

CLIENT NEWSLETTER NOVEMBER 2024

Hello to everyone,

This Newsletter is a little late as a number of important events have been happening in our organisation.

First, we have moved our Head Office to Batemans Bay from Moruya. This puts us more in the centre of the expanded area we now cover, and hopefully it will be easier to get from place to place for us.

Second, we have had our Annual General Meeting. The crowd was small, but all the important matters were covered. Our Board has seen one retirement and the arrival of one new member. At the meeting we also noted the service of some of our volunteers who have been contributing for 20 years or more. Congratulations to each of them as they have been included on the NSW Meals on Wheels Honours Roll.

Third, we have appointed two new staff members, and we have lost one! We welcome Maree Dickinson as our receptionist and ISS Coordinator at the Batemans Bay office. She has replaced Barbara Phelan who has secured a position as Site Administrator at the new Moruya Hospital site.

We also welcome Regan Coles to the role of Store man, and he will be transporting our stock from Batemans Bay to Ulladulla and Sussex Inlet each Thursday, amongst other duties.

On top of all of this has been the monitoring of the new Aged Care Act as it has started its passage through the Federal parliament. I am not sure that everything I hear is going to make the Aged Care system easier to navigate, which was the central recommendation from the Aged Care Royal Commission.

I have included some background information for you and will try to keep you updated as progress is made.

And now we start the silly season as we head to Christmas. I am sure you have already started to make plans, and I

NSW Meals on Wheels Honours Roll

Anne Wakelin	44 years
Jean Venville	25 years
Isabel Carey	22 years
Denise Clarke	20 years
Lindsay Hawken	20 years
Tony Turner	20 years
Gwen Lea	20 years
Lyn Newton	20 years



Staged implementation

Support at Home is being implemented using a staged approach.

From 1 July 2025, Support at Home will replace the Home Care Packages Program and the Short-Term Restorative Care Programme.

Home care recipients transitioning to the new program from July 2025 will be allocated Support at Home funding that is equivalent to their existing Home Care Package level and aligned to the new legislated program rules.

The Commonwealth Home Support Programme (CHSP) will transition to Support at Home no earlier than 1 July 2027.

However, CHSP providers will be covered by the new Aged Care Act from 1 July 2025. Providers will need to adhere to the new regulatory framework (registration model) from this date. Further information about deeming providers into the new registration categories will be provided to all CHSP providers shortly.



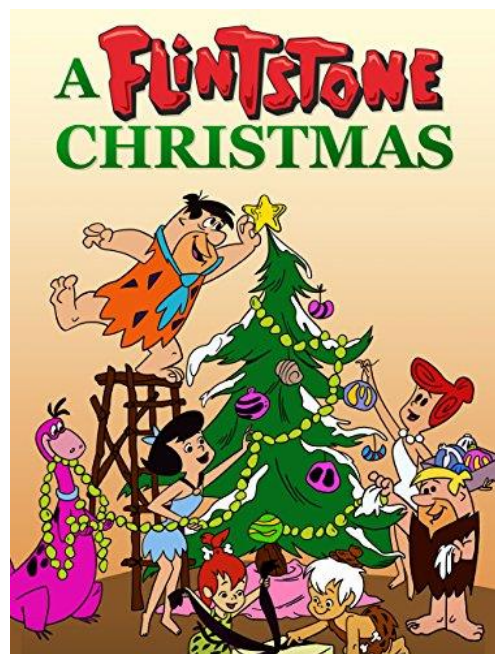
hope one of them will be to attend the various Christmas events the staff have arranged for you. We will also have a special Christmas menu for our Meals clients and the order forms for these will be coming out soon.

SIRS (Serious Incident Response Scheme) Again I wish to remind you of this scheme. This is a scheme for us to report to the Australian Aged Care Safety and Quality Commission any matters which seriously affect your wellbeing. If you have suffered any abuse (financial, physical, psychological), or any injury while in our care or from our services, then we will need to investigate and report this matter. **Please contact** Laura Cockroft on 4455 2861 (works Monday to Thursday) if you think something needs to be addressed.

New South Wales Meals on Wheels. The Marketing Team will be visiting us at the end of November. They wish to film what we do on the meal runs, with our packing and with the Groups we offer. You may see them armed with a camera so please smile. They may ask you a question or two as well, so let them know what you think of the service you use. This will tell our story to other Meals on Wheels groups and wider. A great opportunity for us to sell ourselves.

Staff. Last time I highlighted the team who put together the Group Social Support programmes (Out and About). This month the team who look after the meals are holding a special meeting to make sure all ordering processes are correct and that the Christmas season is well prepared for you. They are Kelley Hill in Batemans Bay, Laura Cockroft and Suzy Gibson in Ulladulla. The Board's Food Panel Chair, Jan Young, will also be part of the meeting. We also thank Michele and Roz in Sussex Inlet for their great efforts.

Board At the AGM our new Board is as follows:
President: Phil Armstrong
Finance Risk and Audit Chair: David Friedlieb
Policy and Administration Chair: Cathy Milliken
Food Panel Chair: Jan Young
Directors: Jim Greenshields, Deborah Buchanan, Michael O'Connor.



Our thanks to Derek Hoare for his service and hope he will remain on the Policy committee

On behalf of the Eurobodalla Meals on Wheels Board and staff, I wish you a wonderful Christmas season and we look forward to doing our part to make sure the celebrations are good fun.

Remember that our numbers are Batemans Bay 4474 4464, and Ulladulla 4455 2861 should you need to chat about what we can offer you and how we can create happy memories together.

Alan Russell
Manager

Remember: Kindness is love in action