



Meals and Community Services Client Survey 2025

Thank you for being part of Eurobodalla Meals on Wheels organisation.

Each year we ask our clients to complete a survey to check that we are providing the services you require and to the level you expect.

This year's survey covers several areas including aspects of the proposed outcomes under the new Aged Care Act due to be in place by 30 June 2025.

I look forward to your thoughts and will be presenting a report to the Board as part of our Continuous Improvement of our services and support for you.

Thank you
Alan Russell
Manager

Name (Optional): _____

Code of Conduct for Age Care

The Code of Conduct for Age Care describes how providers and the people providing your care must behave and treat you.

There are 8 elements.

Respect the Rights to express yourself and make your own decisions about how you want to live.

Treat you with dignity and respect and value your diversity

Respect your privacy

Provide high quality care in a safe and competent manner

Act with integrity, honesty and transparency

Take action promptly about matters that may impact on the safety and quality of care

Provide safe care free from all forms of violence and abuse

Prevent and respond to all forms of violence and abuse.

Rights based aged care system

Please use the 1-5 rating system with 1 being the lowest and 5 being the highest.

Please rate our services	NA	1	2	3	4	5	Comments
Continuously improving the delivery of high-quality care							
Openly disclose when something goes wrong							
Delivering person-centred care							
Comply with the Code of Conduct							
Respect people's rights to quality aged care							
Provide care that is free from violence, discrimination, exploitation and abuse							
Provide safe, competent and skilled care							

Based upon the New Aged Care regulatory model; how it will work Webinar 14 November 2024.

Your services.....which are you using to access services?

CHSP Commonwealth Home Support Programme	HCP Home Care Package	NDIS National Disability Insurance Scheme	Private client

Finance and costs

Please use the 1-5 rating system with 1 being the lowest and 5 being the highest.

Please rate our services	NA	1	2	3	4	5	Comments
Meals costs I am paying appear to be reasonable							
Group Social Support costs I am paying appear to be reasonable							
Individual Social Support costs I am paying appear to be reasonable							
The Direct Debit system is working well for me							
My provider has found my accounts to be easy to understand							
If I have a finance question, I will receive a clear answer to my question							
I am aware that in 2024 there were no cost increases and none for 2025 either.							

If we were able to provide a handyman service, would this be useful? YES NO

Thoughts and comments

What are your thoughts on the aims of the new Aged Care Act

Goal	Comments How would you like to see us doing this?
Aged Care laws are changing to put the rights and needs of older people first .	
Changes to in-home aged care will ensure older people can live independently at home for longer and have access to the right level of support .	
We're helping older people and volunteers create meaningful connections in the community	
All older people have the right to receive safe, high-quality care and services and to be treated with dignity and respect .	
SIRS (<i>Serious Incident Response Scheme</i>) is to support me should I feel harmed or facing some danger .	

Rate us

The Government is bringing in a star rating system for Retirement Villages, but how many stars would you give to us for our services? (Key: One is poor and 5 excellent)

									
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Thank you very much.

Please return it to an office by Monday 2nd June 2025.

Or post to: The Manager, 1/11 Kylie Crescent, Batemans Bay, NSW 2536

Or scan and email to: admin@eurobodallamealsonwheels.org.au