

CLIENT NEWSLETTER APRIL 2025



Hello everyone,

We are starting to notice the change in temperatures and the on set of autumn. The change to daylight saving has helped a little to make the mornings not so dark, but we certainly are noticing the difference.

There is a great deal happening and I wish to update you on some matters within our organisation.

- **New Food van**- we have had to get a replacement van, and it has arrived. This van takes the meals from Batemans Bay to Ulladulla and Sussex Inlet. It has a freezer in the back which keeps the meals frozen from the Hub freezer to our centres.
- **New signage** has been installed in Ulladulla and Sussex Inlet. These signs are under the banner of Meals on Wheels and highlight our operational name of Meals and Community Services.

The original sign at Sussex Inlet has been saved and relocated indoors so we can preserve its historical connection to the area.

- **New score cards** for the ladies' bowls group at Sussex Inlet Bowling Club have information about us on them.
- **New freezers** have been installed at Ulladulla and Sussex Inlet.

This brings more modern freezers to each centre and smartens up the two areas. The old freezers in Ulladulla have come back to the Bay apart from two. One was taken by a staff member and the other was gifted to the Ulladulla Resource Centre. Once in the Bay we sent one to the Moruya Rotary Club who cater at the Moruya Jockey Club (and for our volunteers Thank you event -our annual High Tea).

All the freezers in Sussex went to local charity and community groups.

- **The Sussex Inlet upgrade** is now complete with the walls painted, new flooring, new technology and now the new freezers.

We are due for an Induction training session and Client Forum in Sussex on Friday 11 April, so we may include an Open Day for the community to visit the 'new' centre.

- **A new bus** to replace the old bus at Batemans Bay which required a driver with a special licence has arrived. It was becoming difficult to find drivers so we have changed the bus. It is in service. Our three buses are now all the same.
- **The People Mover** vehicle was brought back to Batemans Bay while we waited for the new Food Van. This has now been returned to Ulladulla to assist with their Groups.

As well as all these, the Board held its meeting in Ulladulla on 24th March and we have been monitoring the flow of information on the new Aged Care Act coming into place on 1 July 2025.

My wife asked me what I was
going to do today.
I told her, "Nothing".



She said, "You did that yesterday".
I said, "I wasn't finished".

The new Aged Care Act requires us to monitor and report on new matters. The Government requires new data on our services and what we are providing for you. These include

- Knowing how long our volunteers spend with you when they deliver your meals.
As our volunteer base is vital to the community, I believe the Government wants to measure how much community work these wonderful people contribute.
- If you book for an event under Group or Individual Social Support, and then must cancel, we will be required to report how many cancellations we received (BUT NOT WHO!).

These changes are part of the new systems. When we give this data, we do not give names, so your privacy is not impacted. This is not required until July, but we will test out our systems during June.

Aged Care Act -some changes you may wish to know:

- Support at Home (S@H) will replace Home Care Packages (HCP) from 1 July 2025.
- Will HCP recipients need to be reassessed for S@H?
Those waiting for HCP will transition automatically to S@H from 1 July 2025.
HCP recipients will have funding equivalent to their existing HCP level.
Those with unspent funds balances will retain those funds under S@H.

They may be used to access additional services if a quarterly budget is fully allocated or for assistive technology and home improvements if approved.

- What are the key changes for HCP recipients transitioning to S@H from 1 July 2025?
Moving to a quarterly budget -this means that the annual HCP amount will be divided into 4 equal budgets that each cover 3 months of the year. Recipients who have not spent their budget within the quarter will be able to accrue a maximum of \$1500 or 10% of their quarterly budget (whichever is higher) from one quarter to the next.
A Defined Service List -Under S@H all services will be specified on a services list with clear inclusions and exclusions that will largely mirror existing services accessed through HCP.
No separate administration charges -package management costs will be incorporated into prices, not charged as separate fees. Care Management funding is set at 10% of all ongoing quarterly budgets-this funding will be set aside for providers to use to deliver care management support across all participants.
Separately funded Assistive Technology and Home Modifications scheme -people will be approved as assessment for a separate funding amount for assisted technology and/or home improvements.

Alan Russell, Manager

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

Client Forums

- ✚ **Sussex Inlet client**
Friday 11 April at 11.30am
Sussex Inlet office
- ✚ **Batemans Bay clients**
Friday 9 May at 11.00am
Batemans Bay office
- ✚ **Ulladulla clients**
Friday 23 May at 1pm
Ulladulla office

Client Survey

Each year we ask you to complete a survey.
This will happen in **May**.

