

National Seniors Australia – Aged Care Consumer Reference Group

Purpose

National Seniors Australia (NSA) is establishing an **Aged Care Consumer Reference Group** to ensure the voices and lived experiences of older Australians shape our advocacy on aged care.

This group will provide practical insights into “what’s working” and “what’s not” within the aged care system, including the new Aged Care Act and Support at Home Program.

What the group will do?

Members will:

- Share personal experiences with regard to accessing or receiving aged care services (home care, residential care, or My Aged Care navigation).
- Provide feedback on policy ideas, proposed reforms, and communication materials.
- Help NSA identify gaps, challenges, and opportunities for improvement from a consumer perspective.
- Participate in regular online (Teams) meetings to discuss key topics.
- Participate in government consultations (as required)
- Participate in media opportunities (as required)

Membership

We are seeking 10 - 12 NSA members who:

- Have experience with or interest in aged care, either as care recipients, family members, or advocates.
- Are willing to participate in constructive discussions and share feedback with our policy and advocacy team.
- Can commit to attending up to four virtual meetings per year (approximately one every 2–3 months).
- Are willing to participate in NSA media activities to promote aged care reform and Department of Health, Disability and Ageing consultations (if required)

Meeting structure (proposed)

- Format: 60–90-minute online meeting via Microsoft Teams.
- Frequency: Quarterly (February, May, August, November).
- Lead Facilitator: NSA Principal Aged Care & Health Advisor
- Welcome and updates from NSA advocacy team.
 1. Focus topic (e.g., Support at Home implementation, care navigation, residential care quality).
 2. Member insights and open discussion.
 3. Summary of key messages and next steps.

How to get involved

If you're interested in joining the Aged Care Consumer Reference Group, please complete our Expression of Interest form and email this to Jacintha Victor John, Senior Policy Advisor Aged Care and Health at policy@nationalseniors.com.au with the subject line **"Aged Care Consumer Reference Group EOI"** by **21 December 2025**.

Privacy statement

Your personal information is protected by law, including the *Privacy Act 1988* and the Australian Privacy Principles.