

Meeting communique – 14 October 2025

The Aged Care Quality and Safety Advisory Council met virtually on 14 October 2025.

The Advisory Council acknowledged the appointment of the Aged Care Complaints Commissioner, Ms Treasure Jennings, and the significant contribution of the Interim Complaints Commissioner, Ms Michelle Bampton.

Key matters considered at the meeting

- Current priorities and issues for the Aged Care Quality and Safety Commissioner, Interim Complaints Commissioner and Department of Health, Disability and Ageing.
- Status of final preparations in the lead up to the commencement of the rights-based *Aged Care Act 2024* on 1 November 2025, including:
 - the critical role of governing bodies in creating a culture and operating environment that enables staff to deliver rights-based care;
 - resources and supports available from the Commission and Department to help providers and older people to manage the changes.
- Review of a range of data in relation to the Commission's performance, including compliance and enforcement activities, the Serious Incident Response Scheme (SIRS) and complaints processes.
- Review of the Advisory Council's workplan and priorities to support the delivery of the Council's enhanced functions under the new Act.

Next steps

- Finalising preparations for an expanded Advisory Council under the new Act and priorities for 2026.