

VOLUNTEERS NEWSLETTER MAY 2025

Greetings to all our volunteers.

This Newsletter is coming to you in National Volunteers week, and I wish to record the thanks of the Board and from me, for your service to the clients who are served by Eurobodalla Meals on Wheels.

You may be in Sussex Inlet, Ulladulla, Batemans Bay, Moruya, Tuross Head or Narooma, or anywhere in between but you give generously of your time and support as well as your smiles to each of our clients. Thank you so much.

As is custom we hold a High Tea as a Thank You for all that you do. An invitation is here, and I would like you to book the date, **24 September**, for your diary. You will get an individual invitation later in the year, but I am hoping that this advanced notice may assist your planning.

There has been a question about the time. There is a possibility that we may start at 1.30pm to help those in Ulladulla, Sussex and Narooma to get home at a more reasonable time. More on this closer to the date.

The election has been, and we have a new Government. This includes a new **Minister for Aged Care**. It is Sam Rae from Victoria and in 7 weeks he will oversee the biggest changes to Aged Care in Australia.

He will have much to digest as he learns his new portfolio and makes sure we are ready to introduce the reforms. There are many suggesting that this reform should be delayed as it is more complex than originally wished for. And, it is not well known amongst those who the system is designed for; the providers are not sure of the Rules and the reporting data expected from Providers is huge and templates are not yet designed.

We will wait and see what Mr Rae, and the Government do, but I am sure they will want it to start on 1 July as it is politically important for this to happen. If it does it will be a less than perfect system, and we shall be chasing our tails to plug gaps and holes in the system.

To help you and any clients who may ask about the Act, here is some more information.

- ✓ Clients have already signed a Charter of Rights, but there will be a new document to replace this, and we will have to get this to clients when it is available. This underlies what the Act is about - the needs and expectations of the clients.
- ✓ As a volunteer the Government wants you to note the time you arrive for your delivery, and then to note when you arrive and leave a client after delivering meals or social support services. To prepare for when this is asked for, we are asking you to start recording this data. Staff at each delivery centre will mention this to you.



Board of Directors
is pleased to invite you to the
The Volunteers' High Tea
Wednesday 24th 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 22nd August
2025

- ✓ Clients on Home Care Packages (HCP) will be reassessed and get one of 8 levels on the new Support at Home (S@H) system.
- ✓ There is a Transition period for Providers to get their databases up to date. This we have started with the winning of a Grant to support this work but still we don't know all of what will be asked for. But the aim is to be as close to ready as we can be for 1 July.
- ✓ We will have to report when a client cancels their meals delivery or their time at their Group activity. This is difficult and not fair as often our clients do not know when they will be unable to attend until that morning. I hope this may be changed.
- ✓ Those entering the Aged Care system will have a new Single Assessment process to undergo. This will replace the more complicated system we have already.
- ✓ The Government is hoping that our clients on Commonwealth Home Support programmes (CHSP) will move into the new Support at Home (S@H) system at some stage. Nationally there are over 800,000 clients in this category, and it will be a huge exercise. But this will NOT be before 1 July 2027. Hopefully a review of Meals and Community Transport in 2026 will recommend that this does not happen at all!
- ✓ The costs are supposed to be better for clients and the Government has said that 'no one will be worse off'. However, the details and categories being established will make aspects of the system more costly not cheaper. We wait for further details.
- ✓ The lack of information for those who use the system is causing some concerns. Our Client Survey being completed at present lists aspects in the new Act. I have mentioned these in newsletters and there has been a great deal said in the media, but our clients indicated that they know very little about them or the new Act. We must find some ways of letting our folk know what is about to happen without frightening them or making them confused about decisions they may have to make.

GOVERNANCE: We are starting to think about our AGM which will be held for Members on Monday 27th October. Half of the Board will see their two-year term completed but I am hoping some will renominate. I know that we will have two places available. We are hearing from folk who may like to be considered for the role. If you are interested in knowing more or putting your name forward, please let me know (44744464). The President and I will meet with each of these people to make sure they are aware of the role and its expectations. If you have skills in Governance, Leadership, Aged Care, Media, Law or Education and Training, we would like to have some of your knowledge on our skills-based board.

If you would like to serve on a subcommittee, we would also like to hear from you. We have three of these; Finance, Risk and Audit (meets monthly), Policy and Administration, and Food Panel. These two meet four times a year. Your input would be welcomed and valued.

HELP NEEDED: When you are next with a client, could you please check to see if they have completed their Annual Survey. We would like as much feedback as possible.

25th ANNIVERSARY: 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.

Once again, thank you for your support with each of our clients. I know they are very happy to see you and they love your smiles.

Alan Russell,
Manager

