



## South West Sydney Ageing Forum

A Network of Services Working Together to Support Older People, People with a Disability and their Carers to remain Independent in the Community

[www.supportservices.org.au](http://www.supportservices.org.au)

### Minutes – SWS Ageing Forum – 14 October 2025

<b>Chair:</b>	Simone Lucidi
<b>Minute Taker:</b>	Paola Jamett-Caru
<b>Apologies:</b>	Danielle Taylor, Lucyna Urbanski and Sandra Loyola-Sandoval.
<b>Attendees:</b>	Simone Lucidi, Krystle Sands, Paola Jamett-Caru, Anastasia Hadjisavas, Vesna Oros, Carissa Zielonka, Illy Rogers, Melissa Martin, Maddison Haines, Kylee Holmes, Kaylie Blyton, Stephen Villon, Nikita Pillay, Catherine Gonzaga, Shelby Russell, Linda Wortel, Eunice Sansour, Stephen Neville, Helen Stark, Janeen Harris, Anna Coelho, Maxine Goodwin, Zainab Abdi Ahmed, Kathy Brodie, Mawuli Dokli, Barbara Kasprzak.
<b>Meeting Open:</b>	The meeting was opened with an Acknowledgement of Country. Simone welcomed those in attendance and briefly introduced the SWS Ageing Forum Executive Team.
<b>Business Arising from Previous Minutes:</b>	The August minutes were ratified and seconded by Paola Jamett-Caru. There were no actions recorded.
<b>Guest Speaker:</b>	<p><b>Maddison Haines - Dementia Australia</b></p> <p>Maddison provided a quick refresher about dementia and overview of the support services available to the community.</p> <p>Every 30 seconds someone in the world develop dementia. In 2025, it's estimated 29,000 people are living with younger onset dementia and 433,300 people have dementia in Australia currently. By 2054, that number is expected to go over 800,000.</p> <p>Dementia Australia supports people of all ages living with dementia and all forms of dementia and provides support to their family and carers and assists people in their diagnosis.</p> <p>The services are free, and government funded.</p> <p>Some of the main services offered are counselling, family engagement counselling, support groups, Café connects, memory</p>

	<p>lane cafés, education programs, family engagement, individual support and other services.</p> <p>The main way that people contact for support is through the helpline. Teams online or zoom as well as phone sessions makes the services accessible to everyone.</p> <p>Counselling is available for people living with dementia and carers. There are 6 x 1-hour sessions and can be extended if needed. The counsellors have discretion to offer a seventh session if it's needed, and then more additional sessions can be offered. In the initial session, the counsellor and client will determine goals, whether that be ways to manage stress or even just a safe place to talk. There is also the possibility of reconnecting again with the counsellor after three months.</p> <p>Question: Do your counselling sessions extend to residential aged care facilities?</p> <p>Answer: Definitely. We often liaise with residential aged care facilities to have counselling for the clients. However, the person living with dementia will need to have some type of insight and basic conversation for counselling to be of therapeutic value. Counselling can also be extended to the carer if the person living with dementia is unable to benefit from the sessions.</p> <p>More information <a href="#">Home   Dementia Australia</a>  National Dementia Helpline 1800 100 500  Language assistance: 131 450</p>
<b>Guest Speaker:</b>	<p><b>Linda Wortel - Good Things Australia</b></p> <p>Linda provided an overview of Good Things Australia and the Be Connected program.</p> <p>Good Things Australia develop and deliver a range of innovative digital inclusion programs to support those most in need, including people over 50 years of age, people with intellectual disability, migrant and refugee women, people with chronic health conditions, carers and low-income families.</p> <p>It first started 8-9 years ago in the UK and now Good Things Australia is on its own.</p> <p>The program exists to close the digital divide, so no one is left behind. Services include:</p> <ul style="list-style-type: none"> <li>○ Small grant funding to community organisations.</li> <li>○ Innovative tools.</li> <li>○ Tailor support to meet community needs.</li> </ul>

	<ul style="list-style-type: none"> <li>○ Provide digital skills support.</li> </ul> <p>One in four people in Australia are currently digital excluded. 63% of people do not feel confident with their ability to stay up to date.</p> <p>49% are still struggling to afford Internet connection or getting a digital device. There's lots of communities without no NBN.</p> <p>There are 4,000 network partners around Australia: reaching 2 million alone in NSW with 339 active community partners. The gap is still quite big and Good Things Australia works to close the gap every day.</p> <p>Older Australians are supported to build their digital skills through the Be Connected Program that is delivered in partnership with eSafety Commissioners and Department of Social Services.</p> <p>Under the Good Things Australia offer four funding opportunities that also include free training, resources and support for participating community organisations.</p> <p>Get Online Week 2025 20-26 October international campaign to close the digital divide.</p> <p><a href="https://goodthingsaustralia.org/">https://goodthingsaustralia.org/</a>  <a href="https://goodthingsaustralia.org/learn-resource/do-you-know-about-ai-game/">https://goodthingsaustralia.org/learn-resource/do-you-know-about-ai-game/</a></p> <p>For grant opportunities <a href="https://goodthingsaustralia.org/grants-and-opportunities/">https://goodthingsaustralia.org/grants-and-opportunities/</a></p> <p><a href="mailto:linda.wortel@goodthings.org.au">linda.wortel@goodthings.org.au</a>          General contacts:          Helpline 1300 795 897          Office 9051 9292</p>
<b>Sector Updates:</b>	<p><b>Eunice Sansour – Inclusive and Diverse Communities</b></p> <p>Eunice provided an update to the new Aged Care system including:</p> <ul style="list-style-type: none"> <li>○ Amending legislation to support the new Aged Care Act.</li> <li>○ The new Rights-based Aged Care Act.</li> <li>○ The 5 key areas of reforms as 1 November including:             <ul style="list-style-type: none"> <li>- New Support at Home program to replace HCPs and the STRC program.</li> <li>- New Statement of Rights and Statement of Principles.</li> <li>- Code of Conduct (CHSP workers.)</li> <li>- Strengthened Aged Care Quality Standards.</li> <li>- Risk management.</li> <li>- Provider governance.</li> </ul> </li> </ul>

	<p>Additional updates included:</p> <ul style="list-style-type: none"> <li>○ CHSP updates.</li> <li>○ The NSW Ageing and Disability Commission.</li> <li>○ Have your say: Review of the Disability Discrimination Act 1992.</li> <li>○ National Sector Support and Development training.</li> <li>○ SWS Support Services website.</li> </ul> <p>Slides with links to all resources will be made available.</p>
<b>Info Share / General Business</b>	<p>The department is hosting a webinar on Tuesday 21st October at 2pm <a href="#">A new chapter for aged care from 1 November 2025 – Webinar   Australian Government Department of He...</a></p> <p>Aged Care Rules - <a href="#">Aged Care Rules 2025 - Federal Register of Legislation</a></p> <p>The <b>CHSP 2025–27 Manual</b>, effective from <b>1 November 2025</b>, is now available on the department’s website. This manual reflects the latest changes under the Aged Care Act 2024 and provides clear guidance on service delivery, provider responsibilities, and compliance.</p> <p>Also released are the new guidance materials to support providers with Service Agreements, Care and Services Plans, and the Provision of Information to clients—these are also available online.</p> <ul style="list-style-type: none"> <li>• CHSP 2025–27 Manual: <a href="#">View Manual</a></li> <li>• Service Agreement Guidance: <a href="#">Guidance for Providers</a></li> <li>• Care and Services Plan Checklist: <a href="#">Checklist for Providers</a></li> <li>• Provision of Information Messaging: <a href="#">Key Messaging for Older People</a></li> <li>• Your Aged Care Update Article: <a href="#">CHSP Manual and Guidance Now Live</a></li> </ul> <p>Attendees were reminded to submit info share to <a href="mailto:jamett-carup@liverpool.nsw.gov.au">jamett-carup@liverpool.nsw.gov.au</a> to include updates in the minutes by COB today.</p> <p>Meeting ended at 11:20am</p>
<b>Next Meeting</b>	<p>Tuesday 2<sup>nd</sup> December 2025, 10:00am-11:30am</p> <p>Venue: Bryan Brown Theatre and Function Centre, Corner of Rickard and Chapel Roads, 80 Rickard Rd, Bankstown NSW 2200</p> <p>Planning meeting for 2026 - face to face meeting with refreshments provided.</p>