



Wingecarribee Ageing Forum Minutes

Date:	Thursday 7 th August 2025
Time:	12:30pm to 2:30pm
Location:	Bong Bong Room, Wingecarribee Shire Council

Agenda Number	Agenda Item
1.	Networking and Lunch:
2.	Welcome & Acknowledgement to Country: Krystle provided an acknowledgement to country
3.	Attendee Introductions: Carlie Hamilton (BaptistCare), Eleanor Sainsbury (Wingecarribee Adult Day Centre), Debbie Smith (Meals on Wheels), Josip Perosh (Ability Macarthur), Kirsty Young (SWSPH), Paula Seska (Interchange), Meredith Lea (Wingecarribee Shire Council), Luz Nilo (Home Modifications), Liz Griffiths (Wingecarribee Shire Council), Tracey Roberts (Home Modifications), Lynne Scherer (Wingecarribee Adult Day Centre), Adam McCann (Long Service Corporation), Cassandra Gandolfo (EY), Clare Windell (EY), Krystle Sands (MDS), Janeen Harris (MDS).
4.	Apologies: Fina Kimati (Department of Health, Ageing & Disability), Maria Henien (Harbison) Previous Minutes accepted by: Eleanor Sainsbury (WADC)
5.	Guest Speaker: Adam McCann, Project Officer Long Service Corporation (NSW Government) Adam spoke to the group about the 'Implementation of the new Community Services Industry (CSI) Portable long service leave scheme' <ul style="list-style-type: none"> • The Portable long service leave scheme for the community service industry starts from 1 July 2025. • The scheme means that workers will now accrue long service benefits from all of their paid work in the sector, rather than just from one single employer. • Eligible workers can claim up to 6 weeks long service leave after 7 years of service in the industry with one or more employers. • The new scheme will be supported via a levy paid quarterly by employers; the rate has been set at 1.7% of a worker's gross ordinary wages, with levy payments commencing from April 2026. • From 1 July 2025, workers will be able to accrue 'service credits'; a 7 day pay cycle = 7 days service credits (regardless of hours worked) • Note – workers can accrue max 365 service credits per year.

- Long service leave accrued prior to 1 July 2025 is not 'portable'.
- Workers that are working during the first 6 months of the scheme are considered 'Foundation Workers' and will receive a bonus of 365 days of service credits from the Long Service Corporation.
- Workers will be able to access paid long service leave after 7 years. Foundation Workers will be able to access paid leave after 6 years.
- Employers will need to budget and prepare for levy payments that will be due and payable from April 2026.
- Who is covered by the scheme? (see below list)

Community services are outlined in the Act, including 31 sectors* as follows:

Aboriginal and Torres Strait Islander community services	Family support services
Accommodation support services	Financial counselling services
Alcohol and other drug services	Foster care services
Child safety and support services	Homelessness support services
Community advocacy services, including education and other services provided by peak bodies	Lesbian, gay, bisexual, transgender and intersex services
Community development services	Migrant and multicultural support services
Community care services	Neighbourhood and local community services
Community legal services	Out-of-home care services
Community mental health support services	Respite care services
Community recreation services	Settlement and refugee services
Community transport services	Sexual assault services
Community welfare services	Social housing services
Disability supports and services	Social work
Employment services	Women's health support services
Family and domestic violence services	Youth justice services
	Youth support services

** For profit aged care & childcare services are not covered.

- **Eligible workers** – workers delivering community services work on a full time, part time or casual basis. All employers who employ community service workers must register them with the scheme.
- **Eligible employers** - Employers whose predominant purpose is the delivery of community services work. All workers within these orgs must be rego with the scheme.
- **Self-employed contractors** - contractors performing community service work can opt in to the scheme by registering themselves as workers. Their participation is not mandatory.
- **Out of scope:** Federal, State of Local Gov Employees + Partners where the employer is a business partnership + Directors where the employer is a corp.
- Employers must determine their 'Predominant Purpose' through a self-evaluation purpose. They can get assistance to do this.
- Adam went through different examples of employees and leave entitlements. He mentioned that the example involving 'Sue' on Page 9 & 10 of the slides (see attached) was the best example.
- Breaks in service – workers can have a gap of up to 4 years in their service without losing the entitlements they hold.
- In certain circumstances, if a worker has been with the scheme for 5 years and decides to leave the industry permanently, they can request a pro-rata payment instead of taking long service leave.
- From the 1st July, Employers need to do to the following:
 - Determine a predominant purpose
 - Complete an online employer registration
 - Track eligible worker's service and keep records

- Budget for levy payments; payments to start from April 2026.
- Employees do not register; they will be included if they are on a service return lodged by their Employer
- Employees can log on and check long service leave and have access to the employee portal from Mid/Late May 2026. If you have not received a notification that you have been registered by then, you can contact Long Service Corporation.
- Employee fact sheets are not yet available but will be out in the next few months.
- For a detailed overview of the scheme and latest news:
<https://www.longservice.nsw.gov.au/community-services-industry>
- Subscribe to regular email newsletter scheme updates:
<https://www.longservice.nsw.gov.au/community-services-industry/subscribe>
- Contact: info@longservice.nsw.gov.au or 13 14 14

See Attachments

Power Point Slides – Portable Long Service Scheme Slides

Flyer – CSI Outreach Employer Flyer

Flyer - CSI Outreach Worker Flyer

Questions:

- Does Portable Long Service Leave need to be taken in 2-week blocks?
Yes. You can't take one day at a time.
- If you retire, can you claim your long service leave? Yes, you can apply directly with Long Service Corporation.
- If an organisation folds/closes, do you lose your long service leave? No – your leave will be recorded with Long Service Corporation, and you will be able to review your leave on the portal (after April 2026). Recommend checking once a year.
- How long do you have to wait for the Portable Long Service scheme to pay organisations back if organisations must pay the employee first? Claims take 5-10 working days to process.
- Videos available via YouTube – contact Adam to request links to view. 15-20 min videos for workers coming soon.

Guest Speaker:

Cassandra Gandolfo, Director, People (Ernst and Young)
EY Business and Workforce Advisory Service

6.

- The Aged Care Business and Workforce Advisory Service is funded by the Australian Government Department of Health, Disability & Ageing. Ernst and Young delivers these services on behalf of the Department.
- The service has been running/available for the last 18 months.
- Over 100 providers have used the service so far – which is great!
- Service is designed to be confidential and tailored to providers.

- Focused on enabling aged care providers to better understand and address challenges and opportunities affecting resourcing, viability and profitability.
- Services are open to approved Home Care Package (HCP), and Residential Aged Care (RAC) providers. Commonwealth Home Support Program (CHSP) providers are also now eligible.
- Provides free, independent and confidential advice in relation to specific business and workforce matters relevant to each provider.
- Ernst and Young will be running online workshops in the next few months leading up to November.
- Key challenges that currently impact the sector:
 - Viability concerns
 - Developing a growth strategy
 - Impact of reforms
 - Leadership & Governance
 - Workforce gaps
 - Sustainable workforce
 - Operational inefficiencies
 - Workforce capability
- Cassandra ran through different examples of how the service had assisted providers (see attached power point slides pages 5, 6 & 7)
- For more info about the program, you can visit: Agedcareadvisory.ey.com The website hosts information about the program, the types of services EY provide and FAQs.
- You can also contact via email: agedcareadvisory@au.ey.com (EY) or agedcareadvisory@health.gov.au (Department of Health and Aged Care)

See Attachments

Power Point Slides – EY Business Advisory Service Slides

Questions:

- Do you know if you have supported any new CHSP growth providers? Not aware.
- Do you support in providing guidance to providers regarding volunteer workforce as well? Yes.

Department Update:

(Fina Kimati was an apology, but sent through Department update info for minutes)

Fina Kimati. Western NSW Regional Team,
Department of Health, Disability and Ageing

7.

Notable dates:

- Data review forum for software vendors on **6 August 2025**
- Palliative care training and outcomes consultation due on **15 August 2025**

	<p><u>News about the reforms:</u></p> <ul style="list-style-type: none"> • Final draft of the new aged care rules • New Aged Care Act: Communications toolkit • Training to prepare for the new Aged Care Act <p><u>Sector News:</u></p> <ul style="list-style-type: none"> • Celebrate Aged Care Employee Day 7 August 2025 • Infection prevention and control training <p><u>In home care:</u></p> <ul style="list-style-type: none"> - Survey: New program to support in home care providers and peaks due on 1 September 2025 - Consultation: Audit of Commonwealth Home Support Program - Free training for Support at Home - Webinar on Support at Home program update for older people on 14 August 2025 - New and updated Support at Home resources <p><u>Workforce:</u></p> <ul style="list-style-type: none"> - Free dementia respite education & mentoring - Diversity Mentoring program - Webinar series on Cultural diversity in ageing on 11 August 2025 <p><u>Digital Implementation:</u></p> <ul style="list-style-type: none"> - Consultation on Aged Care Data and Reporting Review due on 13 August 2025 <p><u>See Attachments</u> Power Point Slides – Department Aged Care Updates - August 2025</p>
8.	<p><u>SSD Update:</u> Krystle Sands, Sector Support and Development (MDS)</p> <ul style="list-style-type: none"> • Krystle presented about recent sector updates • See attached Power Point Slides for detailed information and links- MDS SSD Aged Care Updates – August 2025
9.	<p><u>Council Updates:</u> Wingecarribee Shire Council – Meredith Lea</p> <ul style="list-style-type: none"> • Seniors Festival State Government Grants close next week, Council putting in an application. If you want to collaborate contact Meredith, as usual EOI process will be open to be included in Festival booklet. • Disability Inclusion Action Plan under consultation, looking at accessibility/inclusion in the Shire Online survey closes 29th August and in person consultations will be held in Aug and Sept. Let Meredith know if you'd like to schedule an in person consultation.

	<ul style="list-style-type: none"> • The Annual Community Sentiment Survey – closes 31st August. Please take flyer and encourage staff and residents to complete online. • Dementia Inclusive Southern Highlands (DISH) – Morning Tea 15th Sept, Film screening 17th Sept, more info soon. • Scam Awareness workshop, Theatrette, 26 August 10-11.30. • Seniors Connect project - connecting Seniors in the villages via social activities. Village tours to be held over coming months. • Services Hub on Thurs 14th Aug in the Theatrette, 10am to 1pm, focus is on Cost of Living, no bookings required. E.g. Services Australia, Argyle Housing, Revenue NSW, Macarthur Legal and more. • Services Hub: Ageing Well in Wingecarribee 11th Sept 10am to 1pm (if you want to be involved contact Meredith). • Breaking Barriers – working with local sports clubs to be more inclusive of people with disability and older people. Organising ‘Come and Try’ days. Developing a flyer. More info to be provided next meeting.
10.	<p>General Updates: Info & Resource Share/Open Discussion/Questions/Observations etc.</p> <ul style="list-style-type: none"> • MDS have organised information ‘Aged Care Services: Where to Begin?’ in Moss Vale on Wednesday 20th August. Numbers are very good with about 25 people registered. Advertising included SH Express newspaper and paid facebook advertising and sharing via Council networks (thanks Meredith).
11.	Meeting Close: 2:10pm
Next Meeting	<p>Thursday 9th October, Bong Bong Room, Wingecarribee Shire Council</p> <p><u>Click here – to register</u></p>