

Communique

4 September 2025

The [National Aged Care Alliance](#) ('the Alliance') met in Canberra on 14 & 15 August 2025.

Key topics of discussion

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

- The **Inspector General of Aged Care, Natalie Siegel-Brown** outlined how consultations have helped shape the IG Annual Work Plan for 2025-26.
- **Senator Penny Allman-Payne** addressed the Alliance on the Aged care service delivery Senate Inquiry and encouraged members to provide submissions.
- The **Aged Care Quality Commissioner, Liz Hefren-Webb**, provided their reflections on the first 6-months in the role of commissioner and their priorities looking forward.
- The **Healing Foundation** provided an overview of their work on redress schemes across Australia and resources to support delivery of trauma-informed aged care.
- **Elizabeth Pringle, PhD Candidate at Charles Start University and Meaningful Ageing Australia** provided an overview of their research project 'Redefining Aged Care: A New Model to Guide Providers in Implementing and Improving Holistic, Person-Centered Care'.
- The **Department of Health, Disability and Ageing** provided updates on:
 - The Aged Care and Other Legislation Amendment Bill
 - Support at Home Pricing including co-contributions and the pricing model.
- The **National Aboriginal and Torres Strait Islander Ageing and Aged Care Council** provided an overview of the organisation and outlined their position on the new Aged Care Act.

Alliance activities

Alliance activities progressed in this quarter include:

- Members of each consistency held discussions on strategic priorities for the Alliance to progress in FY26
- Members of each Strategic Priority Group held discussions on their priorities and activities to progress in FY26

Government and Department representatives in attendance

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

- *Amy Laffan First Assistant Secretary, Quality and Assurance Division*
- *Terry McDonald Director, Legislative Reform Branch*
- *David Creelman | Director, Support at Home Analytics Section*
- *Susan Trainor, Assistant Secretary, Contributions and Accommodation Reform Branch*

About the National Aged 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 center 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.

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 speaker(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.

national AGED CARE alliance

National Aged Care Alliance Members

(as at August 2025)

