



CLIENT NEWSLETTER JULY 2025

Hello everyone, and the start of July has not been kind to us. Heavy rains, strong winds, power outages and it all lasted for several days. But our mighty delivery people turned up and took the meals out to clients as usual. Our thanks to our wonderful volunteers who never fail to serve and impress.



Thank you to those who returned the annual Client Survey. A full copy of the findings is available at each office and on our website under News- Client Newsletter, but this Newsletter summarises what you told us.

The survey was designed to see what clients knew about the changes coming in Aged Care and pointed to the conclusion held by Providers in that the Government has not informed clients and providers well about the changes. We will try to get more information for you as it comes to us.

The Survey asked clients to give us a **'Star Rating'** and it was very pleasing to receive five and four stars from the 48 responses to this question. (Five stars- 38 and 4 stars-10). I am very grateful for your appreciation of what staff and volunteers try to do.

When you were asked to rate us on the **'Rights based aged care service'** we scored very well in each of these areas. This is also much appreciated and encourages us to strive to keep 'Continuously improving'.

- Continuously improving the delivery of high-quality care.
56 responses (5 saying Not applicable) with 40 giving the top rating and 8 the second. The comments were 'Fabulous; Just wonderful volunteers; Nothing ever too much for them'.
- Open Disclosure when something goes wrong.
50 responses (4 saying Not applicable) with 34 giving the top ranking and 11 the second. The comments was 'Fabulous'.
- Delivering person-centred care.
54 responses (5 saying Not applicable). 39 giving the top ranking and 10 the second. The comment was 'Fabulous'.
- Comply with the Code of Conduct.
56 responses (3 saying Not applicable) with 45 giving the top ranking and 6 the second. the comment was 'Fabulous'.
- Respect people's rights to quality aged care.
53 responses (4 saying Not applicable). 44 giving the top ranking and 5 the second. The comment was 'Fabulous'.
- Provide care that is free from violence, discrimination, exploitation and abuse.
55 responses (3 saying not applicable) with 48 giving the top ranking and 4 the second. the comment was 'Fabulous'.
- Provide safe, competent and skilled care.
55 responses (5 saying Not applicable) with 46 giving the top ranking and 4 the second. The comment was 'Fabulous'.





On the **Finances and costs** we asked seven questions.

- Meals costs I am paying appear to be reasonable.
55 responses (12 saying Not applicable) with 33 giving the top rating and 7 the second.
The comments were 'Good selection; very, very good and Good meals'.
- Group Social Support costs I am paying appear to be reasonable.
48 responses (20 saying Not applicable) with 18 giving the top rating and 5 the second.
The comment was 'very reasonable'.
- Individual Social Support costs I am paying appear to be reasonable.
51 responses (26 saying Not applicable) with 18 giving top rating and 5 the second.
The comment was 'very reasonable'.
- The Direct Debit system is working well for me.
54 responses (4 saying Not applicable) with 38 giving the top rating and 9 the second.
The comments were 'No invoices provided; Yes it is; Yes; Makes life easy'.
- My provider has found my accounts to be easy to understand.
50 responses (11 saying Not applicable) with 27 giving the top ranking and 6 the second.
The comments were 'Not sure; Yes'.
- If I had a finance question, I will receive a clear answer to my question.
51 responses (9 saying Not applicable) with 32 giving the top ranking and 6 the second.
The comments were 'Hope so; Haven't had any; Always; Very good'.
- I am aware that in 2024 there were no cost increases.
52 responses (1 saying Not applicable) with 41 giving the top ranking and 7 the second.
The comments included 'Wasn't aware; Yes; Well done; Very good service'.

We also had a section where we asked for comments on five topics under the new Aged Care Act. These comments, along with all the results, will be presented to the Board on 28th July and give us food for thought. The topics were

- Aged Care Laws are changing to put the rights and needs of older people first.
- Changes to In-Home 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 (*Serious Incident Response Scheme*) is to support me should I feel harmed or facing some danger.

One question asked if you would be interested in having access to **Handyman services**. There was a huge YES to this question so the Board looked at the way this could best be managed. We have a gentleman available to do work for you and here are the details. It would be best for you to give him a call and make arrangements to suit you and him.

Once again thank you for your feedback and comments.



Please feel free to add to this by sending your thoughts at any time. We want to make your experience with us the very best.

Alan Russell
Manager

Handyman Services

Peter Phin

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Peter lives in Tuross Head and
is available to complete work
from Batemans Bay to
Narooma as a start to this
service.

