

## VOLUNTEERS NEWSLETTER JUNE 2025

Greetings to all our volunteers.

Since our last Newsletter there have been changes in regard to the new Aged Care Act. The start date was 1 July 2025. This has now been delayed to 1 November 2025. We hope that all the matters being raised with the Government and Department of Health, Disability and Aged Care can be addressed by then.

The issues include communication with clients on the new system....how Home Care Packages move into Support at Home; costs for services; assessment of needs; financial caps on some areas of assistance and how these changes will benefit each client. So, a great deal of work to be done in these areas.

For Providers there still needs to be clarity on costs, definitions and we need to know the Rules in relation to how the Act will be implemented. I heard from one expert that the Rules will cover 700+ pages to go with the Aged Care Act of over 500 pages. Not sure that all of this is meeting the fundamental recommendation of the Aged Care Commission to make Aged Care simple.

One of the other aspects of the new Aged Care Act, which is causing concerns, and asking for more of our volunteers, is the information we must gather.

We are required to report on the contact time we have with each client as we deliver meals and as we take people on outings or visit them. This unfortunately requires us to ask you to record how long you spend with each client. Each month I must complete a return to the Department which tells them how many meals we delivered, how many hours of social support we offered and how much contact we

have with clients, amongst a number of other topics. I know this is an issue, but I do thank you for starting to get into the swing of recording this for us.



"Hey, could we have some volunteers to stay and help clean up?"



Board of Directors  
is pleased to invite you to the  
**The Volunteers' High Tea**  
**Wednesday 24<sup>th</sup> September 2025**  
**2pm to 4pm**

**@ Moruya Jockey Club**

*Donnelly Drive at North Head Moruya  
opposite the Moruya Airport*

**Catering – Moruya Rotary Club**

**R.S.V.P. Tuesday 22<sup>nd</sup> August 2025  
on 4474 4464**

*Transport will be available from  
Ulladulla*

*Please advise any dietary needs*

**THANK YOU FOR VOLUNTEERING**  
**Volunteers like you are the life blood of**  
**Meals on Wheels**

*Please Note: The bar will not be  
operational.*

### Statement of Rights

#### Under the Aged Care Act 2024,

You are entitled to a legislated Statement of Rights, which outlines what you can expect when receiving aged care services.

As a client of our Meals on Wheels Service, you have the right to:

Be treated with dignity, respect, and compassion.

Live free from abuse, neglect, and exploitation.

Make informed choices and decisions about your care and support.

Be free from discrimination, regardless of your personal circumstances or background.

Have your privacy and personal information protected.

Receive information that is clear, timely, and accessible.

Raise concerns or complaints without fear of negative consequences and have them addressed fairly and promptly. Involve others of your choosing in decisions about your care and services.

Receive safe, high-quality care and services that support your goals, needs, and wellbeing.

### Statement of Responsibilities

#### Under the Aged Care Act 2024

Alongside your rights, clients also have responsibilities to ensure that services are delivered safely, respectfully, and in partnership with service providers.

As a client of our Meals on Wheels Service, you are expected to:

Treat staff and volunteers with courtesy and respect, recognising their role in supporting your wellbeing.

Provide accurate and relevant information that supports safe and appropriate meal delivery, including dietary needs and access to your premises.

Be available to receive your meal at the agreed time, or notify us as early as possible if you are unable to do so.

Let us know if your needs or circumstances change, so that we can adjust your services appropriately.

Use the service safely and responsibly, including proper handling and storage of delivered meals.

Respect the privacy and dignity of others, including fellow clients, staff, and volunteers.

Contribute to a safe environment by not engaging in behaviour that is aggressive, threatening, or harmful.

Participate in care planning and service reviews, if appropriate, to help ensure services continue to meet your needs.

Report any concerns or complaints so they can be addressed and resolved.

By fulfilling these responsibilities, you help us provide high-quality, respectful, and effective support that promotes your health, independence, and wellbeing.

**GOVERNANCE:** The President and I have met with some Members and discussed the possibility of them filling casual vacancies on the Board. These people have been invited to attend the June or July Board meetings to see what happens and if they would like to be part of our decision-making process. We have others in mind should any further positions become available on the Board. Thank you to those who have shown an interest in this aspect of our work

Remember if you would like to serve on one of our three Committees, please let me know. The Finance Risk and Audit Committee meets each month, while the Food Panel and Policy and Administration Committees meet four times a year. The Food Panel meets twice in Batemans Bay and twice in Ulladulla, while the others meet in Batemans Bay.

**25<sup>th</sup> ANNIVERSARY:** A reminder to those in Sussex Inlet that I am thinking about how we should celebrate 25 years of Meals on Wheels in Sussex Inlet. If you are in Sussex - any thoughts on how we could celebrate this milestone? Let me know on 44744464 or tell Michele

Alan Russell  
Manager

