

Macarthur Ageing Forum Minutes

Date:	Wednesday 3 rd June, 2026
Time:	12:30pm to 2:30pm
Location:	Wollondilly Shire Hall, 52 Menangle St, Picton

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 12:55pm Rasika Verma (Benevolent Society), Silvia Estrela Sant (BaptistCare), Kirsty Kouppala (SWSLHD), Maddy Burgess (BaptistCare), Fiona Devine (Wollondilly Shire Council), Frere Mauger (Wollondilly Shire Council), Carissa Zielonka (SWCT), Vicki Martins (Carrington Care), Amy McCann (Wollondilly Library), Clare Thorn (EACH), Anna Breen (EACH), Priya Seshadri (EACH), Tracey Roberts (Home Modifications Solutions), Luz Nilo (Home Modifications Solutions), Hayley Orr (Campbelltown City Council), Kate Noble (SWSPHN), Keira Wilson (Campbelltown City Council), Nekisha Briggs (Tharawal Aboriginal Corporation), Tanya Sato (Tharawal Aboriginal Corporation), Savio Dankha (SWSLHD-AHRT), Vickie Tierney (Wollondilly Shire Council), Lisa Grimson (Camden Council),
4.	Apologies: Kylie Richardson (Myrtle Cottage), Janeen Harris (MDS), Debbie Aquilina (Carrington Care), Debbie Ellicott (Local Guardian), Genelle Murphy (Anglicare) Previous Minutes accepted by: Clare Thorn (EACH) Wollondilly Shire Council Team Leader of Community Development Vickie Tierney welcomed everyone to Picton and provided an update of the growing team at Wollondilly. Fiona Devine and Frere Mauger were introduced and welcomed as the new project officers who recently started. Vickie also provided an update on the new Civic Centre which the team will be moving to shortly with the hope the next forum hosted by Picton will be held at the new facility. The team have a dedicated mailbox should anyone wish to connect with the Wollondilly Community Development team: community@wollondilly.nsw.gov.au
5.	Guest Speaker: 1:00pm to 1:30pm '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.
6.	Department Update: 1:30pm to 2:00pm 'Reform Updates specifically for CHSP and Home Care/SaH providers' Western NSW Regional Team, Department of Health, Disability and Ageing Stephen Neville & Pierre Nicolas • Rights based Act – recommend reviewing the Statement of Rights as this is a core part of providers obligations • Support at Home – the sector is still transitioning to Support at Home – the focus is now on how the system is operating in practice; still continuing to see priority-based access, variable wait times, and ongoing system changes. Recommend looking at training offered by the Department, recordings and webinars etc. • Changes to DEX reporting taking effect – recommend reviewing training available and guidance • Supports available such as webinars, recordings, training modules and the online Support at Home Communities of Practice which is accessible to anyone. Department will provide a direct response. There are questions on there that may have already been answered so recommend reviewing this first. • Current issues the Department keep hearing: ○ Access delays and system complexity ○ Workforce Pressures ○ Difficulty navigating reforms • Key message from the department is to: ○ Share specific examples ○ Clearly outline impacts you are experiencing

	○ Use existing channels so themes can be escalated • What providers should do next – use the latest resources, templates and guidance materials, check communities of practice, subscribe to newsletters, share issues when they arise, and ensure your organisation has: ○ Clear complaints pathways ○ Staff understand obligations ○ Provide accessible information to clients Questions: Provider mentioned that for CHSP people are waiting a long time and have been offered things like Domestic Assistance however there are no services available in the area. Most providers are at capacity and over their outputs, there is no funding to increase this and no growth round funding so why are assessors still allowed to approve for this service? It was also mentioned that this has been ongoing for 5 years, it's too expensive for some providers to become registered providers so there are not enough providers. <i>Department were unable to provide a direct answer about this, request that people write to the department directly with their issue on this, provide examples, the more people that raise it, they will ensure this reaches policy.</i> There was discussion on people being approved for Support at Home but choosing to stay on CHSP, some people still on CHSP that should be on SaH and could free up space for people who need it. Providers are having to explain what they can get on Support at Home and that it is more beneficial – seems to be a lack of education on Support at Home. <i>Department have taken on board this feedback.</i> What is an example of an example, what is the department specifically looking for? <i>Be as specific as possible. The more that people raise an issue the more that may be able to influence changes. The department are able to submit challenges direct to the policy team.</i> Contact the regional stewardship team: NSWWesternRegional@Health.gov.au
7.	SSD Update: 2:00pm to 2:10pm Krystle Sands Sector Support and Development • Includes update on SSD Reforms (outcome of SSD funding continuation) – SSD to be funded for another 12 months however contracts may not be fully completed until October. The Department confirmed no activities are to be completed until they have approved the Activity Work Plan. SSD are still contactable during this time however there will likely be a drop in training and potential meetings. • Over of federal budget – see Ageing Australia's budget analysis for a deeper dive. • Resources available from the Aged Care Quality & Safety Commission • Other sector news: Resignations of the Office of the Inspector General of Aged Care Natalie Siegel-Brown who will be finishing up in July. Also, the First Nations Commissioner Andrea Kelly. Unsure what this role looks like moving forward. Financial report by Stewart Brown indicates that Support at Home is putting strain on Support at Home providers and the model doesn't look sustainable. • Overview of the Australian National Audit Office Effectiveness of the CHSP program Report. • SSD training offerings
8.	Council Updates: 2:10pm to 2:20pm Campbelltown, Camden and Wollondilly Campbelltown City Council – Hayley Orr <u>NSW Police Resources for Older Adults</u> • Campbelltown City Police Area Command has shared a range of current resources focused on seniors' safety and preventing abuse of older people and people with

disability. These are attached for your consideration and distribution where appropriate.

SWS Collaborative for Preventing Abuse of Older People

- Thursday 10 June is the SWS Collaborative for Preventing Abuse of Older People meeting, to be held via Microsoft Teams. At the previous meeting, the Ageing and Disability Commission shared a suite of training and resources designed to improve the detection and response to abuse, neglect and exploitation of older people and adults with disability across family, home and community settings. These resources are available via the [Ageing and Disability Commission](#) website: [Training | Ageing & Disability Commission](#)

SWS Healthy Ageing Expo

- Tuesday 16 June, the SWS Healthy Ageing Expo will take place from 9:30am to 2:30pm at Greg Percival Community Centre, Ingleburn. Flyer attached.

Dying to Know Day

- Wednesday 5 August, Campbelltown will host Dying to Know Day in partnership with South Western Sydney Local Health District, South Western Sydney Primary Health Network and Campbelltown Catholic Club. The event is supported by Macarthur Memorial Park, Advance Care Planning Australia and Taylor'd Funerals as sponsors. This event forms part of the national [Dying to Know campaign](#), which promotes education and awareness around the importance of end-of-life planning. Flyer attached.

Festival of Fishers Ghost

- To learn more about sponsorship opportunities, hosting a related event, or to stay informed about the recently announced parade, please refer to our website for the most up-to-date information. [Festival of Fisher's Ghost - Campbelltown City Council](#)

2026 Fishers Ghost Art Award

- Entries are open for the [Fisher's Ghost Art Award](#) with entries closing Monday 27 July. The Award is an annual art award and exhibition inviting artists to submit works in a variety of artistic categories and mediums. Now in its 64th year, there is over \$60,000 in prize money to be won across the categories.

[2026 Fisher's Ghost Art Award — Entry Form](#)

Camden Council

We're excited to announce that **stallholder Expressions of Interest are now open** for the **2026 Camden Volunteer Expo**, following the success of last year's incredible event!

Date: Saturday 26th September 2026

Time: 10:00am-2:00pm

Venue: Camden Civic Centre

This is a fantastic opportunity to raise awareness for your organisation, recruit passionate new volunteers, and network with other community-driven groups.

Who Can Apply?

All volunteer-led organisations are welcome, including:

- Sporting clubs
- Environmental groups
- Community service providers
- Educational support programs
- Arts and cultural organisations
- Health and wellness initiatives

- And any other volunteer-based groups!

What's New This Year?

For the first time the Camden Volunteering Expo will be held at the **Camden Civic Centre**. Due to new location this will be stall's only, no vehicles on site. There is some space for some community activations, but we ***will not*** have capacity for service vehicles.

As always we will have available:

- Friday pre drop off availability to reduce parking congestion
- Enhanced promotion through local organisations within the area

Why Get Involved?

- ✓ Raise Awareness – share your mission with a community audience
- ✓ Recruit Volunteers – meet people looking to get involved
- ✓ Collaborate – build connections with fellow organisations

How to Apply

EOIs are easy to submit! Simply click the link below:

 <http://bit.ly/43cUqQW>

 **Submissions close at 4:00pm on Friday 17 July 2026**

For more information, visit <https://bit.ly/4xkU2Oj>, call us on 13 22 63, or email mvolunteers@camden.nsw.gov.au.

BE AWARE, BE CYBER WISE. STAY SECURE ONLINE. ARTIFICIAL INTELLIGENCE This AI tailored workshop is supported and delivered by ISACA. Gain current insights from cybersecurity experts to help you be aware, be wise, and stay secure online. Wednesday 10 June 10.30am-12pm Camden Civic Centre, 31 John Street, Camden Free Bookings: <https://bit.ly/CHAT-Link-Cyber-Security-Practices-Ai-Bookings> This Cyber Security Awareness grant activity received grant funding from the Australian Government.

TRIVIA TIME Get those thinking caps on and join us for some fun games of trivia. Come along and join a table or bring a friend. Group bookings are also welcome. Special Cyber Savvy Bonus rounds with great prizes. Following trivia, there will be food, refreshments and services to have a chat to and find out what is on offer in Camden. Thursday 18 June 10.30am-12.30pm Luncheon: 12.30-1.30pm Camden Civic Centre, Oxley Street, Camden Free Bookings: <https://bit.ly/Trivia-Time-Bookings>

FALLS INJURY Wednesday 24 June Bookings open: 24 May Booking: <https://bit.ly/CHAT-Link-Falls-Injury>

https://www.camden.nsw.gov.au/assets/CHAT_Link_Program_A5_2026.pdf

CHAT LINC - Connection Hubs At Libraries In Camden

LIBRARY POP UP INFORMATION STALL AT CAMDEN LIBRARIES

CHAT Linc Pop Up Information Stalls are hosted across our three Camden Libraries. Local services, organisations and community groups provide a comprehensive resource hub, offering information about health, support, social programs, and initiatives in a variety of formats. The information stalls provide guidance on access and connection to these services.

To find your next Pop Information Stall click here [CHAT LINC CALENDAR 2026](#)

Expression of Interest for services, organisations and community groups that support people in the Camden community.

	CHAT LINC also offers services the opportunity to book spaces across our three Camden libraries for regular Pop-Up Information sessions. This initiative helps extend our reach to the wider community by providing valuable resources and connections. This free program delivers a broad range of services to community, offering pathways to information and connections with service providers. Participants can have their questions answered and learn about services, programs, and activities available across various locations. Council invites expressions of interest (EOI) from organisations to join the CHAT LINC Libraries program. This project reflects our ongoing commitment to supporting innovative approaches that create liveable communities for residents. To Expression your Interest click here: Expression of Interest CHAT LINC POP UP INFORMATION STALLS - Further information Lisa Grimson, Community Project Officer access.mailbox@camden.nsw.gov.au or contact 4653 3055.
9.	General Updates: 2:20pm to 2:30pm Info & Resource Share/Open Discussion/Questions/Observations etc. Kate Noble (SWSPHN): • Dying to know day on 5th August – Save the Date, 10am-2pm at Campbelltown Catholic Club • SWS Healthy Ageing Expo – Tuesday 16th June 2026, 9:30am-2:30pm at Greg Percival Community Centre, Ingleburn • Upcoming Local health forums on Aged Care – registrations coming soon. • 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. Tracey & Luz (Home Modifications Solutions) • Have capacity to take referrals for CHSP, SaH, NDIS and private. The turnaround is quite quick. • Do not have funding anymore for an OT so if there are any services, or we can recommend that would be great. Kirsty Kuoppala (SWSLHD): In preparation for Dying to Know Day, SWSLHD is conducting a community survey to better understand what people would find most interesting and meaningful on the day. The survey can be completed here: https://engage.swslhd.health.nsw.gov.au/dying-know-day We are also planning community consultation activities on enhancements to the Renal Clinic and Palliative Care services. If you are interested in being involved, please contact me at Kirsty.Kuoppala@health.nsw.gov.au.
10.	Meeting Close: 2:30pm
Next Meeting	Tentative: Wednesday 19th August 2026