

VOLUNTEER WORKER NEWSLETTER DECEMBER 2024



Dear Volunteers,

I am sure we are wondering where 2024 went! It is hard to believe that we are already in December and another Christmas holiday is about to arrive.

As I look back on this year, I wish to thank you for the hours of support you have given to our clients. It has been wonderful to witness the kindness and generosity which has been on display each time you are delivering meals, taking clients on outings or visiting. We are a very blessed community from Sussex Inlet to Wallaga Lake for the care and concern about our neighbours which is shown. Thank you.

Our clients are the reason we volunteer for working for Meals on Wheels. And 2025 will be a big year for all of them. There will be our programmes and support but also by the middle of the year, the new Aged Care Act will have come into law. The Aged Care Bill 2024 was introduced to parliament on 12 September 2024. This will see changes for many of our clients, while others will have to wait until 1 July 2027 for their Commonwealth Home Support (CHSP) programme to undergo change.

The new Aged Care Act will have a rights-based focus. It will change how aged care services are delivered to older people in their homes, community settings and aged care homes, and ensure that older people get the care and dignity they deserve.

For providers such as us, they are saying the Act will see us working in a better-regulated system that is transparent and accountable.

The Act has six key outcomes being highlighted. These are:

- respect, care and dignity
- real choice and control
- safe and high-quality care
- independence through care at home
- easy, consistent and equitable access, and
- appropriately skilled care.

The Department of Health and Aged Care also note the following overarching reform;

- Single Assessment system to simplify and improve access to aged care services. The new system will provide a single assessment pathway that can quickly adapt to the changing needs of the older people, without them having to change assessment providers. As the first stage of implementing the Single Assessment System, a new Integrated Assessment Tool commenced on 1 July 2024.
(Reference: health.gov.au/single-assessment-system)

So, there is much to look forward to in 2025!

And we hope that the details in the 650-page Act will bring simplicity for our clients so they can easily navigate the Aged Care system. Time will tell!



The Head Office is now in Batemans Bay. This happened on Friday November 1st. It was a huge task over several weeks. But by the time of the AGM on the 11th, all had been unpacked and put away.

To date, the processes we were looking to establish are in place and are being strengthened each day.

Invitation
To Afternoon Tea and
Christmas Drinks
to mark the opening of our new
facility. Friday 6 December
from 3.30pm until 5.30pm.

RSVP by 1 December to 4474 4464

We are planning a low-key opening on Friday 6th December with afternoon tea and Christmas drinks from 3.30pm until 5.30pm.

You are most welcome to visit and check out the facility. If you can't make it then, feel free to call in when you are passing.

Christmas is coming. We have made the various plans necessary to cater for our clients.

✓ The Christmas menu has been devised and the order

placed with our supplier. A special flyer will be going to clients shortly.

- ✓ The Christmas celebrations for the various groups have been planned and these will happen in the middle of the month.
- ✓ The closure of the offices has been organised and this too will be distributed to clients shortly.
 - Batemans Bay office will close on 20th December.
 - Ulladulla office will close on 23rd December.
 - Sussex Inlet will close on 20th December, but they will deliver meals on Friday 27th.
 - Batemans Bay and Ulladulla offices will be staffed from January 2nd.
 - Group Social Support services will be recommended in the middle of January.

The **Annual General Meeting and the election of the Board.** This has happened and the Board is full. The President is Phil Armstrong, and the three Chairs are David Friedlieb (Finance), Cathy Milliken (Policy), and Jan Young (Food Panel). The other directors are Deborah Buchanan, Jim Greenshields and Michael O'Connor. We thank Derek Hoare for his two years of service and welcome David Friedlieb to the team.

Christmas wishes

On behalf of the Board and staff, I wish you and your family the safest of Christmas celebrations. Enjoy the time with your family and give them an extra hug on the 25!!

Alan Russell
Manager
December 2024



We have a number of Policy Statements. These include our **SIRS Policy (Serious Incident Response Scheme)**. The purpose is to promote the highest standards of integrity and ethical behaviour; supporting the welfare of the Clients being of utmost importance, and responding to clients incidents and injuries.

This is a huge area. Laura Cockroft in the Ulladulla office will oversee any matters which arise and could need reporting the Aged Care Quality Safety Commission.

Rodeo 2025 Moruya Showgrounds 1st January



Please let us know (4474 4464) if you may be able to assist.

It was good fun last year.

Join us for a few hours.

Last year we had four shifts covering the 9am-7pm period.

This proved to be a profitable fundraiser for us as we gained \$8,000 for the days work.