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This fact sheet will:

- Explain the role of the Inspector General of Aged Care
- Outline the powers of the Inspector General of Aged Care
- Outline the limitations of those powers.



Who is the Inspector-General of Aged Care?

The Inspector General of Aged Care (IGAC) is responsible for reviewing how the aged care system is performing, identifying system-wide failures and reporting on whether recommendations from the Royal Commission into Aged Care Quality and Safety are being put into action. The IGAC may make recommendations but does not have to enforce them.

How the IGAC Works

- **Operates independently**

It operates independently from aged care providers and government departments.

- **Reports its findings to Parliament**

It reports its findings and observations to Parliament.

- **Publishes reports, reviews, and annual work plans**

It publishes reports, reviews of the aged care system, and annual work plans.



The IGAC was established on 16 October 2023 under *the Inspector-General of Aged Care Act 2023*.



What powers does the IGAC have?

- Obtain information and documents
- Access relevant records and data
- Conduct reviews into how the aged care system is working



1. Information Gathering

The IGAC can compel individuals and government bodies to provide information and documents and enter premises to access information if necessary.

2. Publish Annual Work Plans

[Annual Work Plans](#) outline the IGAC key priorities.



For the 2025–2026 Work Plan, key priorities included:

- Promoting rights-based, person-centred, high-quality care that is trauma-informed and supports healing.
- Working with Aboriginal and Torres Strait Islander communities to co-design aged care services.



3. Publish Progress and Final Reports

The IGAC provides reports to the Minister for Aged Care, which are tabled in Parliament. These reports can be accessed on the official IGAC website under the [Resources section](#) or specific collections, and through [Parliament House Tabled Papers](#) on the official website of the Parliament of Australia.

What are the limits of the IGAC's powers?

✗ Cannot investigate individual complaints

The IGAC reviews systemic issues affecting the aged care system, rather than investigating or resolving individual complaints. It cannot intervene in individual matters or act as an escalation point for complaints made to another agency.

✗ Cannot take action against providers

The IGAC does not regulate aged care providers and cannot take action against specific providers or services. Regulatory action remains the responsibility of bodies such as the Aged Care Quality and Safety Commission.

✗ Cannot issue fines or penalties

The *Inspector-General of Aged Care Act 2023* does not give the IGAC enforcement powers such as issuing fines, penalties or other regulatory sanctions.

✗ Cannot enforce its recommendations

The IGAC may make recommendations through its reports but cannot compel government or providers to implement them. However, Commonwealth entities may be required to formally respond to the IGAC recommendations, and those responses may be published as part of the IGAC's Final Review Report.

To find out more, visit the IGAC website: www.igac.gov.au/

Contact Aged Care Justice if you would like a free legal consultation to discuss your rights and options about your aged care issue:



Email: info@agedcarejustice.org.au

Call: 0417 234 415

Website: www.agedcarejustice.org.au

DISCLAIMER: This fact sheet is for general information purposes only and does not represent legal advice. As it is not intended to be comprehensive in relation to the topic, other inclusions or exemptions may apply. The law and policy referred to in this document will be in force from 06/07/2026.