



**Australian Government**

**Department of Health  
and Aged Care**

# Commissioner Aged Care Quality and Safety Commission

## Position Details

Job Role	Commissioner, Aged Care Quality and Safety Commission
Location	Flexible Location (ACT, QLD, NSW, VIC)
Classification	Statutory Appointment
Agency website	<a href="http://www.agedcarequality.gov.au">www.agedcarequality.gov.au</a>

## About the Aged Care Quality and Safety Commission

The Aged Care Quality and Safety Commission (Commission) is the national independent regulator of Commonwealth subsidised aged care services. The Commission's primary role is to provide end-to-end regulation of aged care services for the purposes of protecting and enhancing the safety, health, wellbeing and quality of life of aged care consumers. Through engaging with aged care consumers and providers, the Commission's vision is to build older Australian's trust and confidence in the quality of their care and services.

With offices in every capital city, the Commission currently works under the *Aged Care Quality and Safety Commission Act 2018*, the Aged Care Quality and Safety Commission Rules 2018 and the Aged Care Act 1997 to regulate 764 residential care providers; 923 home care providers; 1, 334 Commonwealth Home Support Programme providers; and 139 provides in other care categories in a market comprised of not-for-profit, for profit and government operators. These services support 195,512 people in residential care and 1,083,740 people at home and in the community across Australia in metropolitan, regional and remote settings.

The Commission is a non-corporate Commonwealth entity under the *Public Governance, Performance and Accountability Act 2013*. The current Commission staffing profile is 1,587 with a budget of \$315.1 million in 2024-2025.

Since its establishment in 2019 the Commission has undergone rapid change and expansion in response to the *Royal Commission into Aged Care Quality and Safety* recommendations. One of those recommendations called for an independent review of the Commission's capability which was undertaken by David Tune AO PSM: [Final Report – Independent Capability Review of the Aged Care Quality and Safety Commission | Australian Government Department of Health and Aged Care](#). The Government's response to the review can be found at: [Australian Government response to the report on the Independent Capability Review of the Aged Care Quality and Safety Commission | Australian Government Department of Health and Aged Care](#).

The Commission has made significant headway in implementing the Capability Review recommendations and, subject to Parliamentary processes, is currently preparing for the introduction of the new Aged Care Act: [About the new Aged Care Act | Australian Government Department of Health and Aged Care](#). This reform proposes to bring together all legislation relevant to aged care services into a single Act with supporting subordinate legislation.

The Commission has recently released its 2024-25 Regulatory Strategy describing how the Commission delivers on its commitment to protecting older people accessing services, and how providers and workers are held to account: [Regulatory Strategy 2024–25 | Aged Care Quality and Safety Commission](#).



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## **The Role of the Commissioner**

The Commissioner is a statutory appointment within the Australian Government's Health and Aged Care portfolio and is responsible to the Minister for Aged Care. The Commissioner's legislated functions are set out in Parts 3 of the *Aged Care Quality and Safety Commission Act 2018* (the Act) as follows:

- Protecting and enhancing the safety, health, wellbeing, and quality of life of aged care consumers
- Promoting the provision of quality care and services by approved providers of aged care services, and service providers of Commonwealth funded aged care services
- Approving providers of aged care
- Developing, in consultation with aged care consumers and their representatives, best practice models for the engagement of providers with their aged care consumers and promoting those models to providers
- Regulating aged care services according to the Aged Care Quality and Safety Commission Rules 2018 (the Rules) by accrediting, conducting quality reviews, monitoring the quality of care and services, and registering quality assessors
- Ensuring compliance by approved providers with their aged care responsibilities, including prudential standards
- Administering the Serious Incident Response Scheme and Code of Conduct for Aged Care
- Managing complaints made, or information given to the Commissioner in accordance with the Rules about an approved provider's responsibilities under the *Aged Care Act 1997*, or funding agreement
- Imposing and lifting sanctions on approved providers
- Providing education and information about matters relating to one or more of the Commissioner's functions to consumers and their representatives, providers of aged care services and the public.

Part 5 of the Commission's Act establishes the Aged Care Quality and Safety Advisory Council. The functions of the Advisory Council are to provide advice to the Commissioner about the Commission's functions and to the Minister for Aged Care on the performance of the Commissioner's functions. Currently the Advisory Council is comprised of eight members and a Chair. The Act prescribes the areas of expertise members must bring to be eligible for appointment with current membership drawn from across Australia. They are supported by an independent secretariat which sits within the Commission: [Aged Care Quality and Safety Advisory Council | Aged Care Quality and Safety Commission](#).

The Commissioner is currently supported by three Deputy Commissioners – the Complaints Commissioner; Deputy Commissioner, Corporate; Deputy Commissioner, Sector Capability and Regulatory Strategy; and a Chief Clinical Advisor as well as a cadre of Band 1 executives across functional streams.

The Commissioner and staff engage regularly with stakeholders across consumer, provider, worker, and industry groups with a variety of engagement mediums including through [Compliance Management](#)



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[Insights | Aged Care Quality and Safety Commission](#) and reports on [Sector performance | Aged Care Quality and Safety Commission](#).

Engagement with the Minister for Aged Care is supported through the Ministerial Statement of Expectations and the Commissioner's Statement of Intent in accordance with the Regulator Performance, Resource Management Guide 128 (RMG 128): [Corporate documents | Aged Care Quality and Safety Commission](#). Engagement with the Department of Health and Aged Care is guided by the Memorandum of Understanding between the Department and the Commission: [Corporate documents | Aged Care Quality and Safety Commission](#). The MoU aims to ensure the Department and Commission's separate and common roles and responsibilities are clear along with principles for data sharing and identifying priorities.

## ***The Aged Care Quality and Safety Commissioner's Behaviours***

The [Secretaries' Charter of Leadership Behaviours](#) sets out the behaviours expected from SES across the APS and applies to senior leadership at the Department. The behaviours build on the [Integrated Leadership System](#) and [APS Leadership Capability Framework](#). You will demonstrate stewardship by ensuring high performance and sustainability of the Australian Public Service, harnessing experience, diversity and resources to deliver common objectives.

As part of your application, you should consider how you can live up to these behaviours in relevance to the role:

- Be Dynamic
- Be Respectful
- Have Integrity
- Value others
- Empower people

## ***APS Values***

The Commissioner is expected to uphold the Australian Public Service (APS) Values of being:

- Impartial – The APS is apolitical and provides the Government with advice that is frank, honest, timely and based on the best available evidence
- Committed to service – The APS is professional, objective, innovative and efficient, and works collaboratively to achieve the best results for the Australian community and the Government
- Accountable – The APS is open and accountable to the Australian community under the law and within the framework of Ministerial responsibility
- Respectful – The APS respects all people, including their rights and their heritage
- Ethical – The APS demonstrates leadership, is trustworthy, and acts with integrity in all that it does.

## ***Core Selection Criteria***

The criteria below are applied when selecting for Senior Executive Service (SES) positions within the Australian Public Service (APS). When considering applicants, Selection Advisory Panels will seek evidence of performance against each of the criteria. It is therefore in the interests of candidates to present their application in a way that demonstrates significant outcomes associated with each of the criteria, as well as



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the capabilities and behaviours that underpin them. (Please see 'How to Apply' at the end of this document).

## **A: Shape Strategic Thinking**

Relevant capabilities and behaviours:

- inspires a sense of purpose and direction
- strategic focus
- ability to recognise opportunities, harness information
- shows judgement, intelligence and common sense

## **B: Achieve Results**

Relevant capabilities and behaviours:

- organisational capability
- professional expertise
- implements change
- ability to clarify ambiguities
- closure and delivery

## **C: Exemplify Personal Drive and Integrity**

Relevant capabilities and behaviours:

- professionalism and probity
- risk-taking and personal courage
- action orientation
- resilience
- self-awareness

## **D: Cultivate Productive Working Relationships**

Relevant capabilities and behaviours:

- nurtures internal and external relationships
- facilitates co-operation and partnerships
- values differences and diversity
- guides, mentors and develops people

## **E: Communicate with Influence**

Relevant capabilities and behaviours:

- communicates clearly
- listens, understands and adapts to different audiences
- negotiates persuasively

## **Role and Duties Overview**

### **Position Description**

An opportunity exists to become Australia's Commissioner, Aged Care Quality and Safety Commission. The Commissioner is an independent statutory officer within the Australian Government's Health and Aged Care portfolio. The Commissioner works to protect and improve the safety, health, wellbeing and quality of life for people receiving aged care services.

To be a strong contender for this national role, you will need to be a highly experienced leader, passionate about lifting the quality, safety and governance of Commonwealth funded aged care services for the benefit of older people accessing those services and their families. You will have the leadership attributes and experience to take the Commission, senior executive leaders and its staff to a mature state as a



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contemporary, high performing, risk-based regulator using values-based leadership that inspires, empowers, and drives positive change. You will have experience in developing innovative strategies and approaches and in supporting their delivery.

You will have senior experience in working with a regulatory framework or similar operating model, and first-class representational skills that help build public and stakeholder trust and confidence.

Our ideal candidate will have sophisticated skills in communicating with both public and professional audiences through the media and other engagement channels. You will be adept at engaging with senior public, not-for-profit and private sector stakeholders and be able to build and sustain collaborative relationships in a complex environment, while executing your statutory functions with independence.

You will have demonstrated judgement in a complex and sensitive environment balancing risk and opportunities. You will have strong business acumen and resource management skills, be resilient, and be forward-looking with strong personal drive and integrity. You will also be dynamic and an energetic leader with excellent influencing and negotiation skills.

Successful candidates will share the Government's commitment to flexible work arrangements. This includes being committed to supporting staff at all levels to do their best work from the location that enables this.

### **Application Response**

Your application will be assessed on your ability to demonstrate that you possess, or have the real potential to develop, the required skills, knowledge, experience, and qualifications to perform the role. These requirements are based on the information provided to you as part of the job advertisement, in line with the [APS Work Level Standards](#).

Applicants are required to provide a statement of claims framed around the key duties and key capabilities. **Your statement of claims should be no more than 750 words. Applications that do not meet these requirements may not be considered.**

**Please note:** You will also need to upload a current CV and list the details of at least two referees. We strongly encourage all applicants to discuss their application with their referees to ensure they can support your claims.

### **Location**

Flexible Location (Canberra ACT, Brisbane QLD, Sydney NSW, Melbourne VIC).

### **Remuneration**

This is a senior appointment, and the remuneration package will therefore be structured to attract an outstanding appointee. The Aged Care Quality and Safety Commissioner is to be paid the remuneration that is determined by the Remuneration Tribunal. The current total remuneration package for this position (including superannuation and other benefits) is \$521,040.

### **Assistance with Relocation**

Assistance with removal expenses and / or short- term accommodation assistance may be provided if interstate relocation is involved.



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## Eligibility

To be eligible for employment with the Department of Health and Aged Care applicants must be an Australian citizen at the time an offer of employment is made. An applicant's suitability for employment with Health and Aged Care will also be assessed through a variety of pre-employment check processes, such as:

- Satisfactory completion of a criminal history check, and where relevant a Working with Children and Vulnerable People Check,
- Completion of a medical declaration and pre-employment medical (where required),
- Providing evidence of qualifications (where required); and
- Obtaining and maintaining a security clearance at the required level.

For this role applicants must be able to obtain and maintain a Negative Vetting Level 2 security clearance or hold a current security clearance of an appropriate level.

## RecruitAbility

RecruitAbility applies to this vacancy. You will be invited to participate in further assessment activity for the vacancy if you choose to apply under the RecruitAbility scheme; declare you have a disability; and meet the minimum requirements for the job. For more information see:

[www.apsc.gov.au/priorities/disability/recruitability](http://www.apsc.gov.au/priorities/disability/recruitability).

### Minimum Requirement

- Senior experience working with a regulatory framework or similar operating model
- First-class representational skills that help build public and stakeholder trust and confidence
- Demonstrated judgement in a complex and sensitive environment balancing risk and opportunities
- Strong business acumen and resource management skills, be resilient
- Strong personal drive and integrity
- Skills in communicating with both public and professional audiences, across public, private and not-for-profit sectors
- Track record of building and sustaining collaborative relationships in a complex environment
- Understanding of balancing collaboration with independent statutory functions.

## Notes

- Applications close Sunday 13 October 11:30pm AEST
- Applicants should quote reference number **24-DEDIV-26836** to assist when making an enquiry.
- If, after reading the selection documentation, you require further information please contact **Tricia Searson** or **Karina Duffey at Executive Intelligence Group** on (02) 6232 2200 (ref. 958).