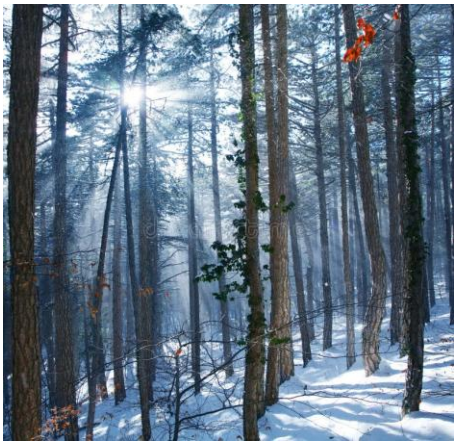
Meals on Wheels™ Eurobodalla

CLIENT NEWSLETTER

AUGUST 2026



GREAT NEWS

On Thursday 20 August the Ministers responsible for Aged Care announced that the CHSP scheme will remain until 30 June 2029.

The scheme will **NOT** be rolled into the Support at Home scheme but will remain a standalone, funded, first step into aged care services for clients.

Now CHSP organisations will be asked by Government to assist in designing the remodeled scheme, so clients are well served and at an affordable cost.

At last, someone has listened and acted….now to build the scheme.

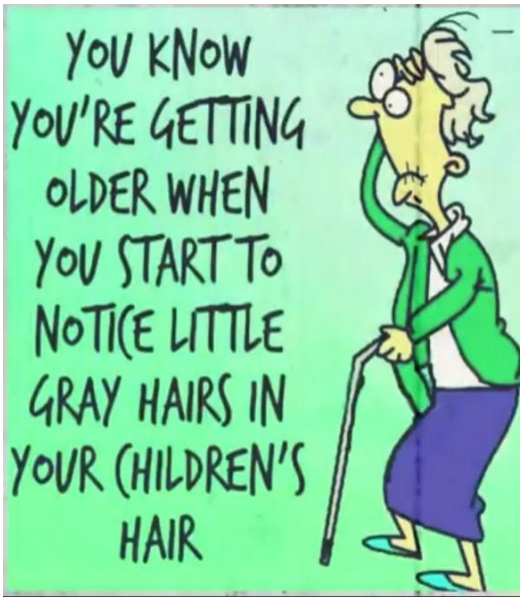
Hello to everyone and we are now in the last month of winter. In some ways it has been a mild winter even though there have been cold mornings, we have had nice days and unfortunately no real rain. Our gardens, and the area, certainly need the rain especially with a predicted warm spring and summer on the horizon.

The weather of the last few days has been amazing and we could be in for a long hot spring and summer season. We need to make sure we are preparing ourselves, and our homes, for the bushfire season with gutters cleaned and emergency awareness prepared. How well do you know your neighbours should you need assistance?

Recently, I spoke with a client who was having issues with a Support at Home Provider. The Provider was saying that "this is the service you will have, and this is what it will cost."

This was greatly different from the service she was receiving from us and didn't want to change. I suggested that she go back to her Provider and say that it was her choice and decision who she wished to have and that they needed to meet her requirement. They did.

I mention this case, to once again highlight that the new Aged Care Act is person centred and your needs are what we should be providing for. You make the choice and then the decision, and the Provider supports you. This is in the meal service you wish to use and the social support services you want to access.



Remember you are also allowed an advocate to be with you when you are having the discussions.



Autonomy and freedom of choice
I have the right to make my own choices-about my care, relationships, lifestyle and taking risks-with support if I want it.

Equitable access
I have the right to have my needs assessed in a way that works for me including having my cultural background, past trauma or cognitive conditions, such as dementia respected.

Safe, quality care
I have the right to be treated with dignity and respect by experienced aged care workers who value my identity, culture, spirituality and diversity.

Privacy and confidentiality
I must have my privacy respected and my personal information kept confidential and be in control of who this information is shared with.

Communication and complaints
I have the right to be informed in a way I understand and to raise concerns without fear of reprisal. My feedback must be dealt with fairly and promptly.

Support and social connections
I can stay connected to important people, pets and culture including independent advocates. As an aboriginal or Torres Strait Islander I can stay connected to Country and Island Home

2026 Survey results

Thank you for completing our Survey. It was aimed at finding your thoughts on the new Aged Care system. The next one will have a larger focus on our services.

Summary of the results as presented to the Board (31 August). This year we had 44 responses compared to 54 last year.

Continuously improving the delivery of high quality care.
35 clients ranked it a 5 and 4 clients ranked it a 4; 3 didn't answer

Openly disclose when something goes wrong.
30 clients ranked it a 5 and 2 clients ranked it a 4; 10 didn't answer

Delivering person-centred care.
37 clients ranked it a 5 and 2 clients ranked it a 4; 3 didn't answer

Comply with the Code of Conduct.
39 clients ranked it a 5 and 1 client ranked it a 4; 3 didn't answer

Care that is free from violence, discrimination, exploitation, and abuse
40 clients ranked it a 5 and 1 ranked it a 4; 2 didn't answer

Provide safe, competent and skilled care.
41 clients ranked it a 5 and 1 client ranked it a 4; 2 didn't answer

Meal costs I am paying appear to be reasonable.
27 clients ranked it a 5 and 2 ranked it a 4; 11 didn't answer

Group Social Support costs I am paying appear to be reasonable.
17 clients ranked it a 5 and 2 ranked it a 4; 22 didn't answer

Individual Social Support costs I am paying appear reasonable.
16 clients ranked it a 5 and 0 clients a 4; 25 didn't answer

The Direct Debit system is working well for me.
32 clients ranked it a 5 and 1 client a 4; 9 didn't answer

My provider has found my accounts to be easy to understand.
19 clients ranked it a 5 and 0 a 4; 23 didn't answer

If I have a finance question, I'll receive a clear answer to my question.
19 clients ranked it a 5 and 0 ranked it a 4; 23 didn't answer

I am aware that in (*since*) 2024 there were no cost increases.
29 clients ranked it a 5 and 2 ranked it a 4; 11 didn't answer

Stars…how many stars would you give to us for the services and why.
27 gave 5 stars and 2 gave 4; 15 didn't answer

General Comments

Good selection of meals, meals very good, costs very reasonable, Direct Debits make life easier, wasn't aware (*there had been no cost increases*), well done on holding costs, very good service, just wonderful volunteers, nothing ever too much for them, all deliveries done with kindness and respect, only found everyone to be nice, respectful and I feel safe, all great, superb (*person centred care*)

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

Alan Russell
Manager

