

Opening Statement: Kasy Chambers

**Senate Standing Committee on Community Affairs Inquiry into Aged care service delivery
Friday 29 August 2025**

Good morning and thank you for having us today. I would like to acknowledge that we join you on the country of the Ngunnawal People, and that their sovereignty was never ceded. We pay our respect to elders past and present. We also acknowledge the Ngambri and Ngarigo people who traded on, travelled through, and connected with this land.

Last year the Anglicare Australia Network delivered provides aged care to over 82,000 older Australians each year across every state and territory. With the support of nearly 10,000 staff and 1,200 volunteers, the Network provides services across residential, home and community settings. In addition, our members assist thousands more older people in the community through financial counselling, emergency relief, housing and homelessness, and community-based mental health programs.

Since the Aged Care Royal Commission Governments from both sides have been promising older Australians better and while some momentous steps have been taken, improving access to home care is not one of them. In September 2024 Anglicare Australia urged Government to fund more home care packages ahead of the commencement of Support at Home, arguing that older people have waited long enough. We warned that by not addressing the increasing waitlist the new system was being set up to fail and older people were running out of time to get the care they need. Since then, the waitlist has continued to grow, increasing from 76,000 to over 87,000 people and wait times continuing to be up to 15 months for some people. This growth has placed the health system under further strain, further highlighted the ineffectiveness of CHSP to operate in a way it was not designed to, and left more older people without the care they need.

Support at Home will deliver much needed changes to home care in Australia and make improvements that cannot be achieved under the current system. However, it will not fix the problem we face in its entirety. If Government is truly committed to delivering better, quality aged-care action must be taken beyond waiting for Support at Home to commence on 1 November.

Anglicare Australia calls on Government to:

- Fund the release of enough Home Care Packages to cover the wait list prior to the commencement of Support at Home.
- Work with the sector to provide detail on release of further packages, including the more than 80,000 new places that will be released in the first twelve months of Support at Home.
- Better support and resource the sector to deliver the necessary digital transformation required under the new Act.

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