

Macarthur Ageing Forum Minutes

Date:	Wednesday 4 th February, 2026
Time:	12:30pm to 2:30pm
Location:	Campbelltown Arts Centre, 1 Art Gallery Rd, Campbelltown

Agenda Number	Agenda Item
1.	Networking and Lunch: 12:30pm to 12:45pm
2.	Welcome & Acknowledgement to Country: 12:45pm to 12:47pm
3.	Attendees: Maxine Krebs (PACCS), Talia Antram (Tharawal Aboriginal Corporation), Shamus O’Laughlin (Campbelltown City Council), Savio Dankha (SWSLHD), Kharla Paynter (Tharawal Aboriginal Corporation), Kate Noble (SWSPHN), Kevin Cheung (Nurse Next Door Macarthur), Kylie Richardson (Myrtle Cottage), Yijia Cao (Nurse Next Door Macarthur), Danielle Clarke (Ageing and Disability Care), Samantha Munro (Allied Health Reablement), Malerie S (Campbelltown Library), Fina Kimata (Department of Health, Disability and Ageing), Tanya Soto (Tharawal Aboriginal Corporation), Jason Morton (Tharawal Aboriginal Corporation), Sofi Milosovic (SWSPHN), Lynne McCormack (NSW Ageing and Disability Commission), Tanja Angjelkoski (Services Australia), Kimberley Rainer (Health Promotion), Jess Yeoh (Benevolent Society), Kati Hui (CatholicCare), Nicole Hanger (IC Care), Prasad Mane (Benevolent Society), Kirsty Kvoppala (SWSLHD), Nekisha Briggs (Tharawal Aboriginal Corporation), Kim Pyao (BaptistCare)
4.	Apologies: Kelly Grasso (FOCUSConnect), Renee (Wollondilly Shire Council), Stacy (BaptistCare) Previous Minutes accepted by: Kylie Richardson (Myrtle Cottage) 18/11/2025
5.	Online - Guest Speaker: 1:00pm to 1:20pm ‘Wattle Place (Forgotten Australians and Forced Adoption) and National Redress Support’ Ann Mckinnon Baker, Community Engagement and Promotion Officer Relationships Australia Wattle Place – A part of Relationships NSW Supports: • Forgotten Australians • Stolen Generations • Former Child Migrants • Any adult 26 or over who was in out-of-home care in NSW • People impacted by Forced Adoptions • Institutional child sexual abuse survivors All services are free and support people living anywhere in NSW. Based in Paramatta. Two of these groups are identified within in diversity framework for aged care including Care Leavers (forgotten Australians, stolen generations, former child migrants and any adult 26 or over who was in out-of-home care in NSW) and parents separated from their children by forced adoption or removal.

Support for care leavers:

- Records searching and supported file release – most common request, key part of healing and need for information
- Face to face, online or telephone counselling
- Therapeutic Casework – issues and needs currently needed based on trauma
- Family tracing – put them back in touch with family
- Information and referrals – My Aged Care, housing etc
- Apology commemorations – commemorate each year

Forgotten Australians - Adults who, as children were placed in institutional care (children's homes, orphanages, training schools or similar or foster care before 1990 under child welfare policies and legislation.

The term Forgotten Australians comes from the Government Inquiries – not everyone knows, identifies or likes the term. Some might use Care Leaver, state ward etc.

Stolen Generations – Aboriginal & Torres Strait Islander children who were forcibly removed from their families and communities by both State and Federal Governments up until 1970. This took place under racism-based “assimilation” policies, (as opposed to “child welfare” policies that affected Forgotten Australians).

Former Child Migrants - Those sent as unaccompanied children from Britain and Malta to Australia, between around 1912 and the late 1960s and placed in institutional care (also childrens' homes, orphanages, training schools, or similar).

Statistics

- Estimates there are over 450,000 Forgotten Australians
- Around 40,000 members of stolen generations
- Approximately 7000 Former Child Migrants

Many experienced severe and widespread physical and sexual abuse. They were deprived of love and a sense of belonging and experienced rigid rules, punishment and humiliation, resulting in many of those adults now living with Complex Trauma.

Forced Adoptions

Newborn babies taken from their mothers without consent or use of coercion and other illegal methods to gain consent.

- Approximately 250,000 such adoptions in Australia
- Separation was often profoundly traumatic for both mother and baby
- Mothers have a higher likelihood of severe mental disorder or PTSD – hence their inclusion in the Diversity Framework.

Often carried out by doctors, nurses, social workers, and religious figures. Medical treatments were often poor and sometimes abusive.

Help for people impacted by forced adoptions

- Record searching
- Family tracing – difficult process, do it in a way that provides safety & support for the person.
- Therapeutic Casework – if struggling with the trauma they've faced, help them with that.
- Brokered counselling – psychologist closer to them, can pay for visits
- Information & referrals
- Apology commemorations

Redress Support Service

People who experienced institutional child sexual abuse and are considering, or in the process of, applying for Redress under the National Redress Scheme.

People impacted by childhood sexual abuse aren't a distinct “special needs group” under the Aged Care Act but require the same considerations with their aged care provision.

What is the scheme

Established after the 2017 Royal Commission into institutional responses to child sexual abuse. It offers:

- Financial payment
- Counselling
- Direct personal response

To people who were sexually abused as children in an institutional setting.

Definition of institutional is broader than that of the care leavers.

- 100% free service – lawyers will charge (not as trauma informed)
- Wattle place and others specifically set up for people to apply for redress
- If application requires record searching, can assist this – work with the legal firm that was set up to assist people applying.
- Many can live a good successful life.

People who have experienced complex trauma - It is trauma in the form of abuse, neglect, humiliation and/or deprivation by another person, repeatedly, over a long period, while feeling, or being, trapped in that situation.

Do a lot of advocacy to aged care providers on care leavers to help them understand complex trauma to better support their clients if they have clients who disclose they are a care leaver. Understanding trauma helps:

- Minimises re-traumatisation
- More effective support
- Less aggression, refusal, reactivity
- Increased ability for staff to de-escalate and respond in ways that benefit them and the recipient.



The link between behaviour and trauma

- Trigger → Fight, Flight or Freeze → "This is real, now!"
- This presents in the person's behaviour as anxiety, anger, violence, confusion, crying, etc.
- Because these responses happen instantaneously in the brain, they are involuntary, NOT through choice or intention.
- It's important to note that people around them can help "bring them back" to the present and reduce their distress, if they know a few basic techniques.

Resources are also available and some in development now. See slides.



Wattle Place
Presentation Macart

6.

Online - Guest Speaker: 1:20pm to 1:40pm

'Implications for Carers – new Aged Care Act'

Wendy Hill, Manager Community and Sector Engagement, Carers NSW

Who are carers? Carers provide unpaid care and support to a family member or friend who has a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail. There are approx. 958,500 carers across NSW. A carer may be a parent, partner, sibling, relative, friend or child of the person requiring care.

The Royal Commission into Aged care found a number of key problems:

- Complex & Confusing system
- Hard to know if services are good quality
- Too many reports of poor care & abuse
- Understaffed and Underfunded residential care
- Confusing & high home care fees
- Carers not heard or supported

What has changed in aged Care?

- Access stays the same: My Aged Care remains the main entry point to aged care
- New Supporter rolls: A new role with duties to promote the right, will and preferences of the older person.
- Automatic transition: Representatives registered with My Aged Care have been automatically registered as Supporters from 1 November 2025, unless opted out.
- What now? Check your representative/supporter status by calling My Aged Care.

The wording Representative changed to an intentional use of the word “Supporter” role to reflect supported decision making and the role that the Act wants to see family member and friends as helping older people communicate their decisions not make the decisions for them.

This role came with expectations:

- Needing to be someone that is selected by the older person
- Needing to be someone that listens and represents the views of the older person
- Complying with the obligations of that supporter role
- Manage or avoid any conflicts of interest

An older person can change their supporter at any time and can register multiple supporters.

[Getting support to navigate aged care | My Aged Care](#)

[Registered supporter resources | Australian Government Department of Health, Disability and Ageing](#)

[Registered supporters in aged care | Australian Government Department of Health, Disability and Ageing](#)

Types of Registered Supporters

1. Supporter
2. LiteSupporter
3. Guardian

<https://opan.org.au/supported-decision-toolkit>

[Registered Supporters Frequently Asked Questions](#)

Carers NSW run a Supporting with Carers 45-minute workshop specifically for CHPS providers.

What’s Changed in Aged Care?

Before:

- Different assessment pathways and organisations
- Confusing and repetitive
- Long delays in accessing services

After:

- One single assessment process
- Once single assessment tool
- Carer inclusion and support in assessment and care and service planning

[Single Assessment System for aged care | Australian Government Department of Health, Disability and Ageing](#)

	The changes to fees and charges have been a major concern for carers and family members. From the 1st November, members will be subject to a Centrelink assessment. Anyone that was on a home care package or assessed and approved for one on or before the 1st September 2024 they meet the criteria for the “No worse off” principle and cannot be considered “any worse off” as a result of all these changes. Working out your costs My Aged Care Financial support and advice My Aged Care Resources My Aged Care Leading into 1st November there was a huge amount of work required for all service providers to update their “Service Agreements”. If people are confused they can first talk to their service provider or if they are wanting to switch service provider, they can... • Contact My Aged Care: www.myagedcare.gov.au • Connect with an Aged Care Specialist officer: 1800 227 475 (8am-5pm on weekdays). • Speak with the Aged Care Quality and Safety Commission www.agedcarequality.gov.au • Older Person Advocacy Network (OPAN) https://opan.org.au Support at Home service agreement resources Australian Government Department of Health, Disability and Ageing  CarersNSW - Feb 2026_What's Chang
7.	Presentation – Guest Speaker: 1:40pm to 1:55pm ‘My Dementia Companion’ Nan Yu, Founder and CEO, My Dementia Companion • Nan shared World-first Comprehensive Dementia Journey (see slide). • My Dementia Companion takes you through the whole life cycle of the caring experience from getting a diagnosis, to legal planning, to driving and dementia, the home environment, continence care and more. • It’s about reabbling families and carers to adapt to changes along the journey. • My Dementia Companion app is available for desktop and smart phones app.mydementiacompanion.com.au • The dementia journey can be personalised to have the components of the journey that are relevant to each person’s circumstances. • How you can access and get started: ○ Via Carer Gateway – going through Carer Gateway will provide carers with free access. ○ Via Support at Home – under the S@H AT-HM scheme. ○ Privately – register for an account (fees) • Any questions contact Nan hello@mydementiacompanion.com.au See slides for further information.  My Dementia Companion CARER I
8.	SSD Update: 1:55pm to 2:05pm Krystle Sands Sector Support and Development Krystle provided an SSD update. • Updates from the Department of Health, Disability & Ageing & ACQSC

	• Promoted the Aged Care Roadshows across SWS • Promoted the National Symposium Series • Promoted Training and resources available to CHSP providers • Explained how providers can book a meeting with SSD See slides for further information.  MDS SSD Update - Feb 2026.pdf
9.	Council Updates: 2:05pm to 2:20pm Hayley – Campbelltown City Council • Seniors Festival event program available on website (for Campbelltown residents) • Positive Ageing Expo will be held 12th March at West Leagues Club • Tech Savvy Seniors at the Ingleburn Library – multiple dates available • Ingleburn Alive event Saturday 14th March • Youth Week Grants available • Aged Care Services: Where to Begin information sessions for seniors, scheduled 23 April with MDS, Carers NSW and Services Australia • Disability Action Inclusion Plan development in progress Malerie – Campbelltown City Council Library • Life Hacks for Everyday Living (using 3D printer for assistive tech etc] 9th March • Home Library Services – for people not able to leave their home or travel. Places are currently available. • Seniors Festival events also hosted at the libraries e.g. Wills for Seniors 10th March
10.	General Updates: 2:20pm to 2:30pm Info & Resource Share/Open Discussion/Questions/Observations etc. Genevieve – SW Community Transport • Have capacity for new referrals in Macarthur and Wingecarribee • Need My Aged Care referral code Nicole – IC Care • ‘Shout a Mate’ meal pilot completed. Steve is currently developing a report. • IC Care believe no one should go hungry and are hoping to expand this project to other Meals on Wheels services. Kate – SWSPHN • Advance Care Plans and Directives workshops with PACCs • Want to connect with providers to host workshops and provide 1:1 supports • All diverse groups welcome to express interest Savio – SWS Allied Health Reablement • CHSP funded • Social worker available - One of the only CHSP services that has a social worker that can provide short term counselling e.g. bereavement. • Has capacity for new referrals Kim – Health Promotion • Get Healthy service – free telehealth coaching • Walking soccer starts tomorrow in Campbelltown for 2026 • Healthy Ageing newsletter launched – please contact to share your news and events in the newsletter

11.	Meeting Close: 2:30pm
Next Meeting	Wednesday 15th April 2026 Special Meeting: 'Aged Care Reforms' Information Session Department of Health, Disability and Ageing and Aged Care Quality and Safety Commission Camden Civic Centre, 31 John St, Camden Register: https://collections.humanitix.com/2026-ageing-forums