2025-2026

Annual Report

Meals on Wheels™
Eurobodalla



Presentation at the
Annual General Meeting
12th October 2026
Batemans Bay Office

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.

Statement of Rights Under the Aged Care Act 2024,

You are entitled to a legislated Statement of Rights, which outlines what you can expect when receiving aged care services.
As a client of our Meals on Wheels Service, you have the right to:

- ✓ Be treated with dignity, respect, and compassion.
- ✓ Live free from abuse, neglect, and exploitation.
- ✓ Make informed choices and decisions about your care and support.
- ✓ Be free from discrimination, regardless of your personal circumstances or background.
- ✓ Have your privacy and personal information protected.
- ✓ Receive information that is clear, timely, and accessible.
- ✓ Raise concerns or complaints without fear of negative consequences and have them addressed fairly and promptly.
- ✓ Involve others of your choosing in decisions about your care and services.
- ✓ Receive safe, high-quality care and services that support your goals, needs, and wellbeing.

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, recognising their role in supporting your wellbeing.
- ✓ Provide accurate and relevant information that supports safe and appropriate meal delivery, including dietary needs and access to your premises.
- ✓ Be available to receive your meal at the agreed time,or notify us as early as possible if you are unable to do so.
- ✓ Let us know if your needs or circumstances change, so that we can adjust your services appropriately.
- ✓ Use the service safely and responsibly, including proper handling and storage of delivered meals.
- ✓ Respect the privacy and dignity of others, including fellow clients, staff, and volunteers.
- ✓ Contribute to a safe environment by not engaging in behaviour that is aggressive, threatening, or harmful.
- ✓ Participate in care planning and service reviews, if appropriate, to help ensure services continue to meet your needs.
- ✓ Report any concerns or complaints so they can be addressed and resolved.
- ✓ By fulfilling these responsibilities, you help us provide high-quality, respectful, and effective support that promotes your health, independence, and wellbeing.

Who are we?

Eurobodalla Meals on Wheels acknowledges the peoples of the Yuin Nation who are the traditional owners of the land on which we operate our services. We welcome all Aboriginal and Torres Strait Islanders to our services.



Eurobodalla Meals on Wheels is a legal entity registered under the Co-operatives (Adoption of National Law) Act 2012.

We are governed by a volunteer Board of Directors.

We are funded by the Australian Government.

We are a registered charity.

What do we do?

Eurobodalla Meals on Wheels facilitates social interaction between the elderly, and their communities through the coordination of volunteers to deliver meals and run social activities.

Who are our Major Stakeholders?

Our major stakeholders are the elderly who need assistance to live in their own homes and maintain social interaction; our funding bodies; other organisations and the communities who look to us to help those who need assistance; and our volunteers, staff and members who gain personal satisfaction from helping others in their community.

What is our Philosophy?

Eurobodalla Meals on Wheels Cooperative Limited believes in:

- the right of people to make choices in their own lives.
- the right of people to dignity, respect, privacy, and confidentiality.
- the right of people to be valued as individuals.
- the right of people to access services on a non-discriminatory basis.
- the right of the community to accountable and responsive services.

Patrons
Meals on Wheels Australia



Meals on Wheels™ Australia joint Patrons,
Her Excellency the Honourable Ms Sam Mostyn AC,
Governor-General of the Commonwealth of Australia
and her husband,
His Excellency Mr Simeon Beckett SC.

Meals on Wheels™ Australia

A MOVEMENT OF CARE

#NMOWD2026

Directors

At the Annual General Meeting (November 2025) these Directors were elected.



President
Cathy Milliken

David Friedlieb JP
Jan Young
Dr Paul Rothe
Sofia Keady
Lyn Sandford
Phil Armstrong OAM

Sub Committees:
Finance, Risk and Audit: David Friedlieb (Chair), Nicole McDonald
Policy and Administration: Paul Rothe (Chair), Cathy Milliken, Derek Hoare *(Resigned July 2026)*, Matte Willis *(Resigned June 2026)*
Food Panel: Jan Young (Chair), Sofia Keady, Laura Cockroft, Kelley Hill, Lyn Newton Barb Crosby Brown *(Resigned May 2026)*, Beth Bennett, Michele Brooks, Lyn Newton, Patricia Munchenburg
Community Engagement: Sofia Keady (Chair), Lyn Sandford, Greg Robson, Megan Garrett, Marilyn Nader, Suzy Gibson

The President is ex officio on all committees.
The Manager is Secretary to the Board and all committees.
The Manager is the Public Officer for the Cooperative.

Meeting attendance

Director	Meetings	Attended
Cathy Milliken	7	6
David Friedlieb	7	7
Jan Young	7	7
Paul Rothe	7	6
Lyn Sandford	7	6
Phil Armstrong	7	7
Sofia Keady	4	4

Staff



Management

Manager:	Alan Russell
Finance Officer:	Nicole McDonald
Community Officer:	Matte Willis *(Resigned June 2026)*





Batemans Bay Team

Client Services Officer:	Kelley Hill
Out and About Coordinators:	Rachel Cooper
	Cathy Cooper
Reception and ISS Coordinator:	Maree Dickinson *(Resigned November 2025)*
	Janette Metters *(Commenced February 2026)*
Storeman:	Regan Coles
Administrative assistant:	Amy Lockton





Ulladulla team

Service Coordinator:	Laura Cockroft
Volunteer Coordinator:	Suzy Gibson
Social Coordinator:	Emma Donnelly
Activities Coordinator:	Rowena Barton





Client Assistance Teams (CATS)

The following teams have been assisting clients with the administration needed and we are very thankful for their help, care and compassion.

- Denise Russell and Karen Cockerill (Batemans Bay)
- Regina Turnbull and Veronica Longley (Batemans Bay)
- Jean Venville (Batemans Bay)
- Alison and Paul Mortensen (Ulladulla)
- Lisa Martin and David Collins (Ulladulla)
- Lily Yelland and Glenda Castle (Ulladulla)
- Paul Blundell and Gwen Downie (Sussex Inlet)











Strategic Plan 2026-2029

Purpose

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

Core Values

Honesty
We hold ourselves accountable to the community for our actions.
We are trustworthy and discrete in our dealings with others.

Empathy
We are respectful and caring about our clients, volunteers, and staff.
We value diversity in our community and aim to maintain the dignity of those we help.

Commitment
We are motivated to undertake our work in a reliable and professional manner.
We are loyal to the organisation and accept responsibility for helping the clients we serve.

Continuous Improvement
We seek to be the best we can be in our dealings with others and in the way we conduct the business and affairs of the organisation.
We seek to improve our efforts and evaluate our performance and achievements regularly.

Strategic Elements

Growth and Sustainability
Clients
Workforce
Marketing
Governance
System

President's Report

We are a Not-for-Profit organisation…..
and we are a Not for Loss as well.

I am privileged to serve as President of the Eurobodalla Meals on Wheels Cooperative. I am delighted to lead a very dedicated team of Directors who are considered and thoughtful as they make decisions for our business.



We have had a very stable Board for many years. There have been one or two who have served their two years and left but most have served several terms. They have contributed to the organisation and our sound financial position can be linked to their years of service.

The year

Once again, I feel that we have maintained and developed our core business and met our Mission

" Eurobodalla Meals on Wheels helps make our community stronger by providing services that contribute to the health, well-being and independence of people."

I wish to comment on the work of the Board and for consistency will use the same format as in the past few years.

The Board ...and its work

The Board's core function is to continue to provide strategic guidance and direction for the organisation which allows the Manager and his team to build our service.

While we have a Strategic Plan and goals within it, the past year has seen the introduction of the new Aged Care Act 2024. While the new Act has proven to be controversial, I commend our manager and staff for their dedication to our clients in attempting to implement the different parts of the Act.

The Manager has also continued to 'train and educate' the Board on the new Act with many papers and articles. With the new focus now being on clients, while the old Act described what providers could and could not do, we have seen new players starting to enter the Aged Care market and this has considerable influence upon what we do.



2026 Meals on Wheels Australia Conference attendees.

I am sure that our Board has the skills and awareness to be able to look at the challenges in front of us and act with wisdom, lived experience and knowledge.

All of this will be while maintaining our existing business operations and ensuring the long-term financial stability of the organisation which has been good again this year.

I commend the work of the Board to you and thank everyone for their contributions and service.

Each year we have noted that our Board sub-committees have continued to work hard and use their expertise to benefit our clients and the Cooperative, and this year was no exception. A great deal of work is done by the committees before recommendations are presented to the Board.

This year we established a fourth subcommittee to promote the organisation. The Community Engagement Committee is chaired by our new Director; Sofia Keady and they have been doing very good work.

I especially wish to thank the four Chairs -David Friedlieb (*Finance, Risk and Audit*), Jan Young (*Food Panel*), Paul Rothe (*Policy and Administration*) and Sofia Keady (*Community Engagement*) for their leadership and their work with the Manager to achieve some outstanding results.

- **Food Panel**
  Objective: To provide guidance on the appropriateness of the meals that we provide.
- **Policy and Administration Committee**
  Objective: To review and recommend changes to Policy and Procedures.
- **Finance, Risk and Audit Committee**
  Objective: To monitor the finances and risk to the Cooperative.
- **Community Engagement Committee**
  Objective: To develop our involvement with the community.





Congratulations to Phil Armstrong OAM

I wish to acknowledge the openness of our meetings which have seen us debate, discuss, and decide upon a course of action, and this will be important going forward.

I thank all directors and committee members for their valuable contributions.

The Board as at the 2025 AGM

President Cathy Milliken
Directors Phil Armstrong OAM, Jan Young, David Friedlieb, Paul Rothe, Lyn Sandford.

We welcomed Sofia Keady to our Board as she filled a casual vacancy. Sofia is a noted nutritionist and marketing specialist. We thank her for agreeing to continue on our Board.

Our Governance structure has done away with various titles of the past and appoints the President and Committee Chairs following each Annual General Meeting.

The Manager (*Alan Russell*) acts as Secretary to the Board and as our Public Officer.



I would like to acknowledge the huge effort put into our organisation by Phil Armstrong. Phil stepped down as our President at the Annual General Meeting but thankfully agreed to remain on the Board. His knowledge of the aged care industry and wise counsel has been of great benefit to me, and to the Board.

Phil has dedicated many, many years to community. He led Banksia Village as CEO and is now a director and Life Member. He has been heavily involved in Rotary as Moruya President, the District Governor, and the leader of recovery committees after the Drought and then the Bushfires. He has chaired many Boards including one in London and is highly regarded as well as being a nice person.

This year he was honoured with an OAM for his service to the community and we congratulate him on this greatly deserved award.



Board...and its staff

This has been an important year for the Cooperative as we continued to work through the new Aged Care Act 2024 and its implications.

Once again, the Board would like to acknowledge Alan Russell as Manager and all his staff at all our offices. Their dedication and commitment to ensuring that our clients are the priority is acknowledged and greatly appreciated.

The Board acknowledges the work of all our volunteers. We cannot do what we do without them.

Board...and its finances

We have had another successful year and our thanks to all the staff for the care and control of the finances.

We have been fortunate to be in the position we are so we can enter our Strategic Planning phase from a position of strength.

As has been noted in previous years the Board is aware that the future may not be as easy as in the recent past. Plans have been made to make sure we are prepared for any changes should the new Aged Care Act create a different environment for us to work within. The Board is comfortable that it has sufficient cash to meet its current financial commitments.

Board...and its responsibilities

If we wish to survive, we must be versatile, forward thinking, and willing to change and develop.

- The Board's primary responsibility remains Governance of the organisation and working with the Manager to ensure that the appropriate resources are available for the day-to-day operation.
- The Board is responsible for ensuring that the resources provided are utilised appropriately for the benefit of all stakeholders.



Joint Christmas Party in Ulladulla

We believe that we have done this while working to meet the objectives set in our Strategic Plan. This includes looking to the future and how the business may develop.

Board...in conclusion

There continues to be changes occurring within our sector and the Aged Care Sector as a whole. As noted, the Board will continue to monitor how Eurobodalla Meals on Wheels Cooperative prepares for the future

Cathy Milliken,
President



Slogan for National Meals on Wheels Day
26 August 2026

A Movement of Care

Manager's Report



Alan and Denise at National Conference

Each year it continues to be a joy to lead Eurobodalla Meals on Wheels.

I am lucky to have the wisdom of a fantastic Board, and the support of the subcommittee members; to have a lovely group of colleagues; a dedicated group of volunteers and the wonderful clients stretching from Sussex Inlet in the north, to nearly at Wallaga Lake in the south.

Each day is different and each day is special.

While we have tried to position the organisation for a strong future, we are mindful of the changes in Aged Care.

The new Aged Care Act is in place, and we are still trying hard to make sure we meet all the new expectations. We are also trying to make sure we are providing for our clients in the changing world and are very grateful to our volunteers who are being expected to do increasingly more for us so we can report against the requirements set out in the Act.

But we are making excellent progress and my thanks to everyone who has assisted, tried the many new requests and made sure our service was still provided to our clients in a seamless manner.

Our clients are at the centre of the new Act, and we try very hard to make sure this is the case. Everything we do is for the clients and their wellbeing.

We are providing *'More than a Meal'* and our Group Social Support programmes based in Batemans Bay and Ulladulla have had a wonderful year.

It was great to increase our days in Ulladulla and I am pleased that the outings undertaken have complimented the very creative days within the centre.

The Batemans Bay Out and About team continues with their many outings but it is a delight when they come to the office for the day. The laughter and chatter heard is evidence that everyone is enjoying themselves.

And I know this happens on outings and within the centres for both groups.

The Special Interest Groups in Ulladulla are also a very exciting time, and I am delighted that this year a Mahjong group has started and has been a great success.



Manager with the CEO and Vice President of NSW Meals on Wheels
at the Friends of Meals on Wheels gathering at Federal Parliament in March

Our Individual Social support is also doing much better than in the past and I thank the dedicated staff who spend a great deal of time matching client requests with a volunteer. These outings are so rewarding for both the volunteer and the client.

I wish to commend the work of the staff in the two offices for their dedication and willingness to make sure the clients are well cared for. They are all awesome and the care when assisting, either on the phone or in person, is amazing.

We have welcomed Janette Metters to the Batemans Bay office after Maree Dickinson left. We also had Matte Willis leave for a new career in insurance.



I must mention the team of volunteers who manage the Sussex Inlet office. They are the epitome of community focused volunteers who love and serve the community so well. To Michele, Ros and Denise - thank you.

To all our volunteers -thank you. Some have been with us for nearly 30 years while others have been with us for less than 30 months. There is a list of 49 volunteers who have given over 10 years' service in the report. In fact, these people have given 721 years of service!



Everyone is committed and willing, caring and supportive, and has a great sense of humour. All of you are the core of our service and we are grateful.

I thank Jim Greenshields who left the Board at the Annual General Meeting after 10 years of dedicated service. He was wise and very helpful when discussing anything to do with buildings, cars or people. We miss Jim and his humour, friendship and counsel.



Volunteers present and past at Sussex Inlet open day

I wish to thank the Board and subcommittee members for their willingness to hold these positions in a changing world where Governance requires more from each person. Your skills have certainly brought much to our continuously developing organisation.

I would like to mention our Providers who have had a lot to deal with under the new Act. Your patience and assistance have been welcomed.

To our meal suppliers, and the community organisations and businesses who host our groups, thank you for supporting what we do in our community areas.

It was very nice to once again be recognised as a Finalist in the Eurobodalla Business Awards (*Community Organisations*) for 2026. We are pleased that the work done by so many is seen as valuable.

Each of our centres has operated well this year. We have a good space at our Head office in Batemans Bay; we have updated our Lease with the Shoalhaven Shire Council for Ulladulla and our shop in Sussex Inlet is in a central place in that town. All offices are in a good position, have new freezers and a continual evaluation of how to make each space better, does happen. The new television, welcomed by staff and clients in the Ulladulla Activity Room, is one example.

At an Open Day in Sussex Inlet, we met former volunteers who called by the office and reflected upon their time with the organisation while they looked over the upgraded facility.

Eurobodalla Meals on Wheels is looking to the future with its new Strategic Plan 2026-2028, by taking our message to the community more often, and with the updating of all Policy Statements using AI so we can make sure all legislation is complied with.

I thank everyone for their contributions to the year and very much welcome the news that CHSP will remain!

Alan Russell JP
Manager

























Fun and laughter

Meals Report

The core of our business and what we are known for.

Menus

Feedback on the menu remains positive, as does the feedback on the volunteers who deliver them. From time to time there are issues and we have had positive responses from our suppliers when we have raised a concern, and we thank them for their assistance.

This year we introduced a Gourmet range of meals. These are supplied by Eastwoods in Bermagui. They have been a popular introduction, and the trial will continue until the end of the year. We thank our three suppliers for their support.



NSW Meals on Wheels employed Dietitians to assist organisations in having their menus evaluated. According to the new Aged Care Act all had to have a Dietitian review by the end of October 2026. We had ours done and received a good report. We will follow through with some matters with our suppliers.

From the review we are looking to add firstly snacks then possibly beverages to strengthen our offering to clients. Both will initially be a trial to make sure clients wish to buy these from us.

The Christmas Menu was successful again. This year saw the 'Christmas Bundle' concept used throughout the service.

Freezers



The new freezers installed in Ulladulla and Sussex Inlet have operated well. The capacity has been good, and the functionality has also served each office well. The annual service made sure all were travelling well and during the year only one at Ulladulla caused an issue but within the warranty period.

Food Hub

The Food Hub has operated well. We have conducted regular evaluations, and we have made changes as to how it operates from time to time.

Food van

The van operated well and has been a very useful addition.

Food Panel

This Board committee works hard during the year and evaluates what we are offering.

Social Support Report

We remain proud of what we can do in these areas.

Groups

This area of our service continues to be filled with laughter, excitement, interesting speakers, fantastic outings and a great group of clients.

Groups operate out of Batemans Bay (Out and About) and Ulladulla. The numbers attending are very pleasing and there has been growth in the Ulladulla programme now that an outing is held once a fortnight. The Ulladulla clients can now attend twice a week which is an increase from the three days a fortnight.

For both groups there is great disappointment if a day must be cancelled as all clients are very keen to meet which breaks the social isolation often felt by older members in our community.

Vehicles

We continue to be very well served by the vehicles which pick up our clients.

Out of Batemans Bay we have two buses and out of Ulladulla we have a bus and a people mover vehicle.

These enable us to collect clients and take them to the activities they choose to attend. There are very few clients who bring themselves to events which means the social interaction starts from the time clients leave home.

Our thanks also to those who assist with the driving of these vehicles and to the assistant who goes along with the trips. Their caring and compassionate ways are noted and were commented upon in the client survey once again.

Programmes

Each quarter the teams put together a three-month programme for the clients. There is one out of each Centre and the programmes are varied and exciting. There are times when the two groups meet up and gradually, they get to know each other.

The aim is for the clients is to be able to pick and choose the events they wish to attend.

One of the aims of the Aged Care Act is for clients to have choice and we have created a flexible programme which allows clients to attend the events they find appealing.

The Ulladulla Group also has a detailed information sheet explaining what will happen at each event. The Special Interest groups are also highlighted in this programme. It has been well received.

Outings

A highlight of the programme is the number of 'Outings' which occur. Everyone loves





visiting places within the community and going further afield. A great association has been built with many venues who go out of their way to care for our clients.

Special Interest Groups

Rummikub, Mahjong and Scrabble are happening each month and the numbers attending are pleasing. Each group is run by wonderful volunteers and have become happy gatherings.

Ulladulla Activity Room

This is a wonderful room and there have been so many great activities and wonderful times are had by all. It is seen as their 'second home' and the way it is decorated for their day is so imaginative and inviting. When the clients are hosted there for the day, the staff and volunteers create a very colourful environment and the kitchen volunteers spoil everyone with morning tea and a two-course lunch. It is a magical room. We were pleased that the Blessing of the Fleet organising committee used it for their planning meetings.

Individual Social Support

This remains an area for growth but one which is hard to action as it is volunteer intensive. This is a one-on-one exercise where a client has a volunteer take them out or to an appointment. It is an area where we have wonderful success and great bonds are formed between the partners, but we need to be able to do this more often.

Our thanks to those staff and volunteers involved in what is a most rewarding area.

Wallaga Elders

The Management at Merriman's Land Council, who oversee the complex, decided that the Elders group would not continue into 2026. But there is the possibility of staring again should the elders become more interested.

So, after 14 years, Christmas 2025 was the end of the present format and a good final celebration happened for the Christmas meeting.

PALZ

2025 was to be the year of the rebirth of PALZ, then 2026 was to be. But discussion with local groups to get clients and support was successful.

PALZ
Professionals with Alzheimer's

Supporters





Meals on Wheels has been operating in Australia for nearly 75 years. We are very proud to be working for such an organisation and are very thankful for the lovely community comments when Meals on Wheels is mentioned.

We have been opening our facilities to groups and in Batemans Bay, with the local Rotary Club holding its monthly Board meeting in the downstairs meeting room. They have also held several functions at the centre and each of these has been a happy occasion.

In Ulladulla, as noted, the Blessing of the Fleet organising committee met in the Activity Room. This again allows us to be supporting others, and we know how appreciated this type of support can be.

Moruya Rodeo

For the last three years we have run the 'gates' at the Moruya Rodeo. While there are some who do not support us doing this, the funds gained allow us to thank our volunteers through the High Tea and Christmas function in Ulladulla.



This year we shared the roster with volunteers from Community Picnic, a group supporting the Homeless and Disadvantaged throughout the Shire. We shared the proceeds with them too, and this greatly assisted their fund-raising.

Christmas Cards

Since 2017 we have asked local primary schools if their students could create a Christmas card each for our clients. This has proved to be a most popular exercise, and the finished products have been amazing. Our clients love to receive the cards in their Christmas envelope. For three years we have had schools from Ulladulla produce cards for their local area.

Thank you to Moruya Public School and Milton Public School for their efforts in 2025

We have been supported by:

- Rodeo Association of Moruya
- Moruya Rotary
- Community Connect Ulldaulla
- Moruya Agricultural Society
- Moruya Jockey Club
- Radio 2EAR

Volunteers

Over 200 hundred people have been active volunteers this year and we are most grateful for all that they do.

At the Volunteer Expo events held in Narooma, Moruya, Batemans Bay and Ulladulla we were very pleased with the number of people who came forward to ask about the roles we have to offer and for further information on how they can contribute. And it was pleasing to see how many enquiries became actual volunteers.



Jan Young a Local Legend

Volunteer with us

Roles suit

Everyone

Training

Induction given to all applicants

Training with an experienced team member

Mostly working in pairs.

Can supply First Aid training (our cost)

Information

Uniform provided

Name badge provided

Regular Newsletters

Emails on changes

Commitment

Range from an hour to 4 hours depending upon the role.

Roles

Bus driver

Packer

Delivery person

Assistance person *(Group and Individual settings)*

Gardener (simple tasks)

When

Time to suit you and when you are available

Build rosters around volunteer's availability

Allow for those family events

Allow for the travellers

20-30 years

New South Meals on Wheels Honours Roll recipients

Jean Venville (28)
Isabel Carey (25)
Gwen Lea (22)
Lyn Newton (22)
Magda Smyth (21)
Carole Bloomfield (20)
Amy Lockton (20)

10-20 years

Carmel Brophy (19)
Beverley Groenintwoud (18)
Denise Russell (17) Patricia Munchenburg (17) Michele Brooks (17)
Alison Mortenson (16) Paul Mortenson (16) Gwen Downie (16) Jacqueline Whitwell (16)
Carolyn Fenton (16) Kerry Sawyer (16) Sue Hartland (16)
Barb Crosby-Brown (15) Neil Benson (15)
Neville Cork (14) Clare Cork (14) Piri Sitene (14)
Bill Easter (13) Denise Stacchino (13) Jeff Stockley (13) Glenda Castle (13)
Jenny Coulson (13) Helen Lynch (13) Lyn Spanomanolis (13) Jan Rapkins (13)
Maxine Baldwin (12) Geoffrey Dalley (12) Geoff Millard (12)
Peter Evans (12) Libby Evans (12) June Whipp (12)
Carole Downton (11) Annelies Rubino (11) Bruce Gorton (11) Jan Gorton (11) Susan Hollins (11)
Prue Barnes (10) Lily Yellard (10) Carolyn Drew (10)
Carol Walmsley (10) Ros West (10) Anne Green (10)



Amy Lockton, NSW Honours Roll with her ribbons from the local Special Olympics events





Volunteer...

Our appreciation for you
and all these things you do
grows and grows...

Caring ~ Sharing ~ Giving ~ Laughing ~ Working ~

Australian Government
Aged Care Quality and Safety Commission

Aged care reforms

Code of Conduct for Aged Care

The Code of Conduct for Aged Care describes how **you must behave and treat consumers**. It includes the 8 elements below:

A. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.

B. Act in a way that treats people with dignity and respect and values their diversity.

C. Act with respect for the privacy of people.

D. Provide care, supports and services in a safe and competent manner, with care and skill.

E. Act with integrity, honesty and transparency.

F. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.

G. Provide care, supports and services free from:

i. all forms of violence, discrimination, exploitation, neglect and abuse and

ii. sexual misconduct.

H. Take all reasonable steps to prevent and respond to:

i. all forms of violence, discrimination, exploitation, neglect and abuse and

ii. sexual misconduct.

Find out more:

Aged Care Quality and Safety Commission

agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers

December 2022
ACR-COC-022

Aged care reforms

Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard

SIRS – What does this mean for your care and services?

Everyone in aged care has the right to feel safe.

To help keep you safe, the government has introduced the **Serious Incident Response Scheme** or **SIRS.**

SIRS will support your right to be treated with dignity and respect and to live your life free from neglect, violence and abuse.

The SIRS will support your home to:



Report serious incidents

Staff must record incidents in the home's incident management system and report serious incidents to the Aged Care Quality and Safety Commission.



Listen

Staff may ask you questions about something you saw or suspect. They must listen closely when you tell them what happened.



Pay attention

Staff must pay attention to all incidents, including near misses.

Head Office

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Sussex Inlet Office

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Sussex Inlet NSW
02 4441 3745

