



VOLUNTEERS NEWSLETTER JUNE 2026

Dear Volunteer

Great news....we have become a finalist in the Eurobodalla Business Awards!! We have been selected under Community Organisations and will find out on 20th June, at a Gala Dinner, if we have won.

But, I believe that, just to get recognised for the third successive year, as a finalist, is an outstanding achievement.

This is due to each of you, and each staff member, for what has been created so to make the lives of our clients so much better. So, thank you so much for all you do.

Aged Care Act

The Aged Care Quality and Safety Commission oversees what is happening in Aged Care and they have just released a Community Information Toolkit.

But why is this necessary if the new Aged Care Act is working well?

The Commission says, 'We have created a Community Information Kit to support you in promoting to older people and their supporters

- the Statement of Rights
- tips and support for older people when raising concerns with their provider
- the role of the Commission and how to manage complaints.'

The Commission also says, 'We know that older people and supporters are more likely to raise concerns with their provider when they feel reassured that:

- it is safe to speak up and they know who they can speak to
- they will be listened to and taken seriously
- raising a concern will not negatively affect their care.'

If clients have a complaint they can ring the Aged Care Quality and Safety Commissions Aged Care Complaints Commissioner directly on 1800 951 822 or the Older Persons Advocacy Network (OPAN) on 1800 700 600. Or try this www.agedcarequality.gov.au/contact-us/complaints-feedback/make-complaint

This information is from the Toolkit which I shall have located at each office if you need guidance due to a client raising a



Statement of Rights makes sure clients are at the centre of their aged care. It gives them the right to

- ✓ Make their own decisions about their life
- ✓ Have their decisions not just accepted, but respected
- ✓ Get information and support to help them make decisions
- ✓ Communicate their wishes, needs and preferences
- ✓ Feel safe and respected
- ✓ Have their culture and identity respected
- ✓ Stay connected with their community.

FIRST AID COURSES 2026

Our second course happens
this month

**7 PLACES ARE STILL
AVAILABLE**

**Tuesday 23rd June
Ulladulla**

If you would like to attend this course, please urgently let the office at Batemans Bay know on
4474 4464.



concern, or if you hear and witness an issue. But remember to let us know as we may be able to help more quickly.

Client Survey 2026

When you are speaking to a client, could you ask them if they have received, and returned the 2026 Client Survey.

When you go out to deliver or accompany a client, please take a copy of the Survey and maybe spend a moment assisting them to complete it.

We would like a great response this year as the Feedback is vital to our operation and what we can provide for clients.

Meals on Wheels Australia Conference 2026

I recently attended this biannual conference and there were over 200 delegates in attendance. It was a great event with fantastic speakers and many worthwhile messages.



More than just meals

- ❖ You are welfare checks
- ❖ You are social connection
- ❖ You are mental health support
- ❖ You are grief witnessing
- ❖ You are community continuity
- ❖ You are local intelligence
- ❖ You are relational infrastructure

Recurring theme throughout was the **value of belonging.**

‘community survives long before systems recover’ and ‘care work remains fundamental to a thriving society.’

Keynote speaker Amy Gildea said,

‘In periods of instability, the organisations who know how to hold communities together become indispensable. Human connection is our strongest infrastructure.’

Meals on Wheels is a national, relational infrastructure making a real impact every day.

Inspector General of Aged Care claims

‘New Act is too expensive’

‘The plumbing does not reflect the poetry.’

This refers to the operation of the new Act does not reflect the Act and its Rules.

Community approach to Aged Care is lost in favour of individualised approach

We are an early warning system.

That is we know when clients are in need.

COTA are saying

Older people are saying of the Act

- costs more, get less, its too complicated and they are worse off.
- Reluctant to complain.
- Paying 30-40% more.
- Providers reducing choice and control for clients.
- People are giving up.
- Support at Home is not a system of choice.

Meals on Wheels is a Care Movement

Movements make and create change.

We break social isolation and bring kindness, while delivering food.

Let us continue to make our community even stronger.

Alan Russell,
Manager

