



CLIENT NEWSLETTER

JUNE 2025

Hello everyone, and winter has certainly arrived! I hope you can keep yourself warm and enjoy our meals and still attend activities which help break social isolation. The friendly company also makes us feel warm, included and happy.

I have noted news from the Government on the most recent updates about the new Aged Care Act. The latest is, that the Act will not come into place until 1st November. This delay is hopefully the opportunity to take out those oddities which we are having trouble to

understand and explain to clients. The other is that there is more time for you to be made more aware of the Act and what it means to you.

Our second Newsletter in May brought several matters to your attention and I shall cover some more in this Newsletter.

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

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.

Involvement in Care Decisions

The client has the right to be actively involved in decisions about the planning and delivery of services. This includes choosing how, when, and by whom the services are provided, in line with the client's needs, preferences, and the service's operational capacity.

The Code of Conduct for Aged Care

The Code sets out the expected behaviour of aged care workers and providers.

This includes acting with integrity, respecting your rights and identity, delivering care safely and competently, and fostering a culture of kindness and inclusion.

We are fully committed to upholding the Statement of Rights and complying with the Code of Conduct to ensure you feel safe, respected, and supported at all times.

Complaints and Feedback

We are committed to providing you with high-quality services and welcome your feedback to help us improve.

If you have any concerns, complaints, or suggestions about the service, please let us know.

You can provide feedback or make a complaint in person, by phone, in writing, or by email.

We will listen carefully, treat your concerns respectfully, and work to resolve any issues promptly and fairly.

You have the right to make a complaint without fear of negative consequences or impact on your services.

If you are not satisfied with how your complaint is handled, you can also contact the Aged Care Quality and Safety Commission for independent support.

Safeguarding and Incident Management

Your safety and wellbeing are our highest priorities.

We are committed to safeguarding you from abuse, neglect, and exploitation in accordance with the Aged Care Act 2024 and relevant laws.

If an incident occurs that affects your safety or the quality of care you receive, it will be promptly documented, investigated, and addressed in line with our incident management procedures.

You will be kept informed throughout this process and supported as needed.

You are encouraged to report any concerns about your safety or the behaviour of staff, volunteers, or others involved in your care.

All reports will be treated seriously, confidentially, and without retaliation.

Our service complies with mandatory reporting requirements and works with relevant authorities.

Privacy and Confidentiality

We are committed to protecting your privacy and the confidentiality of your personal information in accordance with the Privacy Act 1988 (Cth), the Aged Care Act 2024, and relevant state laws.

Any personal or sensitive information you provide will be collected, used, stored, and disclosed only for the purposes of delivering safe and appropriate care and services.

Your information will be handled securely and only shared with those involved in your care, or as required by law.

You have the right to access your personal information and request corrections if needed.

Please contact us if you would like to view or update your records, or if you have any concerns about your privacy.

Consent to Share Information

By receiving services under the Commonwealth Home Support Programme (CHSP), we are required to share certain personal information with relevant government departments and agencies, including the Department of Health and Aged Care and the Aged Care Quality and Safety Commission.

This information is used to:

Monitor and improve the quality and safety of aged care services;

Fulfil reporting and funding requirements under the Aged Care Act 2024;

Support care planning and service coordination; and

Ensure your services are appropriate and meet your assessed needs.

All information will be handled in accordance with the Privacy Act 1988.

These have been part of our culture and we'll be enhancing them further. We are here for you and to offer a safe and compassionate service for you, today and from 1st November.

Alan Russell, Manager