

CLIENT NEWSLETTER JULY 2026

Hello to everyone and I hope you are managing the colder days and nights.

Winter is a beautiful time of the year, but we do need to put on the layers when we are heading outside. And I do hope that you are able to take advantage of the clear days we have been having by going on an outing, visiting neighbours and friends, or sitting in a sunny spot for a little while. Don't forget that we have many events happening which you can join so you do not have to be alone.

I know I keep mentioning the Aged Care Act but there are still many issues to be solved if the Act is operating as planned.

The Government has just announced that the assessment process, which has been causing many issues, is to be 'fixed'. If someone questions a level of service to be provided, they can have it reassessed by a bureaucrat in Canberra not by the experienced assessor!

it shifts the final decision away from the person with the clinical skills who has actually met the older person and hands it back to the Department. There is no guarantee that the departmental staffer making that decision will have the required clinical training, experience or understanding of the older person's circumstances.

The Aged Care Act has you at its centre, according to all the publicity, but I am not sure this is the case.

At the meetings I am attending, I am still hearing from other Meals on Wheels Managers, that clients are still being overridden in their decision making, especially about who will deliver them their meals. This is not right nor intended.

It is fundamental to the new Act that clients make the choices and decisions. So please keep this in your mind when you are discussing anything with a Provider. And if you are not sure you can manage this; you may have an Advocate to be with you and speak for you.



The latest Departmental Aged Care Update says the pathway will be for people with "complex circumstances that are not fully captured by current arrangements" when they are assigned a home support classification level or a Support at Home priority category.

That bit of word soup is as close as we are likely to get to a Government acknowledgement that some older people are being assessed or prioritised badly.

And the escalation process? Assessment organisations will be able to "refer outcomes back to the Department for further consideration and possible adjustment in specified circumstances".

So the system may get it wrong, but do not worry. There is now a process to ask the system to think about it again.



**WHAT HAPPENS TO BODY
FAT AFTER WINTER?
IT BECOMES SPRING ROLLS.**

Thank you to those who took the time to complete our survey. It was quite complicated and I apologise for this, but we needed data on the Aged Care Act and how you see it operating.

I will do another survey in spring which will be easier and more straight forward. These are important for us

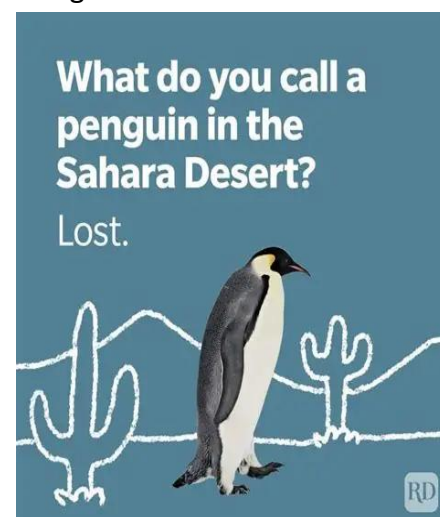
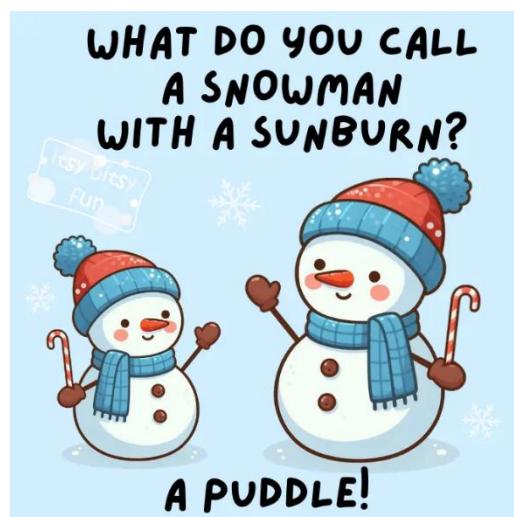
as we must gather **Feedback** from you as often as we can. This again is another Right under the new Act. You are able to tell us what you think, at any time, without fear. I hope you feel you can speak to any volunteer or staff member about your concerns, and even about the good things you have experienced or observed.

We are proud of what we do and were honoured to be a finalist in the Eurobodalla Business Awards -*Community Organisation* section again this year. We have been a finalist for the last three years and while we haven't won, we are pleased that what our staff and volunteers do for the community is recognised and acknowledged.

We are going to promote ourselves more as there are a lot of people who think we only deliver meals.

They do not know about our Group Social Support where our Groups and Out and About are touring the community and sharing great laughter together. Or about our Individual Social Support where we take clients shopping, for walks or do simple gardening for them. Nor do they know about the special interest groups in Ulladulla!

So, our Community Engagement Committee is looking at telling stories about the wonderful experiences we offer and making sure people know what you do on your adventures.



Please keep warm and stay in touch

Alan Russell
Manager

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.

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