

VOLUNTEERS NEWSLETTER NOVEMBER 2025

The new Aged Care Act came into being on 1st November. There has been so much happening by providers that it is hard to know if we are ready. Why? Because the Government keeps putting out new regulations and expectations.

But the Minister of Aged Care (Hon Sam Rae) says that we must be ready as we have had a long time to prepare, including the additional three months due to the Act not starting on 1st July.

Some details for you which may assist when you are speaking to people.

Two guiding principles were from the report by the Aged Care Royal Commission:

- ✓ wanted a new Act and for it to be client focused.
- ✓ wanted the Act to be easily understood.

Some terms (new and old) which are important for us all to know about.

Statement of Rights is new and most important for the clients, and which are central to the new system.

Statement of Principles is the way clients must behave towards volunteers. We are lucky to have lovely clients and very supportive volunteers.

Code of Conduct is the way we all act within aged care.

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.

FEEDBACK

We welcome your compliment and complaints.

Please contact your nearest office with any feedback.

As part of our Continuous Improvement objective your feedback is important to our organisation.

Feedback is important and always most welcome. This includes having a Whistleblower Policy to allow anyone to raise concerns. We do have this, and policy statements which cover all manners of feedback. We also have a period in which we will respond to a complaint (14 days and the matter should have been dealt with. The

It's Here

Statement of Rights Under the Aged Care Act 2024,

Clients are entitled to a legislated Statement of Rights, which outlines what they 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.

complaint resolution reported back).

CHSP (*Commonwealth Home Support Programme*) is what most of our clients are covered by. This means that the Government gives us funds to subsidise the meals and costs associated with Group and Individual Social Support.

Home Care Packages (HCP) is what the remaining clients who use our services have been on. There are four levels and according to need, they are allocated one of these. Some have managed their packages themselves, and others have gone through a Provider. This makes them a client of that Provider who is accessing our services. We have a charge for the client and a charge the package pays which is done by the Provider.

Support at Home (S@H) is the new scheme being introduced. New clients will go directly onto this scheme and be classified under one of the 9 levels. HCP clients will eventually move over but not be any worse off. There are new rules around the funding and once again they are the client of the provider they have chosen, not of Eurobodalla Meals on Wheels. They use our services to assist you. We will charge them the full cost of our services and meals, and they will charge the client according to the level that their pension dictates. Services Australia will determine the level according to the client's pension.

Providers are the people such as Anglicare, Uniting, Australia Unity etc who have the client under a HCP or S@H. They look after the clients funds and plan their support. Only CHSP clients have us as their Provider.

Associate Provider is us for those for the clients on HCP or S@H. We raise charges and they pay them for the client. However, we will still send everyone our Newsletters, seek your Feedback and comments, ask you to complete surveys and care for you.

Client Agreements and Care Plans have had to change. We will be visiting all our CHSP clients with our new Agreement and rewriting their Care Plan with them. We want all of these completed by March even though we have 12 months to do this task.

I am sure that we will all continue to do our best for our clients. Thank you for your efforts, and for the little things that we may now have to get you to do. Alan Russell, Manager

Statement of Responsibilities

Alongside the client's 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, they 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.