

**From:** s47F  
**Sent:** Wednesday, 15 April 2026 10:19 AM  
**To:** s47F Minister.Butler.Meetings  
**Subject:** RE: Care Community Openings [SEC=OFFICIAL]

OFFICIAL

Happy to refer to Rae 😊

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**From:** s47F @Health.gov.au>  
**Sent:** Tuesday, 14 April 2026 3:02 PM  
**To:** Minister.Butler.Meetings s47E(d) @Health.gov.au>  
**Cc:** s47F @Health.gov.au>  
**Subject:** FW: Care Community Openings [SEC=OFFICIAL]

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Suggest we defer to Min Rae (particularly the Vic opening) but FYI in case Min has plans to go back to Bennelong later in the year

s47F )

Office of the Hon Mark Butler MP

M: s47F @health.gov.au

*I acknowledge the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. I pay my respects to them and their cultures, and to elders both past and present.*

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**From:** s47F @opalhealthcare.com.au>  
**Sent:** Tuesday, 14 April 2026 2:49 PM  
**To:** s47F @Health.gov.au>  
**Cc:** s47F @opalhealthcare.com.au>, s47F @opalhealthcare.com.au>  
**Subject:** Care Community Openings

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Dear s47F

s47G

we have 2 new Care Community Official Openings in the 2<sup>nd</sup> half of this year and would like to invite Minister Butler and yourself to attend.

- Croydon Grove Care Community (128 residential care places) in Victoria would ideally have its official opening in August/September
- Epping Grand Care Community (132 residential aged care places) in NSW would ideally have its official opening in October/ November

If Minister Butler would like to attend, please let us know, together with a suggested date the Minister is able to accommodate in those months.

We would be delighted to welcome both you and him and will be happy to work around his schedule.

Dates will need to be after winter as we do High Tea housewarmings, which best suit residents.

Warm regards, and looking forward to hearing back on the openings,

s47F

s47F

Opal HealthCare

ps47F

W [www.opalhealthcare.com.au](http://www.opalhealthcare.com.au)



I'm sending you this email now because it's convenient for me. I don't expect you to respond outside your normal hours of work.

Opal HealthCare acknowledges the Traditional Owners of Country throughout Australia. We pay our respects to Elders past and present.

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**From:** s47F  
**To:** s47F  
**Cc:** s47F  
**Subject:** Final Aged Care Q&A  
**Date:** Wednesday, 22 April 2026 6:26:18 AM  
**Attachments:** [240420 Q&A - Aged Care Input - FINAL - updated - Copy.docx](#)  
[image001.png](#)

---

Hey team

Sharing a copy of the final Aged Care Q&A that has gone in Mark's pack.

Cheers

s47F

Office of the Hon Mark Butler MP  
Minister for Health and Ageing  
Minister for Disability and the National Disability Insurance Scheme  
s47F

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# Aged Care: Pre-Budget Announcement Q&A

## Contents

|                                        |    |
|----------------------------------------|----|
| Residential care.....                  | 2  |
| Personal care in Support at Home ..... | 6  |
| Background – if asked .....            | 10 |
| Support at Home general .....          | 10 |
| Assessments.....                       | 11 |

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## Residential care

| Question | Answer                                                                                                                 |
|----------|------------------------------------------------------------------------------------------------------------------------|
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| Question | Answer                                                                                                                 |
|----------|------------------------------------------------------------------------------------------------------------------------|
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| Question | Answer                                                                                                                 |
|----------|------------------------------------------------------------------------------------------------------------------------|
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| Question | Answer                                                                                                                         |
|----------|--------------------------------------------------------------------------------------------------------------------------------|
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| Question | Answer |
|----------|--------|
| s22      |        |

### Personal care in Support at Home

| Question                                               | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is changing?                                      | <ul style="list-style-type: none"> <li>• We are investing around \$1 billion to make Support at Home personal care services free of charge alongside clinical care. This includes showering and continence management.</li> <li>• We know that older people want to stay living in their own homes. We are responding to this by improving Support at Home so more people can stay living independently at home for longer and making it safer for them to do so.</li> <li>• The Department and the Commission are continuing to monitor the implementation of the Support at Home program.</li> <li>• We will keep talking to and working with older people, providers and workers to continuously improve the standard of aged care in Australia.</li> </ul> |
| Why is the Government moving the personal care service | <ul style="list-style-type: none"> <li>• We've been closely monitoring the rollout of the new Support at Home Program. This program is undeniably delivering improvements to the system: more packages, better quality packages and shorter wait times.</li> <li>• But we've heard community concerns on some aspects of the program, particularly around showering.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                |

| Question                                                                                                                                  | Answer                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| type from the independence to clinical supports category?                                                                                 | <ul style="list-style-type: none"><li>• We are responding to this by improving Support at Home so more people can stay living independently at home for longer, and making it safer for them to do so.</li></ul> |
| <div>s22</div> <div>This document has been released under the Freedom Of Information Act 1982 by the Minister for Health and Ageing</div> |                                                                                                                                                                                                                  |
| How will older Australians access showers and personal care in the interim?                                                               | <ul style="list-style-type: none"><li>• Older people can continue to access personal care and showers through their Support at Home funding.</li></ul>                                                           |

| Question | Answer                                                                                                                 |
|----------|------------------------------------------------------------------------------------------------------------------------|
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| Question                                                                                                                                             | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| s22                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Does this set precedence for other service types (e.g. meals, transport, social assistance) on the Support at Home service list to be re-classified? | <ul style="list-style-type: none"><li>• This change is only to the classification of personal care services in Support at Home.</li><li>• We will keep talking to and working with older people, providers and workers to continuously improve the standard of aged care in Australia.</li><li>• The Department is establishing a review process to consider future changes as we continue to monitor and evaluate our once-in-a-generation reforms.</li></ul> |
| s22                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Question | Answer |
|----------|--------|
| s22      |        |

Background – if asked

Support at Home general

| Question | Answer |
|----------|--------|
| s22      |        |

## Assessments

| Question | Answer                                                                                                                 |
|----------|------------------------------------------------------------------------------------------------------------------------|
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| Question | Answer |
|----------|--------|
| s22      |        |

**From:** s47F  
**To:** s47E(d) [@health.gov.au](mailto:s47E(d)@health.gov.au)  
**Cc:** s47F  
**Subject:** Q&A for this morning  
**Date:** Wednesday, 22 April 2026 8:31:52 AM  
**Attachments:** [Q&A AM.docx](#)  
[image001.png](#)

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Hey team

The Minister's Q&A attached to support any calls you get this morning on the changes to showering/personal care. This has now been announced publicly (you'll see in media clips).

Really happy to chat and provide context – will share Q&A on the other announcements later today.

Thanks

s47F

Office of the Hon Mark Butler MP  
Minister for Health and Ageing  
Minister for Disability and the National Disability Insurance Scheme  
s47F

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## Personal care in Support at Home

| Question                                                                                                         | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is changing?                                                                                                | <ul style="list-style-type: none"> <li>• The Government is investing around \$1 billion to make Support at Home personal care services free of charge alongside clinical care. This includes showering and continence management.</li> <li>• We know that older people want to stay living in their own homes. The Government is responding to this by improving Support at Home so more people can stay living independently at home for longer and making it safer for them to do so.</li> <li>• The Department and the Commission are continuing to monitor the implementation of the Support at Home program.</li> <li>• We will keep talking to and working with older people, providers and workers to continuously improve the standard of aged care in Australia.</li> </ul> |
| Why is the Government moving the personal care service type from the independence to clinical supports category? | <ul style="list-style-type: none"> <li>• The Government has been closely monitoring the rollout of the new Support at Home Program. This program is undeniably delivering improvements to the system: more packages, better quality packages and shorter wait times.</li> <li>• But we've heard community concerns on some aspects of the program, particularly around showering.</li> <li>• We are responding to this by improving Support at Home so more people can stay living independently at home for longer, and making it safer for them to do so.</li> </ul>                                                                                                                                                                                                               |

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the Minister for Health and Ageing

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How will older Australians access showers and personal care in the interim?

- Older people can continue to access personal care and showers through their Support at Home funding.
- Under Support at Home, older people can request to change the mix of services they access from the approved list at any time with their provider.
- Providers will help Support at Home participants to make sure the services they receive meet their needs.

s22

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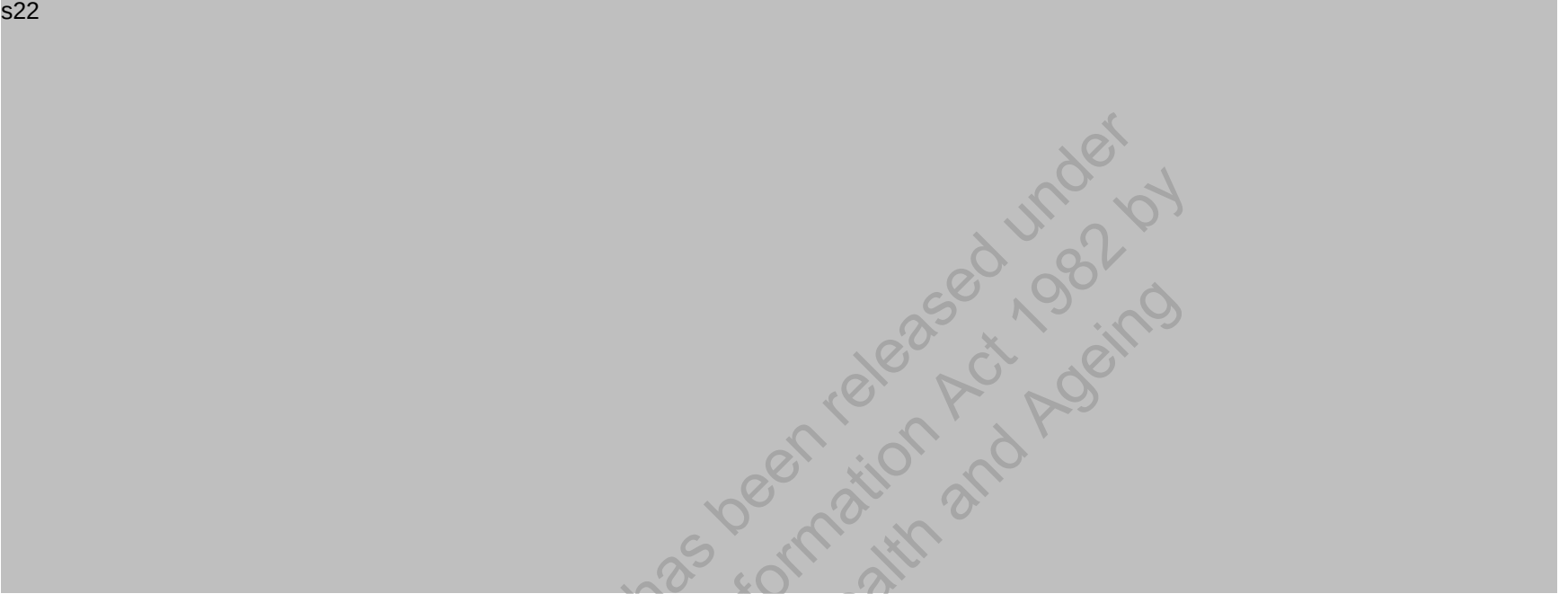
s22

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- This change is only to the classification of personal care services in Support at Home.
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- The Department is establishing a review process to consider future changes as we continue to monitor and evaluate our once-in-a-generation reforms.

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**From:** s11C [redacted] [news.com.au](mailto:news.com.au)>  
**Sent:** Monday, 30 March 2026 11:56 AM  
**To:** s47F [redacted] [@Health.gov.au](mailto:@Health.gov.au)>  
**Subject:** Media request

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hey s47F [redacted]

I have a request for comment on a story about older Australians being forced to sign contracts that put their houses at risk if they accrue a debt they can't pay. They're also being asked to provide a guarantor.

An SA resident says she's being asked to sign a contract that allows claims against her property if her husband accrues a debt. She says they have not had a statement since October, so she has no idea whether they are accruing debt right now.

The relevant sections of the contract from Barossa Hills Fleurieu Local Health Network are below.

#### MY QUESTIONS:

Do you condone aged care providers requesting people sign away their properties to access aged care services?

The wife of someone on the Support at Home program described this behaviour as "merciless" and "cruel." How would you defend this move?

Why haven't people received statements since October?

Why can't the government's systems and the providers' systems communicate with each other?

My deadline is 9am tomorrow.

Thanks

## **Part N – Third Party Guarantee and Indemnity**

**48**

If applicable, this is the third party guarantee to be provided as security for the amounts you must pay us. This allows us to require a Guarantor to pay us any amounts you don't pay.

## **Part O – Acknowledgement of Payment Obligation and Charge**

**50**

If applicable, this part gives us the right to lodge a caveat on your property and/or the property of a Guarantor as security for the amounts that must be paid to us.

s11C  
s11C Reporter



2 Holt Street Surry Hills NSW 2010  
GPO Box - GPO Box 7002, Sydney 2001

M s11C 1  
E s11C @news.com.au

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**From:** s47F  
**To:** s47F  
**Subject:** FW: Media request [SEC=OFFICIAL]  
**Date:** Tuesday, 31 March 2026 4:30:39 PM  
**Attachments:** [image001.png](#)

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s47F lines below

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**From:** s47F  
**Sent:** Tuesday, 31 March 2026 4:19 PM  
**To:** s47F ; Minister Butler Media  
**Subject:** FW: Media request

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**From:** s47F  
**Sent:** Tuesday, 31 March 2026 11:33 AM  
**To:** s11C [@news.com.au](#)>  
**Subject:** RE: Media request  
 Hi s11C

Response below. Believe the dept will send you some further background.

**Attributable to Minister Rae:**

We know entering aged care can be a complicated and overwhelming process for many older Australians. If something doesn't look or feel right when signing an agreement, older people should always report their concerns to the Aged Care Quality and Safety Commission.

Under the Government's aged care reforms, providers cannot cease services just because an older person does not comply with agreement conditions that are not contained in the legislated rules.

**On background:**

Guarantor clauses are not included in the rules.

s47F

Press Secretary

Office of the Hon Sam Rae MP  
Minister for Aged Care and Seniors

s47F [@health.gov.au](#)

---

**From:** s11C [news.com.au](#)>  
**Sent:** Monday, 30 March 2026 11:56 AM  
**To:** s47F [@Health.gov.au](#)>  
**Subject:** Media request

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s11C

Reporter



2 Holt Street Surry Hills NSW 2010  
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M s11C

E s11C [@news.com.au](mailto:s11C@news.com.au)

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