

CLIENT NEWSLETTER

DECEMBER 2025



Hello everyone,

We have arrived at Christmas, and I hope you are ready for some time with family and friends. If you have some time alone, please know that we are thinking of you and that the students at Moruya and Milton Public Schools are also thinking of you. They have made a card for you and send their best wishes for Christmas. You will find it with the calendar. We thank Laura from the Ulladulla office for the beautiful photographs in the calendar.

Although this year has been a busy one for everyone, I hope that we have been able to support you during the year with our meals, outings and through the support we have been able to offer with gardening, shopping, attending appointments and just enjoying a walk and a chat. All of these are important for your wellbeing and for some it may assist with your reablement-the opportunity to do the things again.

We look forward to doing these things again for you, and with you, in 2026.

I am pleased that our Groups in Ulladulla will be adding another day to their programme. They will also be trialing different days with Wednesday and Thursday each week being the two. We will look forward to your feedback on this in February.

FEEDBACK

We welcome your compliments and complaints. Please contact your nearest office with any feedback. As part of our Continuous Improvement objective your feedback is important to our organisation.

I would also like to hear if anyone has used the Handyman services we have advertised throughout the year. If they are not of use, we will stop advertising them, but we will have their contacts available at the offices should you wish assistance.

The new Aged Care Act has come into effect as of 1 November. I hope you are aware of this and have been kept up to date if you have a Home Care Package.

If you are a Commonwealth Home Support recipient, then there are very few changes.

Our Newsletters, throughout the year, have been highlighting the most important aspects of the new Act - that Feedback remains vitally important, and that the Statement of Rights and the Statement of Principles are guiding lights in the Act which has a focus on clients.

We have a new Service Agreement for our CHSP clients,

New Aged Care Act Statement of Rights

- Choice and Control
- Get the services you require
- Safe services that work well
- Safe and private information storage
- Get information and the right to speak up
- Get support from other people



and these will be coming to you soon. They are not difficult to understand. We will need you to sign them, and we will sign the new Care Plan that we will establish with you.

For our clients (the CHSP people) we hope to have this done by the end of March. For HCP and Support at Home (S@H) clients these will be done with your Provider.

This is all new to everyone. I am hoping that issues which have been arising can be addressed now so 2026 is a smooth year!

Over the Christmas period our hard-working staff will have a break. The offices will close at noon on 23rd December and will reopen 5th January. A schedule for meals deliveries and the restarting of social support services is attached...put it on your refrigerator.

Our staff are amazing. I would like to thank them all for their work, support and generous assistance throughout the year. They have helped people in distress during power outages, during hard family times, when there has been an accident of some type and been there when a listening ear has been needed.

We have a wonderful group of volunteers in every town and village. Each one is a diamond. They shine and give so much each week. Our sincere thanks to each one.

Next year we need to meet more.....so I am making a public 'New Years Resolution', which is to arrange more Client Forum opportunities for us to share a cup of tea and discuss what we may be able to provide for you and whether our present services are good enough. Make sure I keep my resolution and ask when the next Client Forum is going to be! Let us meet and chat.

Merry Christmas to you and I look forward to meeting you at one of our events in 2026-which is going to be a happy new year for all of us.

Alan Russell, Manager

