

Our Ref: TW/gc

24 July 2026

Hon Sam Rae MP
Minister for Aged Care and Seniors
Parliament House
PO Box 6022
CANBERRA ACT 2600



By your side

Via email: Sam.Rae.MP@aph.gov.au

Dear Minister,

RE: Melton City Council's withdrawal From Commonwealth Home Support Program Aged Care Services

I am writing to seek your **urgent** assistance regarding the decision of Melton City Council (Council) to cease delivering Commonwealth-funded aged care services following the expiry of its current Commonwealth Home Support Programme (CHSP) funding agreement on 30 June 2027.

In its 22 June 2026 meeting, Melton City Council resolved to cease delivery of aged care services under the CHSP. Council also resolved that it does not intend to become a provider of aged care services following the conclusion of the CHSP funding agreement. As a result, Council has indicated it will cease delivering Commonwealth-funded aged care services after 30 June 2027.

Council has advised the union that its decision will affect the following services: group social support, home adjustments, home maintenance and reports, home or community general respite, meal delivery, personal care, domestic assistance, sector support and development and community transport.

This decision has significant implications for both members of our community who rely on these services and approximately 95 dedicated staff affected by the decision. The workers affected provide vital community care services including rostering, in-take assessments, peer to peer support, monitoring clients physical and emotional well-being, initiating medical care, identifying and managing mental health concerns, transport services critical to social engagement, and a myriad of other functions essential to health, wellbeing and quality of life.

Further, we are advised that in a presentation last week Council representatives advised workers that no transition plan exists, despite letters sent to CHSP clients stating that they do. This leaves vulnerable people dependent upon safe, secure workforces to assist and enable their daily well-being in a terrible situation. Community care workforces who are the regular face-to-face contact with constituents are left with the burden of explaining to vulnerable people the actions of Council. This is an untenable position to place workers in and a dereliction of duty by Council representatives. We are seeking firm advice from Council as to what their proposal is.

Concerningly, Council's mismanagement of this process has created harm to workers. Despite the significant impact on employees, Council did not consult with the union before making its decision. This is inconsistent with Enterprise Agreement consultation requirements that should apply where major workplace changes are **proposed**.

The ASU have formally notified Council of the consultation dispute.

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By your side

Since the decision was announced, the union has sought to meet with affected employees to provide information and advice about the implications of Council's decision and their workplace rights. Council has refused to allow employees to attend a union meeting during paid work time and has instead advised that any employee wishing to meet with the union must do so in their own time.

This approach unnecessarily restricts employees' ability to access representation and support during a period of considerable uncertainty.

We seek a meeting with you as a matter of urgency to first, layout the deleterious effects of Council's decisions to the people of Hawke and second, understand the ways you can assist your constituents. Please contact ASU Lead Organiser Clay O'Brien at cobrien@asuvictas.com.au or on 0476 330 885 should you have any questions and/or to make suitable arrangements.

We appreciate all assistance you can provide.

Yours sincerely,

TASH WARK
ASU BRANCH SECRETARY

Our Ref: TW/gc

28 July 2026

Mayor & Councillors
(as addressed)
City of Melton
PO Box 21
MELTON VIC 3337



Dear Councillor,

RE: Melton City Council's withdrawal From Commonwealth Home Support Program Aged Care Services

I am writing regarding the decision of Melton City Council (Council) to cease delivering Commonwealth-funded aged care services following the expiry of its current Commonwealth Home Support Programme (CHSP) funding agreement on 30 June 2027.

The ASU are informed that at its 22 June 2026 meeting, Council resolved to cease delivery of aged care services under the CHSP. Council also resolved that it does not intend to become a provider of aged care services following the conclusion of the CHSP funding agreement. As a result, Council has indicated it will cease delivering Commonwealth-funded aged care services after 30 June 2027.

The union understands that its decision will affect the following services: group social support, home adjustments, home maintenance and reports, home or community general respite, meal delivery, personal care, domestic assistance, sector support and development and community transport.

This decision has significant implications for both members of our community who rely on these services and approximately 95 dedicated staff affected by the decision.

The workers affected provide vital community care services including rostering, in-take assessments, peer to peer support, monitoring clients physical and emotional well-being, initiating medical care, identifying and managing mental health concerns, transport services critical to social engagement, and a myriad of other functions essential to health, wellbeing and quality of life.

Further, we are advised that in a presentation last week Council representatives advised workers that no transition plan exists, despite letters sent to CHSP clients stating that they do. This leaves vulnerable people dependent upon safe, secure workforces to assist and enable their daily well-being in a terrible situation.

Community care workforces who are the regular face-to-face contact with constituents are left with the burden of explaining to vulnerable people the actions of Council. This is an untenable position to place workers in and a dereliction of duty by Council representatives. We are seeking firm advice from Council as to what their proposal is.

Concerningly, Council's mismanagement of this process has created harm to workers. Despite the significant impact on employees, Council did not consult with the union before making its decision. This is inconsistent with Enterprise Agreement consultation requirements that should apply where major workplace changes are **proposed**.

The ASU have formally notified Council of the consultation dispute.

Clause 11.4 provides:

11.4 For the purposes of such consultation, the Council shall provide in writing to the employees concerned, Union representatives and/or employee representatives all relevant information about the changes including the nature of the changes proposed; the expected effects of the changes on employees and any other matters likely to affect employees provided that the Council shall not be required to disclose confidential information, the disclosure of which would be harmful to the Council's interests.

Council have failed to adhere to the terms of the enterprise agreement. Council have simply declared they do '*not intend to become a provider under the Commonwealth Government's Support at Home Program*'. Council's obligation is to set out '**all relevant information about the changes**'. This requires Council to provide clear and detailed information setting out the reasons for the decision, the specific base/s for decision, what alternative proposals were considered by Council other than ceasing services, and clear and specific details outlining what assessments were made to maintain services and detail outlining the factors taken into consideration leading to the decision. All relevant information detailing the reasons for the decision, are absent.

The ASU seeks written particulars ***within the next five days*** outlining the basis on which you as Councillors have determined that Council will no longer provide CHSP services.

Since the decision was announced, the union has sought to meet with affected employees to provide information and advice about the implications of Council's decision and their workplace rights.

Council has refused to allow employees to attend a union meeting during paid work time and has instead advised that any employee wishing to meet with the union must do so in **their own time**.

This approach unnecessarily restricts employees' ability to access representation and support during a period of considerable uncertainty.

The ASU seeks an urgent explanation from Councillors on this decision, please contact ASU Lead Organiser Clay O'Brien via cobrien@asuvictas.com.au or on 0476 330 885 should you have any questions and to have a discussion about this.

Yours sincerely,



TASH WARK
ASU BRANCH SECRETARY