



CLIENT NEWSLETTER MARCH 2026

It is hard to believe that we are already in March.

I hope that you have been well and had the chance to enjoy the opportunities we have on offer to you.

I have seen many of you on our outings and have enjoyed the smiles. These have been in person while some have been through Facebook.

I have been pleased to see how many of you are getting Out and About and enjoying the community in which you live. There have been trips, speakers, shows and all manner of events and the number booking in for events has been excellent.

Thank you to the Teams for their preparation of exciting programmes and I know that the next programmes which are with you will be just as exciting.

For our Meals clients there are specials, the final Christmas meals, being offered but only to the Batemans Bay people.

The Food Team presented to the Food Panel some new meals which could find their way onto the menu. The Food Panel did a taste test and shortly some of these meals will be offered for you to try and to give feedback on.

We do like to make our menu 'to your liking'. We try to keep it fresh, broad with plenty of choice. Some of these meals will be gourmet meals and on a separate order form, attached to your regular menu. These will be a little more expensive. There will be something new and a little special, maybe for that important occasion!

As you know there is a new Aged Care Act now guiding all we do. Some clients are starting to move onto the Support at Home (S@H) system. This is causing some issues. I am sorry that some clients seem not to have choice and control in where they get their meals.

For a long time, we have helped Providers by doing the split of meals costs between the package paid for by the provider and the costs to you, the client. Under the S@H we have sent the Provider the total cost and they should be seeking your contribution from you.

Otherwise, you get a meals cost from them and one from us....double handling. But some Providers are not prepared to do this as it 'increases their workload and financial risk'. They are telling clients that they will have to have meals from another source -even if the client states they don't want them! We think this is unfair to you.

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.

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

Open Disclosure Policy

Open disclosure is the open discussion with a client and/or support person(s) about incidents that resulted, or could have resulted, in harm to a client.

Eurobodalla Meals on Wheels is committed to creating a positive culture of trusted and productive communication between clients, support persons and the workforce, in which open disclosure is standard practice

Our Board also thinks this is unfair to you and has taken the decision to amend our charging structure so you can still get our meals. Where this affects groups of clients we shall be in touch with you and your Provider.

Another area of concern is that costs do not appear to be what they should be. We must keep an eye on the costs...especially on administration fees being charged, and what they charge as a meal cost.

In summary,

- the first Right in the Statement of Rights under the new Act is that clients have **'choice and control'**. But this is NOT what we are hearing and being told is happening.
- the second Right in the Statement of Rights under the new Act is that clients **'get the services you require'**. But this is NOT what we are hearing and being told is happening.

We are hearing that clients are being told that you MUST have this particular meals provider. So, is the philosophy behind the new Act working...?

But remember, that under the Act, Feedback is asked for and each month we must tell you to provide Feedback. In the Statement of Rights, the fifth Right says **'...the right to speak up.'**



A small Strategic Planning task.....

How can we achieve this goal?

Meals on Wheels... helps make our community stronger by providing services that contribute to the health, wellbeing and independence of people.

List ideas here and return to our office.

Alan Russell
Manager

