

## CLIENT NEWSLETTER APRIL 2026

My last Newsletter was not that long ago, but since then so much has changed in our world. I hope that you are not being too upset by recent actions overseas and the flow on affect to us here in Australia.

I have briefed our Board on ways forward for us as an organisation and at the core of the briefing was the support and welfare of all of our clients. We want to make sure that as far as we are able, nothing much changes for you. We want our services to remain in place and to keep you well, connected to friends and able to enjoy life.

Two issues are influencing the plans we are creating, and I will explain these and the proposals I have put to the Board.

### Cost of Living

This has been impacting upon us for some time now. We hear the Reserve Bank evaluating this and making decisions every two months which influences how much things will cost and how much people will pay for their loans. A very difficult balancing act.

In this area, I recommended to the Board at their February meeting that **our costs will remain the same for this year**. This will mean that since we merged the two organisations together there has been **no** increase in the costs we charge to you for the last two years.

### Fuel crisis

The latest problem facing the country is the cost of fuel. A staff group has met as we have been monitoring what this will mean to our business. We have a plan to allow us to continue services. This Plan I then notified the Board about as they are in between meetings.



We are facing issues in the cost of freight as the meals are delivered to us from Wagga Wagga, Bermagui and Sydney, and in distributing them through our very large area. We are facing costs in the rise of diesel for our buses which take you on the outings.

We have the big issue with the fuel cost incurred by volunteers as they deliver meals, complete individual social support work or come in to assist with group activities, and we wish to support them as they are very valuable to you and to our organisation.

To cover all of this, our Plan has the delivery of meals at its core. This is the most essential of our services and we will maintain this through several possible actions such as combining delivery runs, and using the business vehicles, if necessary, all ensure meals are delivered.

In the group and individual social support areas we also have a Plan. This could see the long outing trips being cut back to more local events, days being shorter or less, and some programmes shortened or recessed for awhile.



But these are Plans. We are trying very hard to make sure we continue operating as we are for as long as we can. But should the situation get worse, we have Plans in place.

#### 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.

We have also not passed on any of the fuel increases we are experiencing in freight or the cost of fuel for the buses. We are absorbing these, and wish to do so for as long as possible.

#### You

Our clients are why we do what we do, and we are trying very hard to make sure nothing changes

for you. If you have anything you would like to suggest as we develop each of our Plans, then we would love to hear your ideas. Feedback is important.

#### Aged Care Act

November 1<sup>st</sup>, 2025 seems a very long time ago now. But this is when the new Act started.

We believe that we have done all we must do to make sure we are meeting our obligations and the expectations of our funding agreement. We are now being approached by some providers about costs, which haven't changed, but seem to be causing some confusion.

I would suggest that you make sure you are checking accounts.

#### Welcome

We have welcomed Janette Metters to the Batemans Bay office as the new Administration Officer. You will meet Janette when she answers the phone.

#### Easter

I hope you enjoy Easter and that you may be able to see family so to enjoy Easter eggs, hot cross buns and your special family traditions. Have fun.

#### ANZAC Day

We will remember all those who served in the name of our country, in any conflict we have engaged in. The loss

of life, and the injuries carried by many will always remind us to think of other ways to seek agreement rather than going to war. Remember Monday 27<sup>th</sup> is a holiday.

RIP to those who fell and thank you for the ultimate sacrifice you gave so we can enjoy this beautiful country.

Alan Russell  
Manager

#### 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

