other committees established	30 June 2024	Achieved
3	Systems of risk management and control designed and implemented	30 June 2024	Achieved
4	Memoranda of Understanding (MoU) to cover the routine collection of data established	30 June 2024	Partially achieved
5	Office functions established	30 June 2024	Substantially achieved
6	Governance policies developed and published	30 June 2024	Substantially achieved

As a new agency, a large part of our focus in 2023–24 has been on establishing the foundations needed to position us well for the future and enable us to commence our independent oversight role.

The key performance measures under our first objective centred on developing and embedding our accountability, risk management and governance frameworks and practices, building our systems and technology and establishing our processes, policies and procedures.

These included:

1. Audit and Risk Committee established

An OIGAC Audit and Risk Committee was established under subsection 45(1) of the PGPA Act in November 2023. It met 3 times in 2023–24. Further detail about the committee and its members is provided in Part 3: Management and Accountability.

2. Consultative Committee and other committees established

An OIGAC Consultative Committee was established following commencement of the statutory office. Membership comprises a cross-section of professionals with knowledge, experience and influence in the areas of aged care including workforce, policy and consumer experience. It advises the Inspector-General on the priorities of the OIGAC, shares information about the aged care system and provides an avenue for members to raise concerns and issues with the Inspector-General about the aged care system.

The OIGAC has established other forums to facilitate consultation with members of the Commonwealth agencies that have key roles in the administration, regulation, funding and pricing of aged care.

Further details of governance committees established by the OIGAC as part of its establishment and to ensure robust corporate governance are provided in Part 3: Management and Accountability.

3. Systems of risk management and control designed and implemented

OIGAC has designed and implemented appropriate systems of risk oversight, management and internal control consistent with section 16 of the PGPA Act and the Commonwealth Risk Management Policy.

Further information is provided in Part 3: Management and Accountability.

4. Memoranda of Understanding to cover the routine collection of data are established

On 23 April 2024 the OIGAC signed an inaugural Memorandum of Understanding (MoU) with the Aged Care Quality and Safety Commission (ACQSC) to help the OIGAC support greater accountability and transparency across the Commonwealth's administration of the aged care system. Work is ongoing to develop similar information-sharing agreements with other relevant agencies.

5. Office functions established

The process of establishing the OIGAC as a new Commonwealth entity has included setting up new office functions, including the operational set-up of:

- corporate services including finance, human resources, payroll, property, security, information technology and travel
- communications functions for the agency, including websites, branding and media.

The establishment process also involved negotiating and implementing the 2024–27 Enterprise Agreement for the agency.

The OIGAC has shared services arrangements in place through a service level agreement with the Department of Health and Aged Care as described in Part 3: Management and Accountability.

6. Governance policies developed and published

The PGPA Act establishes a system of governance and accountability that applies across Commonwealth entities.

As a newly established agency, the OIGAC has developed, and is continuing to develop, governance policies including those relating to:

- Accountable Authority Instructions and delegations relating to finance, human resources and the Inspector-General of Aged Care
- risk management, fraud and corruption control, business continuity and internal assurance
- public interest disclosure, freedom of information, privacy
- performance measures and reporting
- spending government money and reportable gifts received
- information and data management, copyright
- service charter and complaints handling policies.

The OIGAC's corporate governance is discussed in further detail at the start of this chapter, and in Part 3: Management and Accountability.

Objective 2: Commence monitoring, investigating, reviewing and reporting on the aged care system

Table 2: Key performance measures for the Office of the Inspector-General of Aged Care under objective 2

	Key performance measure	Target 2024–25	Result
7	Annual Work Plan (AWP) published	Publish the AWP by 15 December 2023	Achieved
8	Effective stakeholder engagement through meetings with consultative committee, other advisory bodies, agencies, organisations and the public	16 meetings held	Achieved
9	Reports and reviews are delivered and published within agreed timeframes	Publish 1 review report	In progress
10	Percentage of report recommendations accepted by the agency or organisation or government	70% of recommendations accepted	Not applicable in 2023–24
11	Reports on implementation of Royal Commission recommendations delivered within statutory timeframes	Present 1 report to the Minister by 1 June 2024	Achieved

In addition to establishing the foundations for our agency, in 2023–24 we began our role providing independent oversight of the aged care system.

While not an identified key performance measure for 2023–24 the OIGAC has formally commenced our monitoring function to support an informed and strategic approach to the delivery of our functions. We anticipate that our monitoring strategy will guide the transparent approach to our oversight of the Commonwealth’s administration, regulation and funding of the aged care system.

The section below summarises our progress against key performance measures 7–11 and discusses the significant achievements we have delivered in our initial 9 months of operation.

7. Annual Work Plan published

The IGAC Act requires the Inspector-General to prepare and publish an Annual Work Plan setting out the reviews, key outcomes and priorities for the Inspector-General for each financial year.

The OIGAC’s inaugural Annual Work Plan was published on 15 December 2023. It detailed the planned reviews, monitoring activities, reports and engagement activities that the OIGAC intended to undertake for the 2023–24 financial year.

8. Effective stakeholder engagement through meetings with consultative committee, other advisory bodies, agencies, organisations and the public

In 2023–24 we engaged broadly and extensively with a wide range of stakeholders to inform our planning, reviews and reports, and to share the insights we obtained through our consultations where appropriate. The OIGAC consulted with:

- people using or wanting to use aged care, their families, friends, carers and advocates
- care providers
- consumer groups
- peak bodies
- government advisory bodies
- academics
- unions and workforce representatives
- government agencies
- education providers
- others with an interest in the aged care system.

9. Reports and reviews are delivered and published within agreed timeframes

The OIGAC formally commenced a review into the administration of My Aged Care on 26 March 2024. The stated objective of the review is to examine whether My Aged Care enables older people in Australia to initiate the assessment process required for entry to the aged care system in a timely manner, regardless of their location, health requirements, cultural background, identity or prior knowledge of the system.

A detailed overview of the review methodology is provided on the OIGAC website www.igac.gov.au/what-we-do/reviews/process. Whilst no end date for the review has been determined, it is expected to be finalised within the 2024–25 financial year.

10. Percentage of report recommendations accepted by the agency or organisation or government

The OIGAC set an initial target for 70% of its recommendations in public reports to be accepted by the agency, organisation or government. As there were no report recommendations released in 2023–24, this performance measure is not applicable in this financial year.

This performance measure will be reviewed and adjusted in future corporate plans as we begin to release reports that contain recommendations.

11. Reports on implementation of Royal Commission recommendations delivered within statutory timeframes

On 30 May 2024 the Inspector-General provided the 2024 report on implementation of Royal Commission recommendations to the Minister, thereby satisfying the statutory timeframe for the first report. It was then tabled in Parliament on 2 August 2024 and published on the OIGAC website at www.igac.gov.au/what-we-do/reporting.

In addition to meeting the requirements under the IGAC Act the report outlines actions and intentions beyond 1 January 2024, in particular new measures announced by the Government in the 14 May 2024 Budget.

The report focusses on the difficulties older people and their families and carers have in accessing and navigating the aged care system. It also highlights the issues that older people receiving aged care have in obtaining the health and aged care services they need.

Performance of the Inspector-General’s functions

As required under section 71 of the IGAC Act, information about the performance of the Inspector-General’s functions in 2023–24 is included below.

Table 3: Performance of the Inspector-General's functions in 2023–24

Reference	Act reference	Year	#	Comment
71(1)(a)(i) number of reviews started during the period	Division 3 of Part 2	2023–24	1	A review of the administration of My Aged Care commenced on 26 March 2024 and is ongoing. Information regarding this review is available at: Review: Administration of My Aged Care Inspector-General of Aged Care (igac.gov.au)
71(1)(a)(ii) number of reviews completed during the period	Division 3 of Part 2	2023–24	0	
71(2)(b)(i) number of notices given by the Inspector-General and circumstances	Section 44	2023–24	0	
71(2)(b)(ii) number of times an authorised official has entered premises and circumstances	Section 50	2023–24	0	
71 (2) (c) matters prescribed in regulations	Nil	2023–24	0	There are no matters prescribed in regulations in this period.

STAKEHOLDER TESTIMONIAL

Craig Gear AM

Member, Older Persons Advocacy Network (OPAN)



Older people have been demanding ongoing independent oversight of the aged care system. They have told me that it's the way they and their families will have confidence in the whole aged care system and to ensure its continuing journey of improvement and reform. The OPAN Older Persons Reference Group and our network have really valued the way in which the Office of the Inspector-General has engaged with, listened to and reflected the voices and views of older people in the Inspector-General's vital reports to date.



Part 3

Management and accountability

Part 3: Management and accountability

Accountable authority

The Acting Inspector-General, Mr Ian Yates AM, is an independent statutory officer appointed by the Minister for Aged Care under s33 (Acting appointments) of the IGAC Act. Mr Yates was appointed for a period of 12 months while the recruitment process to appoint an Inspector-General is completed. His current appointment is due to expire on 15 October 2024.

An ongoing Inspector-General will be appointed in accordance with s31 (Appointment) of the IGAC Act. This appointment will be made by the Governor-General by written instrument.

Corporate governance and planning

Overall accountability for the OIGAC sits with the Acting Inspector-General who has legal and financial responsibility for the agency.

The OIGAC developed and published its 2023–24 Corporate Plan on 15 December 2023. The Corporate Plan outlined the OIGAC’s strategic vision, objectives, deliverables and performance criteria for the next 4 years.

The Corporate Plan for the OIGAC is publicly available on our website, www.igac.gov.au.

Agency structure

Our organisational structure is designed to support efficient and effective management of workflow and good job design principles. Our structure has been refined since establishment to ensure resources are aligned to core functions. Our current structure provides for 5 sections shown in our Organisational structure (see Figure 1) and an executive support team. An outline of the responsibilities of each section is provided below.

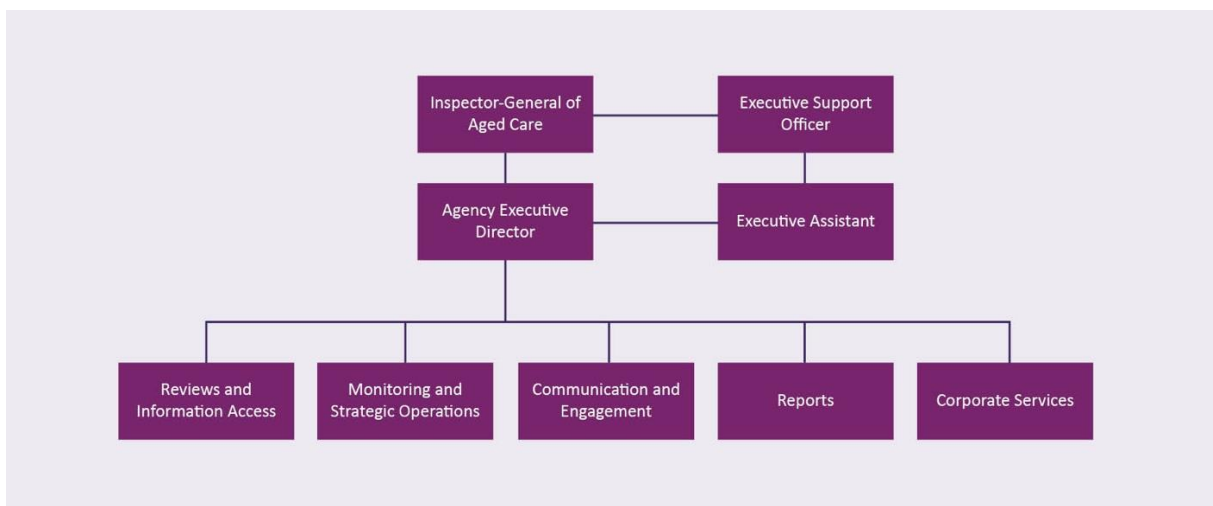


Figure 1: Agency organisational structure

Executive management

Ms Paula Pearsall, Agency Executive Director, reports to the Acting Inspector-General and is responsible for the management of the agency. The OIGAC has 5 directors that head up the sections shown in Figure 1 and report to the Agency Executive Director.

The OIGAC has 2 key corporate governance structures to ensure it is implementing the principles and objectives of corporate governance: the OIGAC Executive Committee and the Audit and Risk Committee, details of which follow.

Executive Support

The Executive Support team is responsible for providing a range of high-level executive support and administrative services to the Inspector-General, the Agency Executive Director and the OIGAC more broadly, facilitating the delivery of business operations to support the achievement of organisational objectives.

Our sections

Reviews and Information Access

The Reviews and Information Access section is responsible for undertaking in-depth reviews of systemic issues associated with the funding, regulation, administration or delivery of the aged care system. In addition, the section has primary responsibility for a range of legal functions including coordinating access to external legal advice, managing responses to complaints, freedom of information applications and public interest disclosures and managing OIGAC's responsibilities under the *Privacy Act 1988*.

Monitoring and Strategic Operations

The Monitoring and Strategic Operations section is responsible for delivering on priorities that underpin the strategic direction for the OIGAC. The section works to identify systemic and emerging issues within the aged care system through the collection and analysis of data from government bodies and other sources. The section develops the Annual Work Plan and leads the establishment of information-sharing agreements with other organisations. It also supports development of a Customer Relationship Management (CRM) system and a data and analytics platform.

Communication and Engagement

The Communication and Engagement section is responsible for managing the strategic communication and stakeholder engagement activities of the OIGAC, including parliamentary liaison activities. The section coordinates a range of communication and stakeholder engagement initiatives and partners with internal business areas to collaborate with stakeholders across government, jurisdictions, peak bodies and the aged care sector.

Reports

The Reports section is responsible for preparing a range of reports, including reports required under the IGAC Act on the Commonwealth's progress towards implementing the recommendations of Aged Care Royal Commission, reviews into the effectiveness of the Commonwealth's implementation of the Royal Commission's recommendations, and special reports on specific matters or topics to support the OIGAC in carrying out its independent oversight role.

Corporate Services

The Corporate Services section is responsible for managing the OIGAC's corporate requirements including finance and procurement, human resources, payroll, property, security, information and communication technology (ICT), travel and risk management. It is also responsible for managing the shared services agreement with the Department of Health and Aged Care.

Shared services arrangements

The OIGAC has shared services arrangements in place through a service level agreement with the Department of Health and Aged Care. This includes delivery of payroll services, ICT hardware, software and helpdesk, accounts payable and receivable, ministerial and parliamentary support, and records management support.

OIGAC Executive Committee

The OIGAC Executive Committee meets fortnightly. This internal forum is used for engagement, discussion and decision making as appropriate. It supports the operations of the OIGAC and the delivery of our legislative functions by providing advice to the Agency Executive Director and the Inspector-General on the strategic direction, policies, initiatives, and work of the agency. Membership comprises the Agency Executive Director, who chairs the committee, along with the 5 directors. The Acting Inspector-General attends as an observer.

External scrutiny

OIGAC appeared before the Senate Standing Committee on Community Affairs (Senate Estimates) 3 times during 2023–24.

During 2023–24 there were no reports on the operations of OIGAC, including by judicial tribunals or the Australian Information Commissioner. No reviews, reports or inquiries have been produced about the OIGAC by the Auditor-General, a committee of Parliament or the Commonwealth Ombudsman.

No external capability reviews on the OIGAC were released and no legal action was lodged against the agency during the period.

Fraud and corruption control

OIGAC takes fraud and corruption control seriously. We have taken all reasonable measures to prevent, detect and deal with fraud, as required by section 10 of the Public Governance, Performance and Accountability Rule 2014. Our Fraud and Corruption Control Plan identifies our approach to prevention, detection, reporting and investigation measures. It addresses the application of appropriate actions to remedy the harm from fraud, recovery of the proceeds of fraudulent activity and annual mandatory fraud awareness training for all staff. It also addresses external scrutiny of, and accountability for, fraud control activities.

Our Fraud and Corruption Control Plan complies with the Commonwealth Fraud and Corruption Control Framework, aligns with Resource Management Guide No 201 Preventing, Detecting and Dealing with Fraud, and is consistent with OIGAC's Risk Management Framework and Accountable Authority Instructions.

We understand that the Australian community rightly expects entities and officials to acknowledge and fulfil their responsibilities as stewards of public funds and we make every

effort to protect public resources. OIGAC is not aware of any allegations of fraud and there are no ongoing investigations arising during the 2023–24 financial year.

Identifying and managing risk

OIGAC has an appropriate system of risk oversight, management and internal control, consistent with section 16 of the PGPA Act and the Commonwealth Risk Management Policy.

The OIGAC Risk Management Policy and Guidance defines our risk appetite and risk tolerance. We have 5 enterprise-level risks that may impact our ability to achieve our purpose: governance, people, engagement, systems and facilities, and delivery. Monitoring of risks via our risk register involves comparing our risk exposure against our defined risk appetite and adjusting decision making, resourcing or activities to better align them.

We strive to have a positive and effective risk culture through evidence-based decision making. We are creating an environment where there is an awareness of our risk profile from all staff across all levels and an awareness that managing risks is everyone’s responsibility.

The Audit and Risk Committee provides a level of oversight with respect to risk management and internal controls. However, responsibility for managing risk and implementing appropriate internal controls rests with executive management.

Audit and Risk Committee

The OIGAC Audit and Risk Committee is established under s45(1) of the PGPA Act and plays an essential role in OIGAC’s corporate governance. It provides independent advice on OIGAC’s governance arrangements, financial and performance reporting, risk management framework, system of internal controls and compliance frameworks. The OIGAC Audit and Risk Committee Charter is available at: [Audit and Risk Committee Charter | Inspector-General of Aged Care \(igac.gov.au\)](#).

The Audit and Risk Committee chair is Ms Gayle Ginnane. The other members are Mr James Hazel, Mr Mark Jenkin and Mr Rob Antich. All 4 are independent external members.

Audit and Risk Committee members have a broad range of skills and experience. Table 4 outlines their experience, attendance and remuneration for 2023–24.

Table 4: OIGAC Audit and Risk Committee members 2023–24

Member name	Qualifications, knowledge, skills or experience, attendance, remuneration
Gayle Ginnane Chair	Ms Ginnane is an experienced executive with significant Board and Audit Committee experience. Formerly the Chief Executive Officer of the Private Health Insurance Regulator, Ms Ginnane has broad experience as a senior manager in an insurance and regulatory environment in both the public and commercial sectors, and an in-depth understanding of governance and risk management. She has a degree in Statistics and Economics and a Postgraduate degree in Defence Studies. 3 out of 3 meetings attended Total remuneration \$8,250 GST inclusive
James Hazel Member	Mr Hazel is a very experienced company director with Board experience on ASX-listed companies, unlisted companies, government authorities and not-

Member name	Qualifications, knowledge, skills or experience, attendance, remuneration
	<p>for-profit organisations, following a long and successful career in banking and investment banking. Mr Hazel, who holds a degree in Economics from Adelaide University, is a Senior Fellow of the Financial Services Institute of Australasia and a Fellow of the Australian Institute of Company Directors.</p> <p>3 out of 3 meetings attended</p> <p>Total remuneration \$7,425 GST inclusive</p>
<p>Mark Jenkin Member</p>	<p>Mr Jenkin has extensive senior management experience in the public sector including serving as the Chief Financial Officer of the Australian Department of Human Services (Services Australia) from May 2015 to January 2020. Mr Jenkin has a Bachelor of Commerce, a Master of Financial Management and is a Fellow Certified Practising Accountant, a Member of the Australian Institute of Company Directors and a past member of the Australian Accounting Standards Board.</p> <p>3 out of 3 meetings attended</p> <p>Total remuneration \$6,750 no GST</p>
<p>Rob Antich Member</p>	<p>Mr Antich has extensive experience in senior executive roles at the Australian Department of Finance, including in federal budgets, procurement policy and as the national manager of the Australian Government’s liability insurer and risk manager (Comcover) for three years. He has significant governance and risk management expertise in government and as a consultant has designed and implemented risk management frameworks for Australian Government entities, not for profits, overseas government agencies and the World Bank.</p> <p>3 out of 3 meetings attended</p> <p>Total remuneration \$7,425 GST inclusive</p>

Management of human resources

As a small agency with a broad remit we have a small and agile workforce that is capable, diverse, adaptable and responsive. We use our available resources strategically to focus on key priorities and build and enhance our workforce capability to successfully deliver on our purpose.

We have attracted and retained skilled and high-calibre staff who bring depth and breadth of experience and expertise, in areas including management, law, data and analytics, finance, systems management, communications and human resources. We are committed to supporting and developing the capabilities of our people to meet our objectives and their development goals and career aspirations, and invest in the professional development of our staff. We strive to create a diverse and inclusive workplace with a workforce that represents and understands the needs of all Australians.

OIGAC staff, with the exception of the Inspector-General, are employed under the *Public Service Act 1999*.

On 30 June 2024 OIGAC employed 21 Australian Public Service (APS) staff, including staff on leave. Most staff were based in the ACT, with one employee based in Queensland and one in South Australia.

On 30 June 2024:

- 90% of staff were ongoing APS employees
- 90% of staff worked on a full-time basis
- 85% of staff identified as women/female
- no staff identified as Aboriginal and/or Torres Strait Islander
- 10% of staff identified as having a disability.

Table 5 provides further details of the OIGAC staffing profile at 30 June 2024.

The ongoing staff turnover rate in 2023–24 was 22.5%. All ongoing staff who separated from OIGAC during the period worked with OIGAC from establishment and took up mobility opportunities to move to other roles in the APS.

OIGAC is committed to creating an environment that is free from bullying and harassment and supports and protects employees in raising any concerns about unacceptable behaviour or instances of suspected breaches of the Code of Conduct. OIGAC guidance for managing alleged breaches of the Code of Conduct outlines how allegations will be managed and is available to all employees via the OIGAC intranet.

Table 5: OIGAC staff numbers as at 30 June 2024

	Male	Female	Non-binary	Ongoing	Non-ongoing	Full time	Part time	Total
SES 1	-	1	-	1	-	1	-	1
EL 2	1	4	-	5	-	4	1	5
EL 1	2	4	-	6	-	6		6
APS 6	-	6	-	5	1	5	1	6
APS 5	-	-	-	-	-	-	-	-
APS 4	-	2	-	1	1	2	-	2
Total	3	17	-	18	2	18	2	20

Enterprise agreement

Our non-SES staff are covered by OIGAC’s 2024–27 Enterprise Agreement, which came into effect in April 2024. Prior to this agreement, OIGAC non-SES staff were covered by a *Public Service Act 1999* section 24(1) Determination.

Table 6 outlines the salary ranges for the levels of staff on 30 June 2024.

In addition to salary, OIGAC provided a number of non-salary benefits to attract and retain staff. These benefits included:

- flexible working arrangements
- training and development opportunities
- professional memberships

- health and wellbeing initiatives
- reimbursement for equipment or activities to promote health and wellbeing.

Senior Executive remuneration

OIGAC’s Senior Executive Service (SES) employees are remunerated under an individual agreement in accordance with s24 of the *Public Service Act 1999*. The Inspector-General has authority to approve s24 agreements, which is consistent with the Department of Health and Aged Care’s SES Performance and Remuneration Framework and practices for SES employees. During the reporting period OIGAC had one SES employee, the Agency Executive Director, who was also a key management personnel (refer below).

Table 6: Current OIGAC salary ranges

Classification	Minimum	Maximum
SES 1	\$208,685	\$251,772
Legal EL2	\$157,553	\$170,205
EL2	\$138,897	\$164,446
Legal EL1	\$121,484	\$144,064
EL1	\$116,418	\$132,777
Legal APS6	\$94,736	\$104,537
APS6	\$94,736	\$106,876
Legal APS5	\$87,684	\$87,684
APS5	\$84,627	\$91,250
Legal APS4	\$82,204	\$82,204
APS4	\$78,954	\$83,424
APS3	\$69,688	\$77,244
APS2	\$60,303	\$65,806
APS1	\$52,165	\$57,948

Performance pay

No performance pay was awarded to staff during 2023–24.

Key management personnel

During the reporting period ending 30 June 2024 OIGAC had 2 key management personnel (KMP). KMP are persons with authority and responsibility for planning, directing and controlling the activities of OIGAC, directly or indirectly. OIGAC has determined the KMP to be those occupying the roles of the Inspector-General of Aged Care and Agency Executive Director. Further details are included in Tables 7 and 8.

Table 7: 2023–24 Key management personnel (KMP)

Position Title	Name	Term as KMP
Acting Inspector-General of Aged Care	Ian Yates	16 October 2023 to 30 June 2024
Agency Executive Director	Paula Pearsall	16 October 2023 to 30 June 2024

In the notes to the financial statements for the period ending 30 June 2024 (Appendix 1), Note 3.2 disclosed total KMP expenses of \$479,000.

Table 8: Key management personnel remuneration

Name	Short-term benefits		Superannuation	Long service leave	Total Remuneration
	Salary	Other			
Ian Yates	248,146	4,428	15,757	2,536	270,868
Paula Pearsall	157,474	21,407	25,472	4,559	208,911
Total	405,620	25,834	41,229	7,095	479,779

Holders of full time and part time public office

The Inspector-General is a full-time office holder whose remuneration and allowances are set by the Remuneration Tribunal. Remuneration arrangements for the Acting Inspector-General are based on the Remuneration Tribunal Determination.

Other highly paid staff

During 2023–24 there were no employees whose total remuneration was \$250,000 or more who were not KMP or SES employees. Therefore, OIGAC did not have any employees who met the threshold for other highly paid staff.

Training and development

OIGAC employees, in consultation with their managers, identify training and development needs through individual agreements made under OIGAC’s Performance Development Scheme. OIGAC employees accessed a range of learning and development opportunities during 2023–24, including learning through work, people, resources and training courses. OIGAC staff can access the Department of Health and Aged Care’s internal-facing online and instructor-led learning, as well as APS learning through the APS Academy, and video courses and microlearning across a range of technical, management and core skills via LinkedIn Learning.

During the reporting period OIGAC staff completed essential learning modules to support them to meet their responsibilities and obligations as employees, and a range of professional, technical and public sector learning, as well as system training. External courses were undertaken on topics such as leadership and privacy, and staff participated in a range of professional network forums on topics including data, finance and work health and safety. Agency-wide training was also made available on records management and aged care sector orientation.

Work Health and Safety

The OIGAC is committed to protecting the health, safety and welfare of its employees, contractors and visitors. We recognise providing a safe and healthy workplace positively impacts morale, productivity and culture and reduces workplace injuries. All staff are required to complete mandatory online training on work health and safety, which assists us to meet our obligations and provide for a workplace that is safety conscious.

The OIGAC undertook a number of health and safety initiatives in 2023–24, including:

- workstation set-up guidance published on the intranet and included in induction materials, provision of ergonomic equipment where required
- flu vaccination program made available to all OIGAC staff
- access to the confidential counselling service, the Employee Assistance Program, for employees and their immediate families
- eyesight testing and partial reimbursement for prescription eyewear
- hazard identification and mitigation
- continued workplace flexibility, to support staff to work remotely and safely.

OIGAC staff can access advice and/or guidance in relation to work health and safety injury and illness matters through the shared services arrangement with the Department of Health and Aged Care.

Disability reporting mechanism

Australia's Disability Strategy 2021–31 is the overarching framework for inclusive policies, programs and infrastructure that will support people with disability to participate in all areas of Australian life. The strategy sets out where practical changes will be made to improve the lives of people with disability in Australia. It acts to ensure the principles underpinning the United Nations Convention on the Rights of Persons with Disabilities are incorporated into Australia's policies and programs that affect people with disability, their families and carers. All levels of government have committed to deliver more comprehensive and visible reporting under the Strategy. A range of reports on the progress of the strategy's actions and outcome areas will be published and available at <https://www.disabilitygateway.gov.au/ads>.

Disability reporting is included the Australian Public Service Commission's State of the Service reports and the APS Statistical Bulletin. These reports are available at <http://www.apsc.gov.au>.

Working with carer organisations

The OIGAC consults with carers and with bodies that represent carers to identify systemic issues and to inform specific projects.

The OIGAC is working to meet the requirements of the *Carer Recognition Act 2010* by making its employees aware of the Statement for Australian Carers and ensuring that its internal human resources policies are developed having due regard to the statement.

Accommodation

The OIGAC sub-leases space from the Department of Health and Aged Care in Scarborough House, Woden, ACT.

The sub-lease began on the establishment of OIGAC and expires on 30 June 2025.

As part of the sub-lease negotiations minor modifications to the premises were made to existing fit-out to accommodate the needs of OIGAC staff.

STAKEHOLDER TESTIMONIAL

Grant Corderoy **Senior Partner, StewartBrown**



The Royal Commission into Aged Care Quality and Safety made a number of far-reaching and important recommendations. Recommendation 12 (Inspector-General of Aged Care) has significant relevance in providing an independent office to ‘investigate, monitor and report on the administration and governance of the aged care system’.

Having been involved in the aged care sector since 1982, I have seen aged care in Australia undergo numerous reforms and policy settings designed to meet the requirements of elderly persons to receive appropriate levels of service delivery in the aged care system in their later years. Aged care is a community social contract that must be supported. Due to complexities in policy and funding, the aged care system has developed in an ad-hoc basis over a number of years into various silos which were often not integrated or aligned. This is now changing in a very positive way. However, with change also comes the responsibility of having the right mechanisms in place to ensure that aged care is delivered in a transparent and accountable manner, and this involves all stakeholders.

Since its inception, the role of the Inspector-General of Aged Care (initially as interim and currently as Acting) has already achieved a high level of oversight, monitoring and consultation with the statutory authorities and stakeholders. The tabling of keynote reports by the Office of the Inspector-General of Aged Care into relevant areas of the aged care system has been very beneficial and necessary. It cannot be overstated that the continuing role of this important office will provide the level of independent oversight and monitoring that will be required to assist in providing community reassurance that aged care service delivery will meet the expected high standards.



Part 4

Financial performance

Part 4: Financial performance

Financial performance

The OIGAC’s departmental appropriation for 2023–24 was \$6.31 million. In addition, \$3.33 million of funding has been provided for capital purchases via an equity injection.

Total expenditure for the period was \$6.55 million (excluding GST) and is primarily driven by employee benefits and ICT projects.

Table 9: Resource statement 2023–24

	Actual available appropriation for 2023–24 \$'000	Payments made in 2023–24 \$'000	Balance remaining in 2023–24 \$'000
Departmental			
Annual appropriation – ordinary annual services	6,326	2,674	3,652
Prior year appropriations – ordinary annual service	650	650	-
Other services – equity injections	3,331	590	2,741
Total resourcing and payments	10,307	3,914	6,393

Table 10: Expenses for outcome 2023–24

	Budget 2023–24 ¹ \$'000	Actual expense 2023–24 \$'000	Variance 2023–24 \$'000
Outcome 1: Provide independent oversight of the aged care system to drive accountability and positive change through reviews, recommendations and reporting to Parliament			
Program 1.1			
Departmental expenses	6,308	6,493	(185)
Expenses not requiring appropriation in the budget year	58	58	-
Total for Outcome 1	6,366	6,551	(185)
Average staff levels (number)	16	15	1

Further information on OIGAC’s financial performance is available in the audited financial statements and accompanying notes at Appendix 1.

Purchasing and procurement

With support from the Department of Health and Aged Care Procurement Advisory Service, all OIGAC procurement activities in 2023–24 were consistent with, and reflected the principles of, the Commonwealth Procurement Rules (CPRs), OIGAC Accountable Authority Instructions (AAIs) and supporting internal policies and procedures.

Purchase of goods and services during the year reflect mandatory guidelines and continued focus on:

- efficient, effective, economical and ethical use of Australian Government resources
- value for money
- accountability and transparency
- compliance with other Australian Government policies

¹ 2023–24 budget amount is the 2023–24 estimated actual as reported in the 2024–25 Portfolio Budget Statements

Asset management

We work with the Department of Health and Aged Care to ensure our assets effectively support our small agency to deliver on our objectives.

Consultancy and non-consultancy contracts

The OIGAC engages consultants when it requires specialist expertise or where independent research, review or assessment is required. Prior to engaging consultants, we consider the skills, experience and resources required for the task, the skills available internally and the cost-effectiveness of engaging external expertise.

During 2023–24 one new consultancy contract to provide professional, independent and expert advice was entered into by OIGAC. Total expenditure was \$16,000, including GST.

In addition, one reportable non-consultancy contract was entered into during 2023–24.

These are summarised in Table 11 and 12.

Table 11: Reportable consultancy contracts during 2023–24

Category	Total value (GST inclusive)
New contracts entered into during the reporting period:	
Grey Swan Consulting Pty Ltd	\$16,000

Table 12: Reportable non-consultancy contracts during 2023–24

Category	Total value (GST inclusive)
New reportable contracts entered into during the reporting period:	
Amanda O'Rourke & Associates Pty Ltd	\$72,254

Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy and non-consultancy contracts is available on the AusTender website.

Australian National Audit Office access clauses

During 2023–24, OIGAC did not enter into any contracts precluding access by the Commonwealth Auditor-General.

Exempt contracts

In 2023–24, OIGAC had no contracts equal to or greater than \$10,000 (GST inclusive) that were exempt from being published on AusTender.

Procurement initiatives to support small business

The OIGAC supports small business participation in the Commonwealth Government procurement market. The OIGAC applies procurement practises consistent with the

Commonwealth Procurement Rules and the Commonwealth Contracting Suite for low-risk procurements valued under \$200,000 (GST inclusive) that do not unfairly discriminate against small and medium enterprises. The OIGAC recognises the importance of timely payments to small businesses and ensures that key financial systems and processes are effective to facilitate these payments.

Our measures to support small to medium enterprises (SMEs) include:

- complying with the Commonwealth Procurement Framework
- using standardised contracts for low-risk procurements valued under \$200,000
- implementing the Indigenous Procurement Policy, noting that many Indigenous businesses are also SMEs
- using credit cards for procurements valued below \$10,000
- implementing the Government's Supplier Pay on-Time or Pay Interest Policy.

Advertising and market research

OIGAC did not undertake any advertising campaigns during 2023–24

Grants programs

The OIGAC does not administer any grants programs.

Freedom of Information

Entities subject to the *Freedom of Information Act 1982* (FOI Act) are required to publish information to the public as part of the Information Publication Scheme (IPS). This requirement is in Part II of the FOI Act and has replaced the former requirement to publish a section 8 statement in an annual report. Each agency must display on its website a plan showing what information it publishes in accordance with the IPS requirements.

Information on the OIGAC IPS can be accessed via our website www.igac.gov.au/freedom-information.

All freedom of information requests should be directed to FOI@igac.gov.au or by mail to:

Freedom of Information Coordinator

Office of the Inspector-General of Aged Care

PO Box 350

Woden ACT 2606

Child safe policy

The Inspector-General of Aged Care and the OIGAC are committed to child safety and wellbeing and the promotion of children's rights by the organisation and its leadership.

The OIGAC is a new statutory entity that has had nil interactions with children since establishment in our day-to-day business. We recognise that it is a shared responsibility of all government agencies to prevent child exploitation and abuse.

As part of our commitment to implement the Commonwealth Child Safety Framework we:

- implemented our Child Safe Policy in 2023–24

- are undertaking annual risk assessments to evaluate if a risk of harm to children and young people will emerge, and are ready to put in place strategies to manage those risks
- have ensured staff are aware of, and comply with, our child safety requirements and mandatory reporting requirements
- adopt and implement the National Principles for Child Safe Organisations.

For the reporting year 2023–24 staff of the OIGAC had no interaction with children and young people during the course of their work. The child safety risk level assessment is low, based on a rare likelihood.

We are continuing to monitor the application of the framework.



Part 5

Appendices and resources

Part 5: Appendices and resources

Appendix 1: 2023–24 Financial Statements

Appendix 2: Other mandatory information

Appendix 3: Requirements for annual reports

Appendix 4: Glossary

Appendix 1: 2023–24 Financial Statements



INDEPENDENT AUDITOR'S REPORT

To the Minister for Health and Aged Care

Opinion

In my opinion, the financial statements of the Office of the Inspector-General of Aged Care (the Entity) for the year ended 30 June 2024:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2024 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2024 and for the year then ended:

- Statement by the Accountable Authority and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement; and
- Notes to and forming part of the financial statements, comprising material accounting policy information and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and their delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Inspector-General is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Inspector-General is also responsible for such internal control as the Inspector-General determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Inspector-General is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Inspector-General is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the assessment indicates that it is not appropriate.

GPO Box 707, Canberra ACT 2601
38 Sydney Avenue, Forrest ACT 2603
Phone (02) 6203 7300

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Australian National Audit Office



Sally Bond

Executive Director

Delegate of the Auditor-General

Canberra

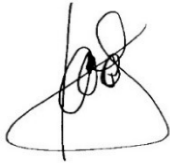
2 October 2024

STATEMENT BY THE ACCOUNTABLE AUTHORITY AND CHIEF FINANCIAL OFFICER

In our opinion, the attached financial statements for the period 16 October 2023 to 30 June 2024 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013 (PGPA Act)*, and are based on properly maintained financial records as per subsection 41(2) of the *PGPA Act*.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Office of the Inspector-General of Aged Care will be able to pay its debts as and when they fall due.

Signed



Ian Yates

A/g Inspector-General of Aged Care
Office of the Inspector-General of Aged Care
Date: 2 October 2024

Signed



Daniel Webb

Chief Financial Officer
Office of the Inspector-General of Aged Care
Date: 2 October 2024

Office of the Inspector-General of Aged Care
Statement of Comprehensive Income
For the period 16 October 2023 to 30 June 2024

	Notes	2024 \$'000	Original Budget \$'000
NET COST OF SERVICES			
Expenses			
Employee benefits	1.1A	2,536	2,142
Suppliers	1.1B	3,806	4,166
Depreciation and amortisation	2.2A	197	-
Finance costs	1.1C	12	-
Total expenses		6,551	6,308
Own-source revenue			
Other revenue	1.2A	58	-
Total own-source revenue		58	-
Net (cost of)/contribution by services		6,493	6,308
Revenue from Government	1.2B	6,308	6,308
Surplus/(Deficit) attributable to the Australian Government		(185)	-
Total comprehensive income/(loss) attributable to the Australian Government		(185)	-

The above statement should be read in conjunction with the accompanying notes.

Office of the Inspector-General of Aged Care
Statement of Financial Position
As at 30 June 2024

	Notes	2024 \$'000	Original Budget \$'000
ASSETS			
Financial assets			
Cash and cash equivalents	2.1A	215	-
Trade and other receivables	2.1B	12,010	650
Total financial assets		12,225	650
Non-financial assets¹			
Buildings	2.2A	278	-
Computer software	2.2A	-	8,787
Total non-financial assets		278	8,787
Total assets		12,503	9,437
LIABILITIES			
Payables			
Suppliers	2.3A	2,471	-
Employees	2.3B	78	-
Total payables		2,549	-
Interest bearing liabilities			
Leases	2.4A	289	-
Total interest bearing liabilities		289	-
Provisions			
Employee provisions	3.1A	1,063	650
Total provisions		1,063	650
Total liabilities		3,901	650
Net assets		8,602	8,787
EQUITY			
Contributed equity		8,787	8,787
Retained surplus/(Accumulated deficit)		(185)	-
Total equity		8,602	8,787

The above statement should be read in conjunction with the accompanying notes.

1. Right-of-use assets are included in the following line items: buildings

Office of the Inspector-General of Aged Care
Statement of Changes in Equity
For the period 16 October 2023 to 30 June 2024

	Notes	2024 \$'000	Original Budget \$'000
CONTRIBUTED EQUITY			
Opening balance as at 16 October 2023		-	-
Transactions with owners			
Contributions by owners			
Equity injection - Appropriations		3,331	8,787
Restructuring	6.2	5,456	-
Total transactions with owners		8,787	8,787
Closing balance as at 30 June		8,787	8,787
RETAINED EARNINGS			
Opening balance as at 16 October 2023		-	-
Comprehensive income			
Surplus/(Deficit) for the period		(185)	-
Total comprehensive income		(185)	-
Closing balance as at 30 June		(185)	-
TOTAL EQUITY			
Opening balance as at 16 October 2023		-	-
Comprehensive income			
Surplus/(Deficit) for the period		(185)	-
Total comprehensive income		(185)	-
Transactions with owners			
Contributions by owners			
Equity injection - Appropriations		3,331	8,787
Restructuring		5,456	-
Total transactions with owners		8,787	8,787
Closing balance as at 30 June		8,602	8,787

The above statement should be read in conjunction with the accompanying notes.

Accounting Policy

Equity Injections

Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) and Departmental Capital Budgets (DCBs) are recognised directly in contributed equity in that year.

Restructuring of Administrative Arrangements

Net assets received from or relinquished to another Government entity under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity.

Office of the Inspector-General of Aged Care
Cash Flow Statement
For the period 16 October 2023 to 30 June 2024

	Notes	2024 \$'000	Original Budget \$'000
OPERATING ACTIVITIES			
Cash received			
Appropriations		3,539	5,658
Total cash received		3,539	5,658
Cash used			
Employees		2,286	1,492
Suppliers		1,430	4,166
Interest payments on lease liabilities		12	-
Total cash used		3,728	5,658
Net cash from/(used by) operating activities		(189)	-
INVESTING ACTIVITIES			
Cash used			
Purchase of non-financial assets		-	8,787
Total cash used		-	8,787
Net cash from/(used by) investing activities		-	(8,787)
FINANCING ACTIVITIES			
Cash received			
Contributed equity		590	8,787
Total cash received		590	8,787
Cash used			
Principal payments of lease liabilities		186	-
Total cash used		186	-
Net cash from/(used by) financing activities		404	8,787
Net Cash Flow		215	-
Net increase/(decrease) in cash held		215	-
Cash and cash equivalents at the beginning of the reporting period		-	-
Cash and cash equivalents at the end of the reporting period	2.1A	215	-

The above statement should be read in conjunction with the accompanying notes.

Overview

The Office of the Inspector-General of Aged Care (OIGAC) is an independent, Commonwealth non-corporate entity under the PGPA Act, established to provide independent oversight of the aged care system and to drive accountability and positive change for older people. The OIGAC is independent from other entities in the aged care system to enable its impartial and transparent oversight of the system.

The role of the OIGAC is to help improve the aged care system by:

- undertaking in-depth investigations and providing independent advice to the Australian Government and parliament through formal reviews;
- reporting regularly to parliament on the Commonwealth's implementation of Royal Commission recommendations;
- reporting on other specific topics or matters related to the aged care system
- monitoring the aged care system and analysing intelligence to inform all activities in the Inspector-General's annual work plans;
- looking at how Australian Government agencies, approved providers, and other aged care bodies that are funded or regulated by the Australian Government manage their complaints processes, and recommending improvements;
- preparing an annual work plan that sets out the key outcomes and priorities for the Office for each financial year; and
- informing government and the community about the weaknesses and successes in the aged care sector and driving positive change for older people who need aged care.

The Royal Commission for Aged Care Quality and Safety recommended that the Australian Government establish the Inspector-General and supporting OIGAC to ensure the aged care system is operating effectively, to call out issues and recommend solutions, and to report to parliament and publicly.

The Inspector-General and supporting OIGAC were established through the *Inspector-General of Aged Care Act 2023* (IGAC Act) on 16 October 2023. The IGAC Act sets out the functions and powers of the Inspector-General and supporting OIGAC. The Financial Statements of the OIGAC are for the period from 16 October 2023 to 30 June 2024.

The continued existence of OIGAC in its present form and with its present programs is dependent on Government policy and on continuing funding by Parliament for the entity's administration and programs.

Overview

Basis of Preparation of the Financial Statements

The financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013*.

The financial statements have been prepared in accordance with:

- a) *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR); and
- b) Australian Accounting Standards and Interpretations – including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

New Australian Accounting Standards

Adoption of New Australian Accounting Standard Requirements

OIGAC adopted all new, revised and amending standards and interpretations that were issued by the AASB prior to the sign-off date and are applicable to the current reporting period. The adoption of these standards and interpretations did not have a material effect, and are not expected to have a future material effect on OIGAC's financial statements.

No accounting standard has been adopted earlier than the application date as stated in the standard.

Taxation

OIGAC is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Events After the Reporting Period

There are no events after the reporting period affecting the financial statements.

Financial Performance

This section analyses the financial performance of OIGAC for the period 16 October 2023 to 30 June 2024

1.1 Expenses

2024
\$'000

1.1A: Employee benefits

Wages and salaries	1,801
Superannuation	
Defined contribution plans	158
Defined benefit plans	163
Leave and other entitlements	414
Total employee benefits	2,536

Accounting Policy

The accounting policy for Employee Benefits is contained in Note 3.1 Employee Provisions

1.1B: Suppliers

Goods and services supplied or rendered	
Audit fees	58
Consultants	15
Travel	65
IT services	3,475
Other	189
Total goods and services supplied or rendered	3,802

Goods supplied	19
Services rendered	3,783
Total goods and services supplied or rendered	3,802

Other suppliers

Workers compensation expenses	4
Total other suppliers	4
Total suppliers	3,806

Accounting Policy

Short-term leases and leases of low-value assets

OIGAC has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than \$10,000 per asset). OIGAC recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

1.1C: Finance costs

Interest on lease liabilities	12
Total finance costs	12

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 2.4A.

Accounting Policy

All borrowing costs are expensed as incurred.

1.2 Own-Source Revenue and Gains

2024
\$'000

1.2A: Other revenue

Resources received free of charge

Remuneration of auditors

58

Total other revenue

58

Accounting Policy

Resources Received Free of Charge

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature.

1.2B: Revenue from Government

Appropriations

Departmental appropriations

6,308

Total revenue from Government

6,308

Accounting Policy

Revenue from Government

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the OIGAC gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivable are recognised at their nominal amounts.

Financial Position This section analyses OIGAC's assets used to conduct its operations and the operating liabilities incurred as a result. Employee related information is disclosed in the People and Relationships section.

2.1 Financial Assets

2024
\$'000

2.1A: Cash and cash equivalents

Cash on hand or on deposit	215
Total cash and cash equivalents	215

Accounting Policy

Cash and cash equivalents

Cash is recognised at its nominal amounts. Cash and cash equivalents include cash on hand and cash held in respect to employee salary sacrifice arrangements.

2.1B: Trade and other receivables

Appropriation receivable	11,616
Total appropriation receivables	11,616

Other receivables

Statutory receivables	21
Other	373
Total other receivables	394
Total trade and other receivables (gross)	12,010

Total trade and other receivables (net)	12,010
------------------------------------------------	---------------

Accounting Policy

Financial assets - Impairment

Financial assets are assessed for impairment at the end of each reporting period. No indicators of impairment were identified

2.2 Non-Financial Assets

2.2A: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment and Intangibles

	Buildings \$'000	Total \$'000
As at 16 October 2023		
Gross book value	-	-
Accumulated depreciation, amortisation and impairment	-	-
Total as at 16 October 2023	-	-
Additions		
Purchase or internally developed	-	-
Right-of-use assets	475	475
Acquisition of operations (restructuring)	-	-
Depreciation on right-of-use assets	(197)	(197)
Disposals	-	-
Total as at 30 June 2024	278	278
Total as at 30 June 2024 represented by		
Gross book value	475	475
Accumulated depreciation, amortisation and impairment	(197)	(197)
Total as at 30 June 2024	278	278

No property, plant and equipment, or intangible assets are expected to be sold or disposed of within the next 12 months.

Contractual commitments for the acquisition of property, plant, equipment and intangible assets

At 30 June 2024, OIGAC had no in contractual commitments for the acquisition of non-financial assets to be completed in the 2024-25 financial year.

2.2 Non-Financial Assets

Accounting Policy

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate. Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to the restructuring. OIGAC does not have any Property, Plant and Equipment (PP&E) assets and use of PP&E is paid for under the shared services Memorandum of Understanding (MOU) with the Department of Health and Aged Care as a supplier expense.

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases costing less than [\$10,000], which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total). The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located.

Lease Right of Use (ROU) Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for by Commonwealth lessees as separate asset classes to corresponding assets owned outright, but included in the same column as where the corresponding underlying assets would be presented if they were owned.

An impairment review is undertaken for any right of use lease asset that shows indicators of impairment and an impairment loss is recognised against any right of use lease asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition in Commonwealth agency, GGS and Whole of Government financial statements.

Revaluations

Following initial recognition at cost, property, plant and equipment (excluding ROU assets) are carried at fair value (or an amount not materially different from air value) less subsequent accumulated depreciation and accumulated impairment losses. Valuations are

conducted with sufficient frequency to ensure that the carrying amounts of assets did not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depended upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reversed a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the entity using, in all cases, the straight-line method of depreciation.

Depreciation (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation and amortisation rates applying to each class of depreciable asset are based on the following useful lives:

	2024
Right-of use assets	Lease Term
Intangible assets	3-5 years
Plant & equipment	3-5 years

The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.

Impairment

All assets were assessed for impairment at 30 June 2024. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

2.2 Non-Financial Assets

Accounting Policy (continued)

Impairment (continued)

The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if OIGAC was deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Intangibles

OIGAC does not own any intangibles.

Software is amortised on a straight-line basis over its anticipated useful life.

2.3 Payables

2024
\$'000

2.3A: Suppliers

Trade creditors and accruals

2,471

Total suppliers

2,471

Trade creditors and accruals are expected to be settlement within 90 days.

2.3B: Employees

Salaries and wages

66

Superannuation

12

Total employees personal benefits

78

Employee payables are usually settlement within 13 days.

Accounting Policy

Financial liabilities are recognised and derecognised upon 'trade date'. OIGAC's financial liabilities are measured at nominal amounts. No fair value measurement disclosures are required.

2.4 Interest Bearing Liabilities

2024
\$'000

2.4A: Leases

Lease liabilities	289
Total leases	289

Maturity analysis - contractual undiscounted cash flows

Within 1 year	289
Total leases	289

Total cash outflow for leases for the period to 30 June 2024 was \$198,000

OIGAC in its capacity as lessee has entered into a sub-lease arrangement with the Department of Health and Aged Care from 16th October 2023 until 30 June 2025.

Accounting Policy

For all new contracts entered into, OIGAC considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss

People and Relationships This section describes a range of employment and post employment benefits provided to our people and our relationships with other key people.

3.1 Employee Provisions

2024
\$'000

3.1A: Employee provisions

Leave	<u>1,063</u>
Total employee provisions	<u>1,063</u>

Accounting policy

Liabilities for short-term employee benefits and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts. Other long-term employee benefits are measured as net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the entity's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined by the best estimate based on OIGAC staff profile. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation. OIGAC applies the shorthand method for calculation of LSL liabilities.

Superannuation

OIGAC staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), or the PSS accumulation plan (PSSap), or other superannuation funds held outside the Australian Government. The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and notes. OIGAC makes employer contributions to the employees' defined benefit superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Government. The entity accounts for the contributions as if they were contributions to defined contribution plans. The liability for superannuation recognised as at 30 June represents outstanding contributions.

3.2 Key Management Personnel Remuneration

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise) of that entity. OIGAC has determined the key management personnel to be (i) the Inspector-General of Aged Care and (ii) the Agency Executive Director. Key management personnel remuneration is reported in the table below:

	2024 \$'000
Short-term employee benefits	431
Post-employment benefits	41
Other long-term employee benefits	7
Total key management personnel remuneration expenses¹	479

1. The above key management personnel remuneration excludes the remuneration and other benefits of the Portfolio Minister. The Portfolio Minister's remuneration and other benefits are set by the Remuneration Tribunal and are not paid by the entity.

The total number of key management personnel that are included in the above table is 2

3.3 Related Party Disclosures

Related party relationships:

OIGAC is an Australian Government controlled entity. Related parties for OIGAC are the Key Management Personnel, the Portfolio Ministers, and other Australian Government entities.

Transactions with related parties:

Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. Significant transactions with related entities include the purchase of services in relation to the memorandum of understanding for shared services, including property lease and ICT development, and the payment and refund of taxes.

No payments were made outside of the normal course of business.

Giving consideration to relationships with related entities and transactions entered into during the reporting period by the Department, it has been determined that there are no related party transactions to be separately disclosed.

Funding

This section identifies OIGAC's funding structure.

4.1 Appropriations

4.1A: Annual appropriations ('recoverable GST exclusive')

	Annual Appropriation	Adjustments to appropriation ¹	Total appropriation	Appropriation applied in 2024 (current and prior years)	Variance ²
	\$'000	\$'000	\$'000	\$'000	\$'000
Departmental					
Ordinary annual services	-	6,326	6,326	3,324	3,002
Other services					
Equity Injections	-	3,331	3,331	590	2,741
Total departmental	-	9,657	9,657	3,914	5,743

1. Adjustments to appropriations represents s.75 transfer of current year appropriation from the Department of Health and Aged Care and PGPA Act section 74 receipts.

2. The combined variance of \$5.725m is largely due to delays in ICT projects and timing of receipt and payment of invoices.

4.1B: Unspent annual appropriations ('recoverable GST exclusive')

	2024 \$'000
Departmental	
Appropriation Act (No. 2) 2022-2023	4,866
Appropriation Act (No. 1) 2023-2024	3,419
Appropriation Act (No. 1) 2023-2024 - Cash at bank	215
Appropriation Act (No. 2) 2023-2024	3,331
Total departmental	11,831

4.2 Net cash appropriation arrangements

	2024 \$'000
Total comprehensive income/(loss) - as per the Statement of Comprehensive Income	(185)
<i>Plus</i> : depreciation/amortisation of assets funded through appropriations (departmental capital)	-
<i>Plus</i> : depreciation of right-of-use assets ¹	197
<i>Less</i> : lease principal repayments ¹	(289)
Net Cash Operating Surplus/ (Deficit)	(277)

1. The inclusion of depreciation/amortisation expenses related to ROU leased assets and the lease liability principal

Managing uncertainties This section analyses how OIGAC manages financial risks within its operating environment.

5.1A: Contingent assets and liabilities

Quantifiable Contingencies

As at 30 June 2024, OIGAC had no quantifiable contingencies.

Unquantifiable Contingencies

As at 30 June 2024, OIGAC had no unquantifiable contingencies.

Significant Remote Contingencies

As at 30 June 2024, OIGAC had no significant remote contingencies.

Accounting Policy

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in the notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

2024

\$'000

5.2A: Categories of financial instruments**Financial assets at amortised cost**

Cash and cash equivalents	215
Total financial assets at amortised cost	215
Total financial assets	215

Financial Liabilities**Financial liabilities measured at amortised cost**

Trade creditors and accruals	2,471
Total financial liabilities measured at amortised cost	2,471
Total financial liabilities	2,471

Accounting Policy**Financial assets**

OIGAC classifies its financial assets as financial assets measured at amortised cost.

The classification depends on both the entity's business model for managing the financial assets and contractual cash flow characteristics at the time of initial recognition. Financial assets are recognised when the entity becomes a party to the contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Financial Assets at Amortised Cost

Financial assets included in this category need to meet two criteria:

1. the financial asset is held in order to collect the contractual cash flows; and
2. the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

Effective Interest Method

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

Impairment of Financial Assets

Financial assets are assessed for impairment at the end of each reporting period. OIGAC did not impair any of its financial assets.

Financial liabilities

Financial liabilities are classified as financial liabilities at amortised cost. Financial liabilities are recognised and derecognised upon 'trade date'.

Financial Liabilities at Amortised Cost

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

Other information

6.1 Current/non-current distinction for assets and liabilities

	2024
	\$'000
Assets expected to be recovered in:	
No more than 12 months	
Cash and cash equivalents	215
Trade and other receivables	12,010
Total no more than 12 months	<u>12,225</u>
More than 12 months	
Land and buildings	278
Total more than 12 months	<u>278</u>
Total assets	<u>12,503</u>
Liabilities expected to be settled in:	
No more than 12 months	
Suppliers	2,471
Employee payables	78
Leases	289
Employee provisions	372
Total no more than 12 months	<u>3,210</u>
More than 12 months	
Employee provisions	691
Total more than 12 months	<u>691</u>
Total liabilities	<u>3,901</u>

6.2 Restructuring

	2024
	Department of Health and Aged Care ¹
	\$'000
FUNCTIONS ASSUMED	
Assets recognised	
Appropriation receivable	6,106
Total assets recognised	6,106
Liabilities recognised	
Employee provisions	650
Total liabilities recognised	650
Net assets/(liabilities) recognised	5,456
Income assumed	
Recognised by the losing entity	-
Total income assumed	-
Expenses assumed	
Recognised by the losing entity	3,149
Total expenses assumed	3,149

1. Transfer of prior year appropriations for the cost of employee entitlement provisions and operational and ICT infrastructure funding from the Department of Health and Aged Care to support the ongoing operations of OIGAC.

6.3 Budget Variance Commentary

Explanations of Major Variances to Budget

Variance explanation	Impacted line items
<p><u>Statement of Financial Position</u></p> <p>2023-24 is the inaugural year for OIGAC. When the initial budget¹ was prepared, it was assumed that there would be a full spend of the annual appropriation by the end of the financial year. This corresponds to balances only for non-financial assets, trade and other receivables and employee provisions.</p> <p>One of the most significant variance of actual results compared to budget is in relation to non-financial assets, namely software. Funding for the development of ICT systems was split between capital and operating expenditure. However the entire expenditure on the actual ICT solution developed is operating in nature and therefore no expenditure has been capitalised. In addition, timing delays in the development of these systems has resulted in unexpended funding (trade and other receivables) at year end.</p> <p>Other variance relate to timing of expenditure (cash, trade and other receivables, payables) and the recording of a right-of-use asset (leases).</p>	<p>Financial Position:</p> <ul style="list-style-type: none"> - Cash - Trade and other receivables - Non-financial assets - Payables - Leases - Employee provisions <p>Comprehensive Income:</p> <ul style="list-style-type: none"> - Employee benefits - Suppliers - Depreciation - Finance Costs <p>Cash Flow:</p> <ul style="list-style-type: none"> - Purchase of non-financial assets - Contributed equity <p>Changes in Equity:</p> <ul style="list-style-type: none"> - Equity Injections - Restructure
<p><u>Statement of Comprehensive Income</u></p> <p>The variance between actual supplier expenditure and budget relates to the reclassification of ICT costs mentioned above, offset by ICT development timing delays. Employee benefit variance is a result of one-off adjustments to leave liability balances of staff transfer in, while the recording of a right-to-use asset led to variances in depreciation and finance costs.</p>	
<p><u>Cash Flow Statement</u></p> <p>The non-capitalisation of ICT expenditure also results in variances to purchases of non-financial assets and contributed equity.</p>	
<p><u>Statement in Changes of Equity</u></p> <p>The variance in respect of restructuring is a result of the treatment of appropriation funding transferred to OIGAC via a PGPA Act section 75 agreement. This is offset by the equity injection variance.</p>	

1. As there were no other published budget figures, the 'Original Budget' figures stated in these financial statements are the 2023-24 Estimated Actuals reported in the Health and Aged Care Portfolio Budget Statements 2024-25.

Appendix 2: Other mandatory information

Climate Action in Government Operations

Ecologically sustainable development and environmental performance

Section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* (the EPBC Act) requires the OIGAC to report its contribution to ecologically sustainable development and environmental performance. The OIGAC's size and role limits its opportunities to contribute to ecologically sustainable development. However, the OIGAC endeavours to apply the principles of the EPBC Act to our daily operations to the extent that we can. This includes encouraging ecologically sustainable practices, such as:

- purchasing 100% recycled paper
- reducing our reliance on paper by using electronic document management and collaboration
- implementing systems and processes to encourage reliance on electronic records in preference to paper
- providing recycling facilities in breakout areas
- opting for video conferencing where appropriate for meetings
- repurposing existing furniture and fittings instead of buying new.

APS Net Zero 2030 emissions reporting

APS Net Zero 2030 is the Government's policy for the Australian Public Service (APS) to reduce its greenhouse gas emissions to net zero by 2030, and transparently report on its emissions. As part of the [Net Zero in Government Operations Strategy](#), non-corporate Commonwealth entities, corporate Commonwealth entities and Commonwealth companies are required to report on their operational greenhouse gas emissions.

The Greenhouse Gas Emissions Inventory presents greenhouse gas emissions over the 2023–24 period. Results are presented based on Carbon Dioxide Equivalent (CO₂-e) emissions. Greenhouse gas emissions have been calculated in line with the APS Net Zero Emissions Reporting Framework, consistent with the Whole-of-Australian Government approach as part of the APS Net Zero 2030 policy. Not all data sources were available at the time of the report and amendments to data may be required in future reports.

2023–24 GREENHOUSE GAS EMISSIONS INVENTORY – LOCATION-BASED METHOD

Emission source	Scope 1 t CO ₂ -e	Scope 2 t CO ₂ -e	Scope 3 t CO ₂ -e	Total t CO ₂ -e
Electricity (location-based approach)	N/A	0.000	0.000	0.000
Natural gas	0.000	N/A	0.000	0.000
Solid waste*	N/A	N/A	0.000	0.000
Refrigerants*†	0.000	N/A	N/A	0.000
Fleet and other vehicles	0.000	N/A	0.000	0.000
Domestic commercial flights	N/A	N/A	8.831	8.831
Domestic hire car*	N/A	N/A	0.000	0.000
Domestic travel accommodation*	N/A	N/A	2.494	2.494

Emission source	Scope 1 t CO ₂ -e	Scope 2 t CO ₂ -e	Scope 3 t CO ₂ -e	Total t CO ₂ -e
Other energy	0.000	N/A	0.000	0.000
Total t CO₂-e	0.000	0.000	11.325	11.325

Note: the table above presents emissions related to electricity usage using the location-based accounting method. CO₂-e = Carbon Dioxide Equivalent.

* indicates emission sources collected for the first time in 2023–24. The quality of data is expected to improve over time as emissions reporting matures.

† indicates optional emission source for 2023–24 emissions reporting.

2023–24 ELECTRICITY GREENHOUSE GAS EMISSIONS

Emission source	Scope 2 t CO ₂ -e	Scope 3 t CO ₂ -e	Total t CO ₂ -e	Percentage of electricity use
Electricity (location-based approach)	0.000	0.000	0.000	0.00%
Market-based electricity emissions	0.000	0.000	0.000	0.00%
Total renewable electricity	-	-	-	0.00%
<i>Mandatory renewables¹</i>	-	-	-	0.00%
<i>Voluntary renewables²</i>	-	-	-	0.00%

Note: the table above presents emissions related to electricity usage using both the location-based and the market-based accounting methods. CO₂-e = Carbon Dioxide Equivalent.

1. Mandatory renewables are the portion of electricity consumed from the grid that is generated by renewable sources. This includes the renewable power percentage.
2. Voluntary renewables reflect the eligible carbon credit units surrendered by the entity. This may include purchased large-scale generation certificates, power-purchasing agreements, GreenPower and the jurisdictional renewable power percentage (ACT only).

Reporting on refrigerants is optional for 2023–24 and will be phased in over time as emissions reporting matures.

The OIGAC’s electricity and solid waste emissions data was unable to be separated from the Department of Health and Aged Care’s data and has been included in the Department of Health and Aged Care’s annual report.

Some domestic travel emissions may have been reported in the Department of Health and Aged Care’s annual report due to a shared services agreement. Efforts were made to separate the data but a small portion may have been included in the Department of Health and Aged Care’s annual report.

Appendix 3: List of requirements

17AD(g) Letter of Transmittal

PGPA Rule	Description	Requirement	Page
17AI	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory	5

17AD(h) Aids to access

PGPA Rule	Description	Requirement	Page
17AJ(a)	Table of contents (print only).	Mandatory	3
17AJ(b)	Alphabetical index (print only).	Mandatory	81
17AJ(c)	Glossary of abbreviations and acronyms.	Mandatory	79
17AJ(d)	List of requirements.	Mandatory	74
17AJ(e)	Details of contact officer.	Mandatory	2
17AJ(f)	Entity's website address.	Mandatory	2
17AJ(g)	Electronic address of report.	Mandatory	2

17AD(a) Review by accountable authority

PGPA Rule	Description	Requirement	Page
17AD(a)	A review by the accountable authority of the entity.	Mandatory	8

17AD(b) Overview of the entity

PGPA Rule	Description	Requirement	Page
17AE(1)(a)(i)	A description of the role and functions of the entity.	Mandatory	16
17AE(1)(a)(ii)	A description of the organisational structure of the entity.	Mandatory	28
17AE(1)(a)(iii)	A description of the outcomes and programs administered by the entity.	Mandatory	20
17AE(1)(a)(iv)	A description of the purposes of the entity as included in corporate plan.	Mandatory	20
17AE(1)(aa)(i)	Name of the accountable authority or each member of the accountable authority.	Mandatory	16
17AE(1)(aa)(ii)	Position title of the accountable authority or each member of the accountable authority.	Mandatory	16
17AE(1)(aa)(iii)	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory	28

17AD(c) Report on the performance of the entity – Annual performance statements

PGPA Rule	Description	Requirements	Page
17AD(c)(i); 16F	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory	20

17AD(c)(ii) Report on the performance of the entity – Report on financial performance

PGPA Rule	Description	Requirements	Page
17AF(1)(a)	A discussion and analysis of the entity's financial performance.	Mandatory	40
17AF(1)(b)	A table summarising the total resources and total payments of the entity.	Mandatory	40–41

17AD(d) Management and Accountability – Corporate Governance

PGPA Rule	Description	Requirements	Page
17AG(2)(a)	Information on compliance with section 10 (fraud systems).	Mandatory	30–31
17AG(2)(b)(i)	A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared.	Mandatory	5
17AG(2)(b)(ii)	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place.	Mandatory	5
17AG(2)(b)(iii)	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity.	Mandatory	5
17AG(2)(c)	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory	29

17AD(d) Management and Accountability – Audit Committee

PGPA Rule	Description	Requirements	Page
17AG(2A)(a)	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory	31–32
17AG(2A)(b)	The name of each member of the entity's audit committee.	Mandatory	31–32
17AG(2A)(c)	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory	31–32
17AG(2A)(d)	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory	31–32
17AG(2A)(e)	The remuneration of each member of the entity's audit committee.	Mandatory	31–32

17AD(d) Management and Accountability – External Scrutiny

PGPA Rule	Description	Requirements	Page
17AG(3)	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory	30

17AD(d) Management and Accountability – Management of Human Resources

PGPA Rule	Description	Requirements	Page
17AG(4)(a)	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory	33, 35–36
17AG(4)(aa)	Statistics on the entity's employees on an ongoing and non-ongoing basis, including statistics on: <ul style="list-style-type: none"> • full-time employees • part-time employees • gender • staff location. 	Mandatory	33
17AG(4)(b)	Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including statistics on: <ul style="list-style-type: none"> • staffing classification level • full-time employees • part-time employees • gender • staff location • employees who identify as Indigenous. 	Mandatory	33
17AG(4)(c)	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	Mandatory	22, 32
17AG(4)(c)(i)	Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory	33–34
17AG(4)(c)(ii)	The salary ranges available for APS employees by classification level.	Mandatory	33
17AG(4)(c)(iii)	A description of non-salary benefits provided to employees.	Mandatory	33
17AG(4)(d)(i)	Information on the number of employees at each classification level who received performance pay.	If applicable, mandatory	34

17AD(d) Management and Accountability – Assets management

PGPA Rule	Description	Requirements	Page
17AG(5)	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, mandatory	42

17AD(d) Management and Accountability – Purchasing

PGPA Rule	Description	Requirements	Page
17AG(6)	An assessment of entity performance against the <i>Commonwealth Procurement Rules</i> .	Mandatory	41

17AD(d) Management and Accountability – Reportable consultancy contracts

PGPA Rule	Description	Requirements	Page
17AG(7)(a)	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory	42
17AG(7)(b)	A statement that <i>“During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]”</i> .	Mandatory	42
17AG(7)(c)	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory	42
17AG(7)(d)	A statement that <i>“Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website”</i> .	Mandatory	42

17AD(d) Management and Accountability – Reportable non-consultancy contracts

PGPA Rule	Description	Requirements	Page
17AG(7A)(a)	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory	42
17AG(7A)(b)	A statement that <i>“Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website”</i> .	Mandatory	42

17AD(daa) Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts

PGPA Rule	Description	Requirements	Page
17AGA	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory	42

17AD(daa) Exempt contracts

PGPA Rule	Description	Requirements	Page
17AG(9)	If an entity entered into a contract or there is a standing offer with a value greater than \$10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory	42

17AD(daa) Small business

PGPA Rule	Description	Requirements	Page
17AG(10)(a)	A statement that “[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance’s website”.	Mandatory	42–43
17AG(10)(b)	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory	42–43

17AD(daa) Financial Statements

PGPA Rule	Description	Requirements	Page
17AD(e)	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory	46

17AD(daa) Executive remuneration

PGPA Rule	Description	Requirements	Page
17AD(da)	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2-3 of the Rule.	Mandatory	34

17AD(f) Other Mandatory Information

PGPA Rule	Description	Requirements	Page
17AH(1)(a)(ii)	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, mandatory	43
17AH(1)(c)	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory	36
17AH(1)(d)	Website reference to where the entity’s Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory	43
17AH(2)	Information required by other legislation.	Mandatory	25, 72–73

Appendix 4: Glossary

Word or phrase	Explanation
Acting Inspector-General	Acting Inspector-General of Aged Care appointed under s33 of the IGAC Act.
AED	Agency Executive Director of the OIGAC.
Aged care system	Refers to government agencies, approved providers and other aged care bodies funded or regulated by the Australian Government that are responsible for the regulation, administration or funding of aged care services and the delivery of those services.
Annual Work Plan	Under the IGAC Act, the Inspector-General must prepare an Annual Work Plan that sets out the key outcomes and priorities and the reviews that the Inspector-General intends to conduct during the financial year.
APS	Australian Public Service.
Council of Elders	Aged Care Council of Elders – an Australian Government advisory body that provides older people a formal voice to government.
Director	An executive level 2 (EL2) APS officer responsible for leading a section within OIGAC.
DoHAC	The Australian Government Department of Health and Aged Care.
EL	Executive Level.
ICT	Information and communication technology.
IGAC Act	<i>Inspector-General of Aged Care Act 2023.</i>
IHACPA	Independent Health and Aged Care Pricing Authority.
Inspector-General	Refers to the statutory position of Inspector-General of Aged Care.
Interim Inspector-General	Mr Ian Yates AM was appointed Interim Inspector-General of Aged Care from January 2023 until the establishment of the statutory office.
Interim Office	Refers to the interim Office of the Inspector-General of Aged Care, which was created within the Department of Health and Aged Care to develop the IGAC Act and establish the statutory office.
Minister	Australian Government Minister for Aged Care.
Monitor	OIGAC monitors the aged care system by regularly gathering information from a range of sources.
MOU	Memorandum of Understanding.

Word or phrase	Explanation
My Aged Care	The Australian Government's entry point for people to access aged care services.
OIGAC	Office of the Inspector-General of Aged Care.
OPAN	Older Person's Advocacy Network.
PGPA Act	The <i>Public Governance, Performance and Accountability Act 2013</i> .
Report	Refers to the OIGAC reporting function.
Review	OIGAC undertakes in-depth investigations and provides independent advice to the Australian Government and Parliament.
Royal Commission	Refers to the Royal Commission into Aged Care Quality and Safety.
Royal Commission recommendations	Refers to the Royal Commission into Aged Care Quality and Safety Final Report: Care, Dignity and Respect.
Statutory Inspector-General	Refers to the statutory Inspector-General of Aged Care.
Statutory office	Refers to the statutory Office of the Inspector-General of Aged Care which commenced on 16 October 2023.
Systemic issue	<p>The Inspector-General seeks to address systemic issues in aged care, including those that are longstanding. When determining if an issue is systemic, we consider if it is:</p> <ul style="list-style-type: none"> • more than a single or isolated incident • a significant issue that pervades multiple parts of the system • has widespread implications and affects a significant number of older people • significantly disadvantages a small specific demographic • despite attempts to address it, it is an issue that has persisted in the aged care system for a long time.
Taskforce	Refers to the taskforce to establish the Inspector-General of Aged Care. The taskforce operated within the Australian Government Department of Health and Aged Care and commenced in 2022.

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