



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

Minutes – SWS Ageing Forum

Apologies – Lesley Fox, Wesley Mission

Attendees:

Krystle Sands	Shabana Rafik	Lucie Downer
Eunice Sansour	Farnaz Abedi	Vesna Oros
Cassara Hardie	Simone's Fathom Notetaker	Anastasia Hadjisavas
SHARE SMR	Annette Fenton	Adriana La Spina
Selen Akinci	Christine Turner-Davies	Paola Jamett-Caru
Avon Tuira	Simone Lucidi	Clare Thorn
Miko Yang	Catherine Gonzaga	Jing Liu
Jonathan Tan	Kimberley Rainer	Donna Sabine
KIMATI, Fina	Katherine Harding	Shannon Ibrahim
Julie Dunne	Lisa Lam	Anna Breen
Zorica Miladinovic	Jeannine Grey	Sanja Lecic
Kelly Grasso	Lorena Recabarren	Lisa Turrell
BLYTON, Kaylie	Kirsten Campbell	Iben Helner
Lucy Letner	Sandra Loyola-Sandoval	Shabana

- Eunice acknowledgment
- Overview of the ageing forum & support service website
- Housekeeping
- Overview of the agenda
- Overview of previous meeting minutes
 - Canterbury Bankstown Expo - Sandra – over 200 people on the day, people were really happy with how the expo was organized. A few mothers advised it wasn't child friendly otherwise really positive feedback and a need for another therefore there will be another expo.
 - Liverpool Expo – Paola – Good stallholder participation, low community member numbers however our first one in a few years. Went really well and thanks everyone who attended on the day.
 - ***Eunice accepted minutes & Julie Dunne second.***

Guest Speakers

- **Guest speaker – Cassara Hardie, (from Derry Country in Western Sydney) – Acting CEO, National Aboriginal & Torres Strait Islander Ageing & Aged Care Council (NATSIAACC):**
Challenges First Nations people experience when entering or accessing the aged care system

and the solutions being utilized or should be utilized to bridge the gap. Also touches on the importance of embedding cultural safety within aged care services.

- National Peak body for the voice of Aboriginal & Torres Strait Islander elders and older people who are entering the aged care system.
- Mission to ensure elder and older people can access safe quality and appropriate care that enables them to age with dignity, respect and connection to culture, country and/or island home and their community.
- Speaking today from the heart. Discussing the challenges First Nations elders are facing within the aged care system. Solutions NATSIAACC are seeking or striving for and the urgent need to embed cultural safety across both Aboriginal and Torres Strait Islander specific and mainstream services.
- The Aged Care system is complex and difficult to navigate for anyone but the complexity is magnified for Aboriginal & Torres Strait Islander elders and older people due to the long history of trauma, systemic racism and cultural disconnection. Many elders hesitate to engage with aged care services.

Some of the challenges

- Access and awareness – Many don't know where to start, information is often inaccessible, not plain language, and certainly not delivered in a culturally appropriate way. Many don't use tech and digital services, MAC not user friendly.
- Another is cultural disconnection – many elders entering mainstream services report feeling isolated from culture and country or island home. Staff are not provided enough culturally safe training, which results in lack of understanding of cultural obligations. The family dynamics, the importance of spiritual practices, or even appropriate ways of addressing Aboriginal & Torres Strait Islander elders, older people, their families and carers.
- Another is workforce and cultural safety – far too few Aboriginal & Torres Strait Islander people working in aged care and among non-indigenous workforce. Cultural competency is inconsistent. Cultural Safety Training is often a once tick box event rather than continuously embedding practice. This results in elders feeling unsafe, misunderstood and possibly triggering past trauma.
- Regional & Remote disparities – fewer services, infrastructure and workforce shortages in remote areas - many elders are forced to leave homes and access services in urban centres which leads to profound grief, disconnection, cultural loss and significant deterioration of their overall health and wellbeing.
- Also mustn't underestimate the impact of intergenerational trauma. Triggers fears of being institutionalised, losing autonomy, or being treated with disrespect. These fears are rooted in lived experiences of removal, segregation and discrimination.

Some of the solutions:

- Community controlled orgs are leading the way in delivering aged care that is holistic, culturally grounded and responsive to the needs of First Nations people. Need to invest and expand Aboriginal Controlled Organisations across the country, not just in urban centres but in regional, remote and very remote communities. There is a need to Co-Design with Elders and older people = better outcomes, policies, programs and services must be designed with, not for Aboriginal & Torres Strait Islander people.

- Co-design respects the knowledge authority and lived experience of elders and older people, it ensures solutions reflect local context, languages and customs, because every culture and community are different.
 - Workforce development and career paths – valuing, supporting and recruiting more Aboriginal & Torres Strait Islander people into Aged Care roles. Also ensuring non-indigenous workers receive ongoing meaningful cultural safety training, not just as a one off. Training should be community led, immersive and grounded in real stories of First Nations people.
 - Create career pathways, mentoring and support systems for Aboriginal and Torres Strait Islander people to enter the sector.
 - Trauma informed and aware training that recognizes and respects the history and impact of colonization, racism and intergenerational Trauma. Healing centred approaches focus not just on harm but on strength, resilience and cultural renewal - elders and older people are survivors!
 - Place based and flexible models of care – One size does not fit all.
 - Local leadership, local governance and local knowledge are essential.
 - Cultural safety is a non-negotiable standard, and is not a nice to have -, it is a right!
 - Cultural safety mean that elders and older people (both Aboriginal & Torres Strait Islander & Mainstream) are seen, heard and respected at every interaction, their cultural identity, spirituality and ways of knowing are being upheld.
 - Workforce understands and values cultural protocols, language, kinship and community roles.
 - Services delivered in a way that is free of racism, bias and judgement.
 - Cultural safety must be part of governance, training policies and accountability mechanisms and leadership.
 - NATSIAACC) are advocating for their own definition of cultural safety to be enshrined in the new aged care Act, standards, funding agreements and performance measures. Call for stronger regulation.
 - Elders and older people are the holders of knowledge, language and culture. They are our strength, our connection to the past and our guide to the future. They deserve an aged care system that respects their dignity, upholds their rights and honors their identity.
 - The work of building a culturally safe aged care system is everyone's responsibility – We must continue to listen to Aboriginal & Torres Strait Islander people. Let's walk together where every Aboriginal & Torres Strait Islander elder and older person can aged with dignity, safety and pride.
- *Questions:* Sandra – asking if there are any resources? Hard to develop as it's different for different communities, get in contact with local land council or liaison officer – they may be able to provide support about the local communities
 - *Question:* Kirstin Campbell – A lot of education going around about what the standards, if want to see a shift to how all people practice and embed approaches – short term and long term? If Government get it right for Aboriginal and Torres Strait Islander - they will get it right for everyone. In regards to getting it right, it is not a quick fix; will be a long process, to begin – people being open and people educating themselves with how to communicate better with Aboriginal & Torres Strait Islander people. Cultural safety training is very important but still a good starting point. It doesn't get to the heart of every community however is a good over-arching training.

- **Seline Akinci – Executive Diversity Inclusion Manager, Multicultural Communities Council of Illawarra (MCCI)**
- Acknowledge to Country
- Overview of services – Aged Care, Settlement services, youth service, representation and advocacy, diversity and inclusive services. Part of PICAC Alliance which is nationally funded.
- Best practice of Older CALD people - what does responsive care look like for CHSP and aged care organisations
- New Aged Care Act and diversity frameworks & Action Plans – hoping these will be reviewed and updated this year
- AC Quality Standards – Set by Government – providing safe, respectful, individualised and culturally appropriate care. Services run, train and deliver. CHSP Providers should still focus on the standards that may still apply to them even though they are not audited. If possible, ensure policies and procedures are aligned with standards.
- Statement of Rights – center of service delivery – choice, autonomy, privacy, culturally safe. All providers must align services to Statement of Rights.
- Providers must know
 - Understand which standards apply.
 - Align practice with standards – care is culturally safe, update policies and procedures, training etc.
 - Demonstrate compliance – how do you train your staff to communicate with CALD clients and provide.
 - Continue learning –
 - Please check the commission’s website. There is guidance available for providers.
- Person-Centred Care – putting the client at the heart of everything we do. Everyone must feel respected
 - Respecting identity, culture and beliefs, language, family etc. Beyond a checklist
 - Empower the person.
 - Go beyond minimum standards – using interpreters, going above and beyond with getting to understand clients etc.
 - Focus on needs, goals and preferences.
 - Always offer an interpreter, understand the culture by doing some research. Not just the principle, needs to be put into practice.
- Inclusive governance & Leadership is also very important – not just about creating policy, making sure appropriate decisions are made everyday. Co-design with local community groups etc.
 - Build inclusion into leadership. Leaders play a big role in the culture and decisions that are made.
 - Policies that reflect diversity.
 - Community connections
- Look at local community data and reach out to local community groups. Advisory groups
- Strategies for Inclusion
 - Hire and train diverse teams – connect with local groups
 - Provide language options, provide interpreters
 - Co-Design with communities
 - Inclusion doesn’t need to be expensive or complicated.

- Safe and inclusive environments – for CHSP’s showing that you are making an effort. E.g. religious items that shouldn’t be touched, ask the client what a worker should not touch.
 - Culturally safe spaces – incorporate cultural symbols and appropriate food etc.
 - Home and facility environments – e.g. asking what items would they like not to be touched during cleaning. Privacy and dignity.
 - Infection control with empathy
- Reflections – everyone has a responsibility to provide a safe and cultural safe care. Won’t be perfect, but at least try. Continuous learning!
- MCCI have micro learning available on the website. See slides for more resources.

Sector Support & Development Updates

- **Eunice Sansour, SSD Officer, Inclusive & Diverse Communities Inc.**
 - Key takeaways – New Act 1 July 2025.
 - Key resources and training from Department for your reference
 - New Act – 1 July – puts the rights of older people at the center. Build on priority sector – underpins response to 58 royal commission recommendations.
 - Includes supporting the government’s response to the aged care taskforce.
 - Implementation over the new support at home program.
 - Stronger powers for the Aged Care Quality & safety Commission and include a Statement of Rights for older people.
 - Changes to the way services are delivered.
 - Fair & equitable single assessment
 - Stronger standards and better cultural appropriate of care.
 - More enhanced worker screening requirements
 - All providers must be registered and comply with the statement of rights.
 - Guidance material released by the Commission – Sector Readiness Plan, Department have released a provider handbook.
 - Provider operational readiness – Priority Actions List – Department of Health website
 - Support at Home will replace HCP and the Short Term Restorative Care program – CHSP will join no earlier than 2027. More information and resources are available including the Support at Home Manual.
 - Transitioning clients under the Act – for CHSP providers, all clients need to have been assessed under the Act in order to receive services. Support impacted clients as soon as possible.
 - What to know when transitioning CHSP clients under the new act
 - Other updates include – Commencing of the contracting process, grant agreements and more.
 - Many resources are available. Including training
 - Overview of webinars coming up
 - Consultation for Support at Home cost collection is open until the *end of July*.
 - Training for CHSP providers – [Support Services website](#) – free membership - training is posted along with the Ageing Forums etc. We encourage people to register
 - [MDS Humanitix page](#) also hosts training workshops for CHSP providers.
 - Contact details

From Chat

Sandra – EOI's for Wellness & Reablement Expo below.

I'm excited to share that we'll be holding the **Winter Warm Up Games – A Wellness and Reablement Expo** on **Monday, 7 July**, from **10am to 1pm** at **MIISC (Morris Iemma Indoor Sports Centre)**, 150 Belmore Road North, Riverwood.

If you're delivering innovative wellness and reablement programs for older adults and are interested in participating, please email me at **sandra.loyola-sandoval@cbcity.nsw.gov.au** to request more information and to receive the EOI (Expression of Interest) registration link.

This is a fantastic opportunity to showcase your programs, engage with older adults and carers, and connect with other providers. The event will feature fun and inclusive activities like pickleball, disc golf, walking basketball, dance fit, and more!

I'll be sending out a formal invitation email later today. Please note that spaces are limited, so get in early to secure your spot.

- Seniors wellbeing and safety – Monday 16 June. Elder Abuse – invite clients and families.
- Save the Date: 26th Sept – Treasure the moment dementia awareness expo. Normalise dementia.

Lucy Letner – Seniors Rights Services – Department have sent letters to seniors of HCP. SRS are receiving a lot of calls and will see this increasing. New Financial advocacy department – please let clients know and they can call us. Hope we can help. Not just aged care services, Legal and financial as well and is free and confidential.

Kirsten – Engagement Officer - Carers NSW. Care Inclusive practice – Share her details

kirstenc@carersnsw.org.au Kirsten Campbell Carers NSW Aged Care Sector Engagement Officer, it's been a pleasure to attend the meeting with you all today 😊

Meeting ended at 11:31am

Information Share

Clare Thorn - Each, Connect: A Care Finder service for Camden, Wollondilly and Wingecarribee. Assists vulnerable people that require intensive support to navigate MAC and other services.

Shabana Rafik, IRT: About IRT: We are a community-owned organisation that's been improving the lives of older Australians for 50 years. Enjoy active retirement village living, experience personalised residential aged care or live independently at home for longer with home care. Our mission: To create communities where seniors achieve their optimum quality of life. INTEGRITY: we are open and honest RESPECT: we value each individual TRUST: we deliver on our promises. Shabana Rafik (She/Her/Hers) Customer Development Manager IRT Home Care Sydney & Illawarra T 02 4221 6600 | M 0436 276 466

Anna Breen, EACH: <https://www.each.com.au/> & <https://www.each.com.au/services/aged-care-social-activity-group-south-west-sydney>. EACH's " Kookaburra Social Activity Group 16 Warby Street Campbelltown. Phone (02) 4629 5300. A social activity group located at 16 Warby Street Campbelltown which aims to support an older person to continue living at home and in the community to maintain independence, self-esteem, and good health. Customers can avail of a variety of structured activities where the customer is the driver of change for quality and choice. How can I join Kookaburra Social Activity Group? If you are 65 years or older or (50 years or older for Aboriginal or Torres Strait Islander people) and would like to make some new connections in your community | Call My Aged Care on 1800 200 422 Request a referral code for EACH Social Activity Group Campbelltown. You can get the referral code there and then from a My Aged Care Representative or you can ask My Aged Care to send it on your behalf. If you have requested My Aged Care to send the referral code through to EACH when we will ring you once received. If My Aged Care have given you the referral code, please call us on 02 4629 5300. New adventures await! If you would like to chat to a member of the team please drop in to 16 Warby Street Campbelltown or phone us on 02 4629 5300.

Lesley Fox, Wesley Home Care: 0438 324 727 Lesley.Fox@wesleymission.org.au

Kirsten Campbell, Carers NSW: Carers NSW provide CHSP provider training and resources to enhance Carer Inclusive Practice in alignment with ACQS. Book into Carers NSW provider webinar: <https://www.carersnsw.org.au/events/supporting-carers-with-the-changes-to-aged-care-services> Jun 17. Learn more about Carer Inclusive Practice at the <https://www.carersnsw.org.au/services-and-support/information-hubs/aged-care-hub>. For more information contact: Kirsten Campbell kirstenc@carersnsw.org.au Aged Care Sector Engagement Officer 9280 4744

Jeannine Grey, TAFE NSW: Wetherill Park TAFE College will have new courses beginning in July 2025 for aged care, disability, community services, leisure and health, case management (full time and part time/existing workers) and counselling. Please visit the TAFE NSW website to enrol.

Tracie Junghans, PWDA: People with Disability Australia (PWDA) is a national disability rights, advocacy and representative organisation that is made up of, led and governed by people with disability. PWDA provide free individual advocacy is one-on-one support for people with disability to help you voice concerns, get information, explore choices. You can contact PWDA by phone 1800 422 015 or email pwd@pwd.org.au For more information go to <https://pwd.org.au/get-help/individual-advocacy/>

Navani Subasinghe, Share: SHARE is dedicated to supporting older adults in our community by promoting healthy lifestyles and empowering individuals to manage chronic conditions through tailored exercise programs and educational resources. We offer a diverse range of affordable, accessible exercise classes designed to meet the needs of older people at every fitness level. As part of our ongoing commitment to community wellbeing, SHARE is excited to announce plans to expand our services to South West Sydney. We are actively seeking collaboration opportunities with local organizations, health services, and community groups to broaden our impact and better serve this growing region.

Maria Athanasopoulos, CB City Council: Winter Warm Up Games - Lets keep warm and active during winter. Join in on pickleball, disc golf, walking basketball, or visit our expo stalls to find out about services. Monday 7 July 2025 10am-1pm Morris Iemma Indoor Sports Centre 150 Belmore Nth Rd Riverwood register: cb.city/WinterWarmUp

Donna Sabine, 365 Care: 365 Care In Penrith and Western Sydney, we're part of the community we serve "so you enjoy close personal support from a team that's always close by. We provide HCP services including in house nurses, case management, our care givers and domestic staff are employed by 365 Care- for an intake specialist to discuss MAC - Tel: 02 82944126

Kimberly Rainer, SWSLHD: Walking Soccer for 65 years and over - Fairfield, Liverpool and Campbelltown hubs are now established. First session is free! Contact Kim (NSW Health - Health Promotion Service) 0477 386 412