



From Reform to Reality.

What has the first month
taught us?

Webinar | 3 December 2025



Acknowledgement of Country

We acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Agenda

1. Welcome
2. Data insights
3. Live poll
4. Let's hear from the panel
5. Live poll
6. Q&A
7. Close



This event qualifies
for 1 CPD point. Add
it to your log.

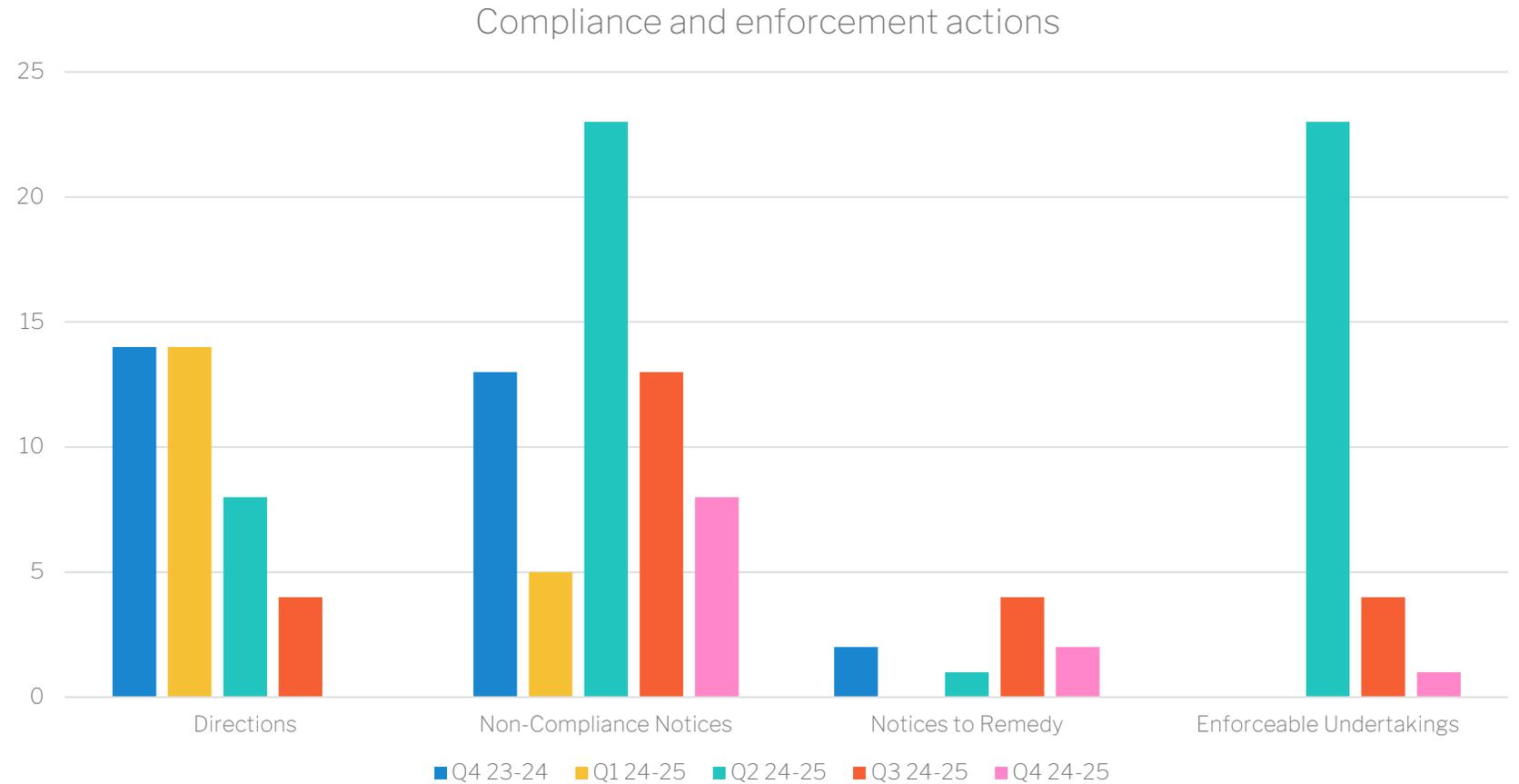


Please ask
questions in the
chat



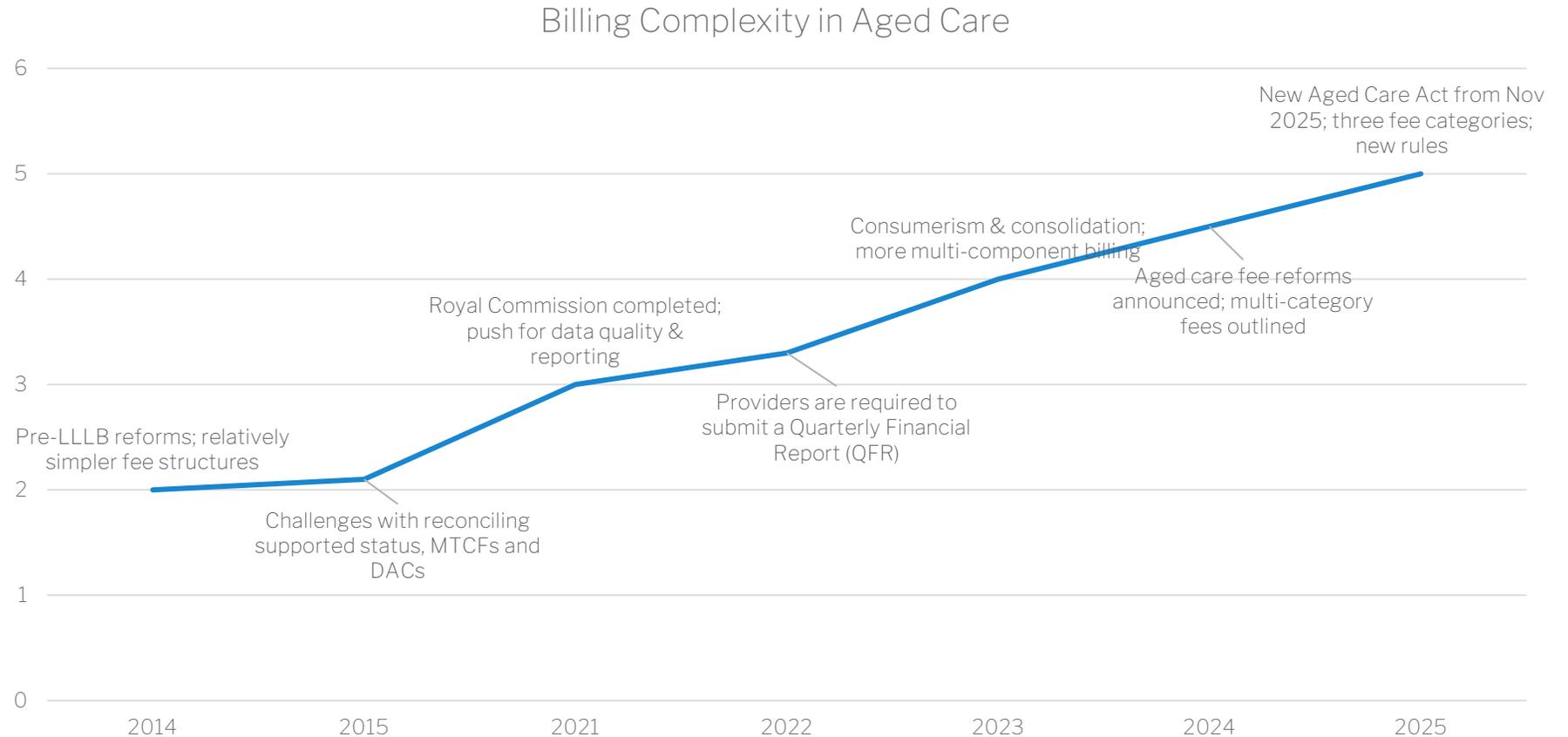
Worker empowerment

Residential Aged Care providers are showing significant improvement in compliance with all 42 requirements of the Aged Care Quality Standards



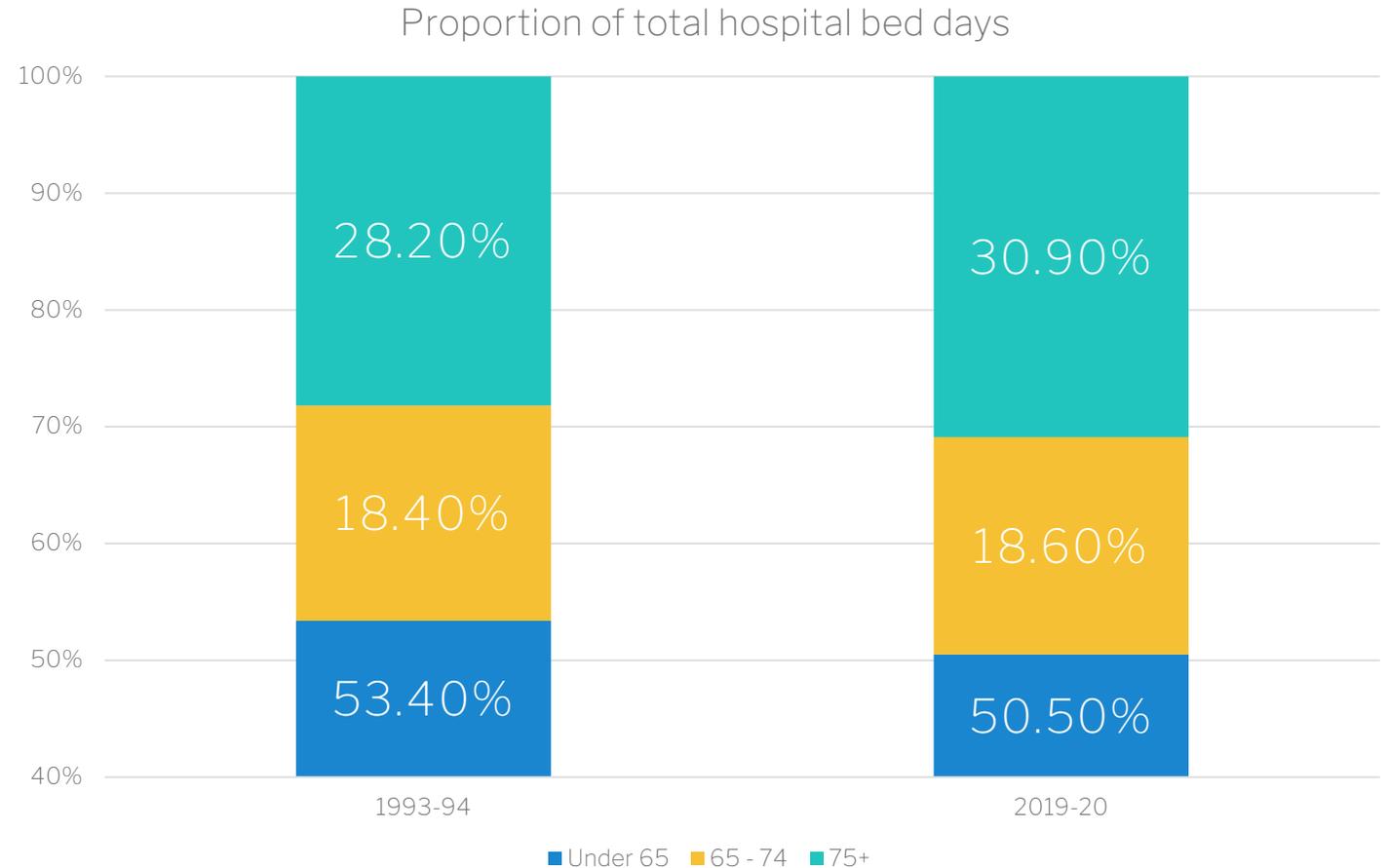
Resident Billing

RAD retention and DAP indexing add to the increasingly complex process of resident billing and payment statement reconciliation.



Hospital Discharge and RAC

Increasing hospital demand from older Australians and the growing disconnect between hospital discharge and post-hospital care leads to "access block", where patients are delayed in leaving the Emergency Department due to a lack of available inpatient beds.





Live Poll 1

1. Which part of the Strengthened Standards has generated the most questions or clarification needs internally?
2. What has been the biggest operational impact in the first month?
3. So far, how has the new Act and Strengthened Standards impacted your team's day-to-day work?
4. What area do you expect will require the most support from the Commission over the next 3 months?

Joining us on the panel



Michelle Church
Chief Executive Officer –
St Basil's Homes (SA)



Todd Yourell
Chief Executive Officer –
St Andrew's Community
Aged Care



Angelika Koplin
Director and Principal
Consultant – Aged Care
Strategies and Support

Live Poll 2

1. Is your organisation planning to implement the Higher Everyday Living Fee (HELFF)
2. What factors are most influencing your HELFF decision? (Select all that apply)
3. Have you had any interaction with the Commission under the new Act in the first 4 weeks?
4. If yes, have you observed differences in the way assessors are interpreting or applying the new Standards?

Back to our panel



Michelle Church
Chief Executive Officer –
St Basil's Homes (SA)



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Questions from the
chat



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