



Third term achievements (December 2025)

In response to the Royal Commission recommendations, the National Aged Care Advisory Council (NACAC) was announced on 24 November 2021, and over the last three years has met forty times.

NACAC played a key advisory role in 2025, specifically NACAC reviewed progress on implementing the new Aged Care Act 2024, and discussed sector readiness, workforce development, fee structures, and integration with disability services. The Council emphasised consumer protections, equity, and quality in reforms, while supporting initiatives to strengthen workforce professionalisation, improve communication, and embed rights-based approaches such as Supported Decision Making. Members also explored opportunities for inter-sectoral collaboration and cultural safety for First Nations people.

Minister Rae attended the June and November meetings of Council to discuss his priorities as the new Minister for Aged Care and Seniors. NACAC will continue to meet with Minister Rae in 2026.

In summary, NACAC achieved the following:

1. Legislative Reform & Implementation

- Noted the need for deferral of the Aged Care Act to November 2025 for better sector readiness and system testing.
- Welcomed establishment of the **Aged Care Transition Taskforce** for oversight and communication.

2. Consumer Protection & Fee Framework

- Reviewed and provided feedback on the **Higher Everyday Living Fee (HELP)** to ensure voluntary participation and informed consent. Highlighted the need for adequate evaluation of the HELP to measure its impact. Recommended clearer agreements and hardship provisions to protect vulnerable residents.

3. Workforce Development

- Provided advice in support of a **national registration scheme** for personal care workers to professionalise the workforce and enable portability.
- Noted a **25% increase in aged care staff** between 2020–2023 and improved worker satisfaction.



- Undertook a deep dive into the national registration scheme to support personal care workers employed in aged care.

4. System Integration & Collaboration

- Identified potential synergies between aged care and disability sectors, including common workforce registration and supported decision-making approaches.

5. Single Assessment System (SAS)

- Highlighted issues with wait times, triage, and telephone assessments, recommending quality safeguards.

6. First Nations Aged Care

- Welcomed the **Transforming Aged Care for Aboriginal and Torres Strait Islander People** report and supported embedding culturally safe practices into mainstream reforms.

7. Quality & Transparency

- Discussed improvements to Star Ratings and nutrition standards in home and community care.

8. Discussed voluntary adoption of the National Aged Care Design Principles, including culturally safe design for First Nations people versus their adoption as a minimum standard. Support at Home Program

- Noted and responded to sector confusion and called for clearer communication on service agreements, fees, and choice.

Liaison with the Aged Care Transition Taskforce (Transition Taskforce)

In November 2024, the Transition Taskforce was announced by the Australian Government to work with the aged care sector through the transition to the *Aged Care Act 2024*, which took effect 1 November 2025. The Transition Taskforce has supported implementation by providing advice and working to identify and troubleshoot issues. Members have focused on five priority areas, including data and digital.

Membership is made up of experts with experience in relevant aspects of the aged care system, including regulation, service delivery, education and training, data and digital, older people, workforce, First Nations people, approved providers, clinical care and primary care.

Eight members of NACAC currently serve on the Transition Taskforce. This ensures that there is an ongoing conduit from the sector for implementation issues, past the conclusion of the Transition Taskforce.



Liaison with the Aged Care Council of Elders (CoE)

The Council of Elders is a group of older people from diverse backgrounds with lived experience of ageing and aged care. The Australian Government established CoE in 2021 as a direct voice to government for older people, by older people.

NACAC works closely with CoE, collaborating on aged care reform issues from differing perspectives with a combined vision to support ageing well through aged care quality and safety, access and navigation, upholding rights of the older person, needs and perspectives, and ensuring collaboration to successfully provide independent advice to Government.

In 2025, both Councils undertook deep dive discussions on varying topics. These shared outcomes result in a better understanding of government policies with an opportunity for improvement where possible. The sharing of insights and information across both Councils is integral to their success.

