

UnitingCare Australia's voice echoed in Senate Inquiry Report

UnitingCare Australia welcomes the findings of the Senate Inquiry into Aged Care Service Delivery, conducted by the Community Affairs References Committee. In particular, we are pleased to see recommendations that call for greater transparency and improved communication across the aged care system.

"The Inquiry's findings confirm what our providers witness every day - older Australians are waiting far too long for the care they need," said Mrs Tracey Burton, Chief Executive of Uniting NSW.ACT and Board Member of UnitingCare Australia.

"We're encouraged that the Committee has taken our evidence and insights on board and has recommended action to support families, communities, and a system under increasing strain to deliver appropriate aged care."

UnitingCare Australia's submission to the Inquiry highlighted the distress caused by long and uncertain wait times, and the lack of clear communication about when and how care would be delivered. The recommendation to review communication strategies to keep older people engaged in seeking assistance directly responds to these concerns.

"The Committee's recommendation to publish real-time information on wait times for assessment and access to Home Care Packages is a critical step toward restoring trust and clarity for older Australians and their families," Mrs Burton added.

The Committee also recommended that the Australian Government provide aged care service providers with a clear schedule for the release of places under both the Home Care Packages Program and the Support at Home Program - including volume, timing, and geographic distribution.

"This recommendation is vital for planning and preparedness across the sector. Providers need certainty to ensure they can deliver safe, sustainable, and person-centred care. We are pleased to see our advocacy is reflected in the recommendations," Mrs Burton continued.

UnitingCare Australia urges the Government to act swiftly on these recommendations which will strengthen the significant reforms commencing on 1 November with the new Aged Care Act.

"Our Network stands ready to deliver the care older Australians deserve. We must move beyond acknowledgment and into action, because dignity in ageing cannot wait," Mrs Burton said.

For media reference: UnitingCare Australia's full submission to the Senate Inquiry into Aged Care Service Delivery is [available on our website](#) and provides recommendations that are reflected in the Senate Inquiry's final report.

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About UnitingCare Australia

UnitingCare Australia is the national body for the Uniting Church's community services network and an agency of the Assembly of the Uniting Church in Australia. Through advocacy and by strengthening service provision, UnitingCare Australia gives voice to the Uniting Church's commitment to social justice.

The UnitingCare Network is the largest network of social service providers in Australia, delivering 5.8 million interactions annually across 1,600 service locations in urban, rural, and remote communities, with over 55,000 staff and 17,000 volunteers.

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