

Wingecarribee Ageing Forum Minutes

Date:	Thursday 4 th June, 2026
Time:	12:30pm to 2:15pm
Location:	Bong Bong Room, Wingecarribee Shire Council

Agenda Number	Agenda Item
1.	Networking and Lunch: 12:30pm to 12:45pm
2.	Welcome & Acknowledgement to Country: 12:45pm to 12:47pm
3.	Attendee Introductions: 12:47pm to 12:50pm Kirra Hayward (Interchange Australia), Alicia Sandles (Interchange Australia), Ching-I Hsu (Just Better Care), Margaret hold (Dovida), Eleanor Sainsbury (WADCC), Debbie Smith (MoW SH), Kirsty Young (SWSPHN), Jillian McArdle (Wingecarribee Shire Council)
4.	Apologies: Janeen Harris (MDS), Liz Griffith (Wingecarribee Shire Council) Maria Lasic (Interchange Australia) Previous Minutes accepted by: Debbie Smith (MoW SH)
5.	Council Updates: 12:50pm to 1:00pm Liz Griffiths, Wingecarribee Shire Council Liz was unable to attend the meeting today as she was presenting at a conference. Jillian McArdle was present from the council, she provided an overview of her role and explained a program that used to be funded but is now led by community groups, these are local groups in the villages (excluding Mittagong, Bowral and Moss Vale). Advised that it would be great for some of the providers to visit some of the community groups to present their services. Jillian also mentioned that the road safety officer at council would be interested in presenting at one of the forums. Krystle asked the forum members who agreed they would like to hear from the road safety officer.
6.	Guest Speaker: 1:00pm to 1:50pm 'Supporting older people with hoarding behaviours' Debbie Graham, InsideOut Recovery • Overview of what Inside Out Recovery do including offering professional development training, declutter workshops and community group presentations. • What is hoarding - Hoarding is a complex mental health condition characterised by the excessive acquisition of items. Hoarding is behaviour, squalor is environmental. • Clutter is not the problem – it's what drives the collection of clutter • statistics and estimates of the number of people hoarding in Australia ○ Current stats indicate 7% of Australians (715K) but believe this is now more, possibly up to 10%-12%. Know that lockdowns during covid had an impact. • Impacts include psychological, emotional, behavioural, personal & Social. \$1.8 billion dollar issue (2014), this number would be much higher now. There is currently not enough funding in the space.

	• List of the likely causes of hoarding including mobility challenges, cognitive decline, brain injuries, past trauma and experiences, inability to emotionally regulate, violence – family and domestic etc. • Four key underlying characteristics include emotional dysregulation, difficulties processing information, intense emotional attachment and fixed beliefs about not wanting to waste objects. • Hoarding & Squalor don't necessarily go together. • Squalor is usually associated with one or more health conditions such as – brain injury, dementia, brain lesions, anxiety, depression and genetic disorders • Squalor impacts others – not just the individual – family conflict and breakdowns, dysfunctional family relationships. Long term mental health challenges and impacts on finances, support networks, community connections and higher health costs. • Increases a persons risks of falls, fires, tenancy loss, homelessness, further mental health challenges, family breakdowns and even death. • Language is important when working with people living in hoarding and squalored environments. • Overview of community & training programs including the masterclass, buried in treasures – 15-week program that helps people understand hoarding and the behaviours associated with hoarding, eating the elephant – 7 week therapy group program • Best practice – coordinated approach (team effort), combination approach including coach, support staff, counselling and a community group, trauma informed approach – Always, the persons story is important, complex mental health disorder which requires a multi-layered response and appropriate funding. • Iceberg Theory – Iceberg of clutter and squalor • Contact inside out recovery: 0499 326 192, insideout.recovery@outlook.com, insideoutrecovery.com.au. Questions Do you have an stats on the age statistics? Varies, not as likely in older people as you can catch it and work with them at an earlier age. Have worked with some young people in their 20s. Providers asked if they are seeing more younger people due to fast fashion and collection of toys? Noticing it in younger people, some as young as 11.
7.	Department Update: 1:50pm to 2:25pm 'Reform Updates specifically for CHSP and Home Care/SaH providers' Western NSW Regional Team, Department of Health, Disability and Ageing Patricia presented and acknowledged the traditional owners • Obligation from the dept that we articulate and deliver information happening across the sector. • Overview of the provider obligations under the act. Aware of the challenges since the new act come into effect. Recommendation is to continue ○ Train staff of Rights based care and the code. ○ Allocate training time ○ Complaints system ○ SIRS ○ Workers' competency requirements ○ Comply with updated audit and rego processes. • Overview of sector updates ○ CHSP Reforms, SSD, pricing etc. • Pricing under Support at Home

	○ Prices must be reasonable and transparent ○ Prices must reflect labour, package management, administration, travel, sub-contracting and cover the cost of capital. • CHSP will be transitioning no earlier than 2027. Will transition to the Support at Home program. At this stage still continuing to proceed with CHSP moving into Support at Home in 2027. • Feedback is critical – encourage providers to continue submitting their feedback and issues, concerns etc to the regional team. This feedback will be sent to the policy team within the team. The Western regional team are directly linked to the policy team and share all feedback from providers. • Pricing resources are available on the website. IHACPA in the process of doing pricing analysis have sought feedback from providers. • Allied health providers pricing available on the department’s website • Training for the workforce – modules on the department & commissions website all free training such as Equip learning modules • Support at Home community of practice – open to all providers. Lots of questions on there that could help other providers. • Pricing caps delay – commission and department will contact providers who are charging excessive amounts. Krystle asked wouldn’t it have been easier for provider to have the price caps in place? The department and commission can only provide the framework, not tell organisations how to run a business – they do need to follow regulatory rules and legislation etc. If a provider’s intent is to cause harm – this is an issue and where the commission will step in. • The commissions aim is to work with, support and educate organisations rather than come down hard. • Department webinars: Digital tech talk – 10 June & 15 July 2026: https://www.health.gov.au/topics/aged-care/resources/webinars • Commissions webinars: https://www.agedcarequality.gov.au/get-involved/commission-webinars • Support at Home Resources available on the website Contact the regional stewardship team: NSWWesternRegional@Health.gov.au
8.	SSD Update: 2:25pm to 2:30pm Krystle Sands Sector Support and Development • Krystle advised slides will be shared with everyone. • Advised findings on the ANAO effectiveness into CHSP report. • Update on SSD funding which has been extended for 12 months. Contracts still to be completed and may take up until October 2026. The Dept have advised no activities can be undertaken until SSD providers have an approved AWP.
9.	General Updates: 2:05pm to 2:15pm Info & Resource Share/Open Discussion/Questions/Observations etc. Kirsty (SWSPHN): • Advised Tharawal Aboriginal Corporation have been successful in receiving Elder Care funding from SWSPHN and are in the process of setting up. They will cover all SWS. • Dying to know day happening in Campbelltown – 5th August at The Cube, Catholic Club

	Upcoming Local health forums on Aged Care – next one in Bowral will be on 23rd September 2026 – registrations coming soon.
10.	Meeting Close: 2:36pm
Next Meeting	Tentatively scheduled for Thursday 20th August.