



THE SENATE

**COMMUNITY AFFAIRS REFERENCES COMMITTEE**

**Aged care service delivery**

**PUBLIC HEARING**

**Friday 29 August 2025**

**Committee Room 2S1  
Parliament House, Canberra**

Time	Witness
9.00 am	<p><b>Older Persons Advocacy Network</b> (<i>Submission 28</i>) OPAN (<i>Submission 28</i>) Ms Samantha Edmonds, Director, Policy, Education and Systemic Advocacy</p> <p><b>COTA</b> (<i>Submission 117</i>) COTA Australia (<i>Submission 117</i>) Ms Patricia Sparrow, Chief Executive Officer</p> <p><b>National Seniors Australia</b> (<i>Submission 45</i>) National Seniors Australia (<i>Submission 45</i>) Mr Chris Grice, Chief Executive Officer Dr Brendon Radford, Director, Policy and Research</p>
9.45 am	<p><b>Anglicare</b> (<i>Submission 36</i>) Anglicare Australia (<i>Submission 36</i>) Ms Kasy Chambers, Executive Director Ms Courtney Love, National Policy Director</p> <p><b>UnitingCare Australia and Uniting AgeWell</b> (<i>Submission 27</i>) Uniting AgeWell (<i>Submission 27</i>) Mr Xenofon (Fonda) Voukelatos, Deputy Chief Executive UnitingCare Australia (<i>Submission 27</i>) Ms Georgina Watson, Head of Policy</p> <p><b>Bolton Clarke</b> (<i>Submission 35</i>)</p>

Committee Chair: Senator Penny Allman-Payne

Committee Secretary: Apolline Kohen

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10.30 am	<p><b>Silverchain</b> (<i>Submission 6</i>) Silverchain (<i>Submission 6</i>) Ms Carolyn Bell, Executive Director Ms Bronwyn Perry, Executive Director</p> <p><b>Aunty Grace</b> (<i>Submission 37</i>) Aunty Grace Pty Ltd (<i>Submission 37</i>) Mr Alex Cook, Chief Financial Officer Ms Catherine Parisi, Director Mr Rohan Martin, Member, Steering Committee</p> <p><b>Ageing Australia</b> (<i>Submission 30</i>) Ageing Australia (<i>Submission 30</i>) Mr Tom Symondson, Chief Executive Officer</p>
11.15 am	<p><b>Lived Experience Panel</b> Ms Susan W Mr Peter W Mr Jim A Mr Peter F Mrs Margaret P</p>
<b>12.00 pm</b>	<b>Lunch Break</b>
12.45 pm	<p><b>Elderlaw</b> (<i>Submission 21</i>) Elder Law (<i>Submission 21</i>) Mr Rodney Lewis, Senior Solicitor</p>
1.00 pm	<p><b>Carers Australia</b> Carers Australia Ms Annabel Reid, Chief Executive Officer</p> <p><b>Aged Care Reform Now</b> (<i>Submission 29</i>)</p> <p><b>Older Women's Network</b> (<i>Submission 26</i>) Older Women's Network (<i>Submission 26</i>) Ms Beverly Baker, President Ms Yumi Lee, Chief Executive Officer</p>
1.45 pm	<p><b>Professor Kathy Eagar</b> (<i>Submission 22</i>)</p> <p><b>Mr Ian Yates</b> (<i>Submission 101</i>)</p>
2.30 pm	<p><b>Catholic Health Australia</b> (<i>Submission 44</i>) Catholic Health Australia (<i>Submission 44</i>) Mr Alex Lynch, Director of Aged and Community Care</p> <p><b>Community Options</b> Community Options (<i>Submission 121</i>) Mr Brian Corley, Chief Executive Officer Mr Brendan Taber, Deputy Chief Executive Officer Ms Natalie Wilkins, Executive Manager</p>
<b>3.00 pm</b>	<b>Afternoon tea</b>
3.10 pm	<p><b>Pingelly Community Resource Centre</b> (<i>Submission 46</i>) Pingelly Community Resource Centre (<i>Submission 46</i>) Ms Helen Morton, Consultant and Coordinator, Staying in Place</p>

3.25 pm	<b>National Aboriginal and Torres Strait Islander Ageing and Aged Care Council</b> ( <i>Submission 43</i> )
3.40 pm	<b>Office of the Inspector-General of Aged Care</b> ( <i>Submission 20</i> ) Inspector-General of Aged Care ( <i>Submission 20</i> ) Mrs Natalie Siegel-Brown, Inspector-General of Aged Care
4.00 pm	<p><b>Council of the Elders</b> (<i>Submission 32</i>) Council of Elders (<i>Submission 32</i>) Ms Anne Burgess, Chair</p> <p><b>Department of Health, Disability and Ageing</b> (<i>Submission 31</i>) Department of Health, Disability and Ageing (<i>Submission 31</i>) Mr Blair Comley, Secretary Ms Sonja Stewart, Deputy Secretary Ms Trish Garrett, First Assistant Secretary Mr Greg Pugh, First Assistant Secretary Ms Emily Harper, First Assistant Secretary Mr Robert Day, Acting First Assistant Secretary Mr Josh Maldon, Acting First Assistant Secretary Ms Jasmine Snow, Assistant Secretary Ms Susan Trainor, Assistant Secretary Ms Lauren Hendriks, Acting Assistant Secretary Ms Naomi Lavithis, Acting Assistant Secretary</p> <p><b>Services Australia</b> Services Australia Ms Bo Robertson, Acting Deputy Chief Executive Officer, Customer Service Delivery Group, Mr Stuart Turnbull, Acting Deputy Chief Executive Officer, Program Design Services Australia Ms Monita Lal, General Manager, Care and Support Ms Kathy Volkert, National Manager, Aged Care Projects</p> <p><b>Aged Care Quality and Safety Commission (including the Interim Complaints Commissioner)</b> Aged Care Quality and Safety Commission Ms Liz Hefren-Webb, Commissioner Ms Mel Metz, Deputy Commissioner, Sector Capability and Regulatory Strategy Ms Michelle Bampton, Interim Complaints Commissioner</p>
5.00 pm	<b>Adjournment</b>