

CLIENT NEWSLETTER MAY 2026



Hello to everyone and I hope you are preparing for the colder weather. We have been very fortunate until now, but the chill each morning is more noticeable.

The Aged Care Act 2024 started on 1 November 2024, and we have had time to set things into place. But we are hearing that some Providers are telling clients what they can and cannot do, and some clients are finding that their funds now do not cover all they used to cover.

There are several reasons for each of these, but I thought we can make sure you know your rights and the obligations.

- ✓ First, there is the **Code of Conduct** which outlines how we must act towards every client.
- ✓ Second, there is the **Statement of Rights** which outlines what you have control over.
- ✓ Third, there is the **Statement of Responsibilities** which outlines how clients treat our volunteers and staff.
- ✓ Fourth, there is the **Feedback** and complaints system which you have the right to use.

The Aged Care Act has you at its centre, but I am not sure that all of you are experiencing this, so to be reminded of your Rights and how Providers should be acting towards you is important. Please remain strong and expect what you want and from whom you want.

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.

The Code outlines 8 behaviours expected of providers, responsible persons and aged care workers. They include

1. Act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Act in a way that treats individuals with dignity and respect and values their diversity.
3. Act with respect for the privacy of individuals.
4. Deliver funded aged care services in a safe and competent manner, with care and skill.
5. Act with integrity, honesty and transparency.
6. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services.
7. Deliver funded aged care services free from:
all forms of violence, discrimination, exploitation, neglect and abuse
sexual misconduct.
8. Take all reasonable steps to prevent and respond to:
all forms of violence, discrimination, exploitation, neglect and abuse

**The Staff
Management**

Manager: Alan Russell
Finance Officer: Nicole McDonald
Community Officer: Matte Willis

Batemans Bay Office

Client Services: Kelley Hill
Group Social Support (Out and About):
Cathy Cooper, Rachel Cooper
**Reception and Individual Social
Support:** Janette Metters
Storeman: Regan Coles
Office assistant: Amy Lockton from
Yumaro, comes each Friday.

Ulladulla Office

Services Coordinator: Laura Cockcroft
Volunteer Coordinator: Suzy Gibson
Social Groups Coordinators: Emma
Donnelly and Rowena Barton

Sussex Office

**We are very fortunate to have Michele,
Roz and Denise looking after things.**

I hope that you will keep these in mind as we look at our services. Much of this will be in the next Client Survey coming your way.

Please let us know as we wish to be doing the very best for you, and the people listed below are dedicated to making your life better, fun and exciting.

On the wider front, we have been hoping that in the Federal Budget we will see the Government not merging the Commonwealth Home Support (CHSP) scheme into the new Support at Home (S@H). We do not think the new system can handle any more clients, and we do not feel that CHSP, the only reliable and working

arrangement within Aged Care needs to be abolished. Reform of CHSP would be better but as the primary step in aged care, it should stay. There is a growing number of aged care advocates, academics and organisations hoping the system stays...if not there will be more reform and changes! This will be on top of the changes we already have which are not working well. I shall keep you informed but do wonder if the cost of living and the fuel crisis

may sadly hinder this happening.

The Annual Survey will be coming to you later in the month and I would appreciate your feedback.

Keep warm and stay in touch

Alan Russell
Manager

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



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
- ✓ Provide accurate and relevant information
- ✓ Be available to receive your meal at the agreed time
 - ✓ Let us know if your needs or circumstances change.
- ✓ Use the service safely and responsibly.
 - ✓ Respect the privacy and dignity of others.
- ✓ Contribute to a safe environment.
- ✓ Participate in care planning and service reviews.
- ✓ Report any concerns or complaints.

By fulfilling these responsibilities, you help us provide high-quality, respectful, and effective support that promotes your health, independence, and wellbeing.