

# Aged Care Transition Taskforce – Summary of Seventh meeting – 28 April 2025

Aged Care Transition Taskforce (Transition Taskforce) members noted that the Australian Government is still operating under caretaker conventions, and that representatives of the Department of Health and Aged Care (the department) were also continuing to operate in accordance with caretaker conventions.

The department confirmed the timing of distributing letters to current Home Care Package recipients and an accompanying checklist. These are being distributed to support older people to prepare for the commencement of the Support at Home program.

Members considered what should be agreed between Support at Home participants and providers, through service agreements, and worked through a checklist that the department prepared to assist with this process. Members also discussed options for sequencing means testing arrangements for the Support at Home program.

Members discussed the user experience for older people, assessors, providers and workers, and considered the readiness of the sector and what supports are available. This included an overview from Services Australia on the payments and claims processes for providers for the Support at Home program.

Regular standing items were also covered including an update on communication activities, as well as hearing from the 3 working groups set up under the Transition Taskforce:

- education and training
- care management
- digital.

These working groups all continue to meet regularly to discuss and develop solutions to potential implementation issues, and report back to the Transition Taskforce at each meeting.

The department provided an insight into the current and proposed market monitoring of in-home care providers following their transition to the Support at Home program from 1 July 2025, and observations regarding general provider viability and financial performance. Members discussed the impacts particularly on smaller, more isolated providers. This discussion included activities underway to support transition for both providers and consumers of services in thin markets and for diverse groups.

## **In attendance (in-person and virtual):**

Anne Burgess AM      Chair

Sonja Stewart          Deputy Chair, Deputy Secretary, Ageing and Aged Care Group

Prof Tanya Buchanan   Chief Executive Officer, Dementia Australia

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Annie Butler	Federal Secretary, Australian Nursing and Midwifery Federation
Prof Jody Currie	Professor of Practice Queensland University of Technology
Dr Paresh Dawda	General Practitioner, Principal and Director, Presantia Health and Next Practice
Tim Dymond	Senior Policy Analyst, United Workers Union
Craig Gear OAM	Chief Executive Officer, Older Persons Advocacy Network
Amanda Hawton	Executive Director, Reform, Australian Unity
Liz Hefren-Webb	Aged Care Quality and Safety Commissioner
<i>Tim Hicks</i>	<i>Nominated Alternative - Executive General Manager, Bolton Clarke (on behalf of Deidre McGill)</i>
<i>Luke Hiscox</i>	<i>Nominated Alternative - National Research and Policy Officer, Health Services Union (on behalf of Lloyd Williams)</i>
Emma Hossack	Chief Executive Officer, Medical Software Industry Association
Claerwen Little	National Director, UnitingCare Australia
Simon Miller	Chief Executive Officer, Anglicare
Natalie Molloy	Head of Operations and Clinical Governance, HammondCare
<i>Collette O'Neill</i>	<i>Nominated Alternative, Office of Interim First Nations Aged Care Commissioner (on behalf of Andrea Kelly)</i>
Patricia Sparrow	Chief Executive Officer, COTA
Tom Symondson	Chief Executive Officer, Ageing Australia
Stephen Teulan	Board Chair, Catholic Healthcare

### **Apologies**

Andrea Kelly	Interim First Nations Aged Care Commissioner
Deidre McGill	Chief Operating Officer, Home & Community Support, Bolton Clarke
Lloyd Williams	National Secretary, Health Services Union