

Communique

16 March 2026

About the National Care Alliance

The National Aged Care Alliance is the leading coalition of National aged care peak bodies in Australia. Our members represent the core constituencies involved in the delivery of federally funded aged care service providers, unions and professional bodies.

We work together to establish a more positive future for aged care in Australia. We exist to advocate for older and ageing people to be at the centre of an aged care system that delivers high quality services. This includes a needs-based approach that ensures equitable outcomes and access to services and support, whilst embracing the diverse characteristics and life experiences of people who need aged care services now or in the future, including their family, friends and carers. The Alliance champions a human rights-based approach to aged care.

We proactively influence and shape the ongoing reform of the aged care and interconnecting systems, such as health, housing and disability that support older and ageing people.

The National Aged Care Alliance (the Alliance) met in Canberra on 12 and 13 February 2026.

Key topics of discussion

The following key issues were discussed by members at the meeting:

- The **Inspector General of Aged Care, Natalie Siegel-Brown**, gave an update on the work of the Office of Inspector-General of Aged Care.
- **Nigel Ray PSM**, presented on their work on the Residential Aged Care Accommodation Pricing Review.
- The **Interim First Nations Aged Care Commissioner, Andrea Kelly**, spoke on the 12-months following the release of the Interim First Nations Aged Care Commissioner's Report.
- The **Aged Care Complaints Commissioner, Treasure Jennings**, provided an overview of the role of the Aged Care Complaints Commissioner and their priorities.
- The **Department of Health, Disability and Ageing** provided updates on:
 - Implementation of the new Aged Care Act
 - Support at Home
 - Single Assessment
 - Aged Care Workforce
 - Associated Providers

The following Department representatives attended the meeting to contribute to discussions on the above key topics:

- *Robert Day, First Assistant Secretary, Quality and Assurance Division (QAD)*
- *Stephen Bouwhuis, Assistant Secretary, Legislative Reform Branch, QAD*

- *Jessica Robinson, Acting Assistant Secretary, Harmonisation and Regulatory Strategy Branch, QAD*
- *Joshua Maldon, Acting First Assistant Secretary, Reform Implementation Division*
- *Greg Pugh, First Assistant Secretary, Access and Home Support Division (AHSD)*
- *Julia Atkinson, Assistant Secretary, Home Support Operations Branch, AHSD*
- *Rowena Sierant, Director, Support at Home Policy and Operations Branch, AHSD*
- *Rachel Blackwood, Assistant Secretary, Single Assessment System Branch, AHSD*

Alliance activities

Alliance activities progressed in this quarter include:

- Published a media statement acknowledging the Anniversary of the National Apology to the Stolen Generations and calling for the Interim First Nations Aged Care Commissioner role to be made permanent.
- Discussed the range of issues arising during implementation of the new Aged Care Act and prepared a summary of the points discussed.
- Held strategic planning sessions to develop the Alliance's next Strategic Plan.

Note on the conduct of meetings

National Aged Care Alliance meetings are held under Chatham House rules. This means participants are free to use the information received but cannot reveal the identity or affiliation of the speakers(s) or participants. Participants may indicate if information is to remain confidential to those in the room or if information can be publicly attributed to them. People named in this communicate have given their permission to be publicly acknowledged as being in attendance.

