

Aged Care Transition Taskforce – Summary of fourteenth meeting – 24 October 2025

Members met online for a special Aged Care Transition Taskforce (Transition Taskforce) meeting seven days from the commencement of the *Aged Care Act 2024* on 1 November 2025. Members discussed the planned digital upgrades being staged across digital systems from 31 October to 7 November 2025 to align these systems with the new legislation and deliver user enhancements including a new website and interactive tools. Members noted these upgrades were being timed in line with normal release practices, so the majority of activity occurred over the weekend to minimise user disruption for older people, assessors and aged care providers where usage is at its lowest.

Members advised on proposed communication updates for the aged care sector on these system releases including expectations for availability and key contact points for support and information. Members reinforced the need for clear, targeted and timely communication messages.

Workforce representatives raised there may be gaps in training being delivered based on advice from their members, and the need for ongoing monitoring. Members emphasised the importance of the aged care workforce, noting their central role in older peoples' experience of the aged care system. Members also acknowledged the pivotal role of providers in raising awareness and practical understanding of the reforms including through comprehensive training. Members discussed general sector readiness with a focus on supports for older people, workers and providers.

Members continued to emphasise the importance of the Department continuing to manage the implementation of the *Aged Care Act 2024* and Support at Home program. Members also acknowledged the considerable work involved in these significant reforms and shared optimism on the positive impact that the new rights-based Act would have on older people over time.

In attendance (in-person and virtual):

Anne Burgess AM	Chair
Sonja Stewart	Deputy Chair, Deputy Secretary, Ageing and Aged Care Group
Professor Tanya Buchanan	Chief Executive Officer, Dementia Australia
Annie Butler	Federal Secretary, Australian Nursing and Midwifery Federation
Professor Jody Currie	Professor of Practice, Queensland University of Technology
Tim Dymond	Senior Policy Analyst, United Workers Union

Craig Gear OAM	Chief Executive Officer, Older Persons Advocacy Network
Amanda Hawton	General Manager, Home Health, Australian Unity
Liz Hefren-Webb	Aged Care Quality and Safety Commissioner
Emma Hossack	Chief Executive Officer, Medical Software Industry Association
Claerwen Little	Former National Director, UnitingCare Australia
Deidre McGill	Chief Operating Officer, Home & Community Support Bolton Clarke
Simon Miller	Chief Executive Officer, Anglicare
Natalie Molloy	Former Head of Operations and Clinical Governance, HammondCare
Sonya Smart	Chief Executive Officer, Villa Maria Catholic Homes
Patricia Sparrow	Chief Executive Officer, COTA
Tom Symondson	Chief Executive Officer, Ageing Australia
Lloyd Williams	National Secretary, Health Services Union

Apologies:

Dr Paresh Dawda	General Practitioner, Principal and Director, Prestantia Health and Next Practice
Andrea Kelly	Interim First Nations Aged Care Commissioner