



CLIENT NEWSLETTER MAY 2025

Hello everyone,

This Newsletter may be coming quickly for some as the last one has only been distributed. This was due to holidays and for those in the southern area we wanted to include information from the Seniors Rights Group (*This had been made available to northern clients earlier*).

This Newsletter has several important aspects in it.

First is the **Annual Survey** for clients. This gives us feedback on what we are doing to assist you and we look forward to your comments which will be compiled and given to the Board in June. These comments will also assist us with the development of our new Strategic Plan (2026-2028) and with our Continuous Improvement Plan. Please feel free to let us know of the good and not so good, and any suggestions for improving our services.

You can send this back with a volunteer or drop it off with staff at one of the offices or while on an outing. You may wish to put it in an envelope and address it to the Manager, Eurobodalla Meals on Wheels. If you are posting it our address is 1/11 Kylie Crescent, Batemans Bay, NSW 2536. Or someone may scan it and email it back to admin@eurobodallamealsonwheels.org.au and the **closing date is Monday June 2nd**.

Second is to note the changes made to our **meal menu**. Earlier in the year we had to make considerable changes due to the fire at Flagstaff and their operation having to close for at least six months. We haven't heard anything more about how they are progressing with the redevelopment at this stage. But we have now had other changes forced upon us as the Northern Shoalhaven Meals on Wheels group have stopped supplying dessert items. They have had several issues with chef appointments and are reevaluating their programmes. The team have located new desserts through Farm Door (formerly My Chef) and have added these to the menu. Therefore, a reprinted menu has been sent to everyone.

I would like to thank those who have provided feedback on the new menu. There have been some negatives which we have passed onto the supplier but overwhelmingly there have been positive comments on the standard of the meals. Some have asked when Flagstaff will return while most have been grateful for the efforts of our new supplier and the improved efforts of the other existing suppliers.

Third is to continue to update you on changes due to the new **Aged Care Act** which will be in place from 1 July 2025. The Royal Commission into Aged Care called for a new Act and

one which was simple for everyone to understand. The Act was to be centred on the clients (you) and your needs and to make it understandable. It will come into place as planned but we are not finding it as simple to follow as was anticipated. I am not sure if you have been following the processes, other than the small bits I keep mentioning, but it may be worth asking some questions. If you are on a Home

Client Survey Month

Each year we ask you to complete a survey.

Please return your survey by Monday 2 June to any of our offices or by post or by email.

Client Forums

+ Batemans Bay clients

Friday 9 May at
11.00am

Batemans Bay office

+ Ulladulla clients

Friday 23 May at 1pm
Ulladulla office

**IT'S BETTER TO
GROW OLD WITH
A SENSE OF
HUMOUR THAN
TO GROW OLD
WITH NO SENSE
AT ALL**



New Aged Care Act Statement of Rights

- Choice and Control
- Get the services you require
- Safe services that work well
- Safe and private information storage
- Get information and the right to speak up
- Get support from other people

Care Package (HCP) you may wish to speak with your provider to see where your stand in relation to the Support at Home programme (S@H).

Some new facts for you

- We will have to report when we deliver the meals and how long we stay.
- We will need to report the distance travelled when we deliver meals and take clients on outings.
- We will need to report when you cancel a service whether it be a meal order or a trip.
- We will need to make sure we know your My Aged

Care ID number and have this available on our monthly report to the Government.

Some of these we do now and others we are starting to try to find out what is the best way to compile this information. There will be tasks undertaken by the staff and our volunteers. These highlight the new level of reporting we have to comply with.

Fourth is to note that within our organisation we have Policy Statements. Each one is on a three-year review cycle. The Policy and Administration Committee of the Board look at each one in turn. They have just completed several Reviews and made recommendations to the Board. All documents are available at each centre should you wish to read them. This Committee meets four times a year.

The Finance, Risk and Audit Committee of the Board meets each month and monitors the businesses finances and any risks which could hinder our growth and development. The Committee has had papers presented to it at its most recent meeting on the unit costings of the various parts of our operation. This information, along with the Agreement with the Australian Government, will guide the development of the Budget during the month of May. As we have stated there will be no increases in our costs during 2025 and we are hoping this will be the case for 2026 as well.

The third Committee of the Board is the Food Panel, which monitors the menu, our suppliers, and discusses new items for the menu and if any should be dropped due to low sale numbers. This Panel has clients as members, also volunteers and their feedback is most valuable.

Each of these committees has a member of the Board as the Chair, and some community members. Some staff also report to them. The AGM of the Board is held each October.

Finally, I hope you enjoyed some time over Easter with family. It may have been a visit or a phone call, or an online chat. What ever it was I hope it was enjoyable. I wish to record our thanks to all those who served during the war. I wish to also remember those who have

served in more recent conflicts from Korea until today. Service of this type demands a great deal of each person, and everyone appreciates all that you did for us and this country.

Alan Russell,
Manager

Question: If we had a Handyman to assist with basic tasks (eg tap washer, light bulbs, gate latch), would this be helpful to you?

Please let the office (4474 4464) know your thoughts asap.



ANZAC DAY