

CLIENT NEWSLETTER MARCH 2025



Hello everyone, and welcome to autumn! These seasons come very quickly.

From the last Newsletter there were some dates I was going to provide for you so we could meet through our **Client Forums**.

These are designed for you to give me feedback on our services and what you think we can provide for you, improve what we are doing and inform you about matters such as the new Aged Care Act which comes into place on 1 July 2025.

- ✚ Ulladulla clientsFriday 28 March at 1pm; Friday 23 May at 1pm
- ✚ Sussex Inlet clients.....Friday 11 April at 11.30am
- ✚ Batemans Bay clients.....Friday 9 May at 11.00am

There will be more later in the year, including the annual Client Survey in May.

I have continued to put information in each of our offices about the new **Aged Care Act**.

In the latest piece of information, it discusses the design of the Act stating....

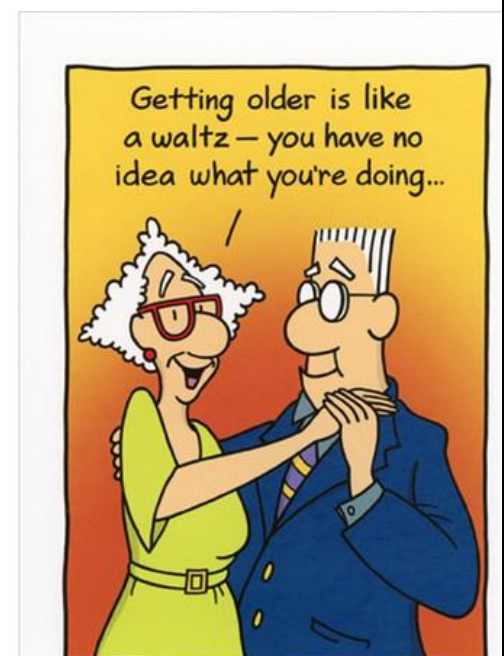
'a new Aged Care Act for the rights of older people'.

The new law is to protect the rights of older people who use aged care services.

Rights are rules about how people must treat you fairly and equally.

There is also a Statement of Rights which includes the following headings:

- ✓ **Choice and control**
you have the right to make decisions about things that affect your life including the services you want to use, who gives those services and how you get the services.
you have the right to get the support to make decisions and the right to take risks when you choose how you want to live.
- ✓ **Get the services you need**
You have the right to get a fair and true assessment for the aged care services, The assessment can help you work out what support you want, recognize your culture and past experiences.
- ✓ **Safe services that work well**
you have the right to use aged care services that work well for you, are safe and fair as well as treating you with respect. The services should be easy to find and use where providers follow the law and have the right skills and training.
- ✓ **Safe and private information**
You have the right for aged care services to keep information safe and private. You have the right to get information about your rights and the aged care services you use.
- ✓ **Get information and speak up**
You have the right to get information about your aged care services in a way you understand. You



also have the right to share what you think about your services and to communicate this in a language you want. You have the right to use tools to help you communicate. You are allowed to speak up without getting in trouble and to get a quick and fair response to your complaint.

✓ **Get support from other people.**

You have the right to get support from someone you choose who can be your advocate and support you, help you have your say and give information and advice...and you can choose your advocate. You have the right to be connected to your family, friends and carers as well as to your pets. If you are Aboriginal or Torres Strait Islander, you have the right to stay connected to your community and Country.

Some terms and groups which may be of interest to you under the new Act

- ✚ **Advocate**...someone who can support you, help you have your say and give you information and advice
- ✚ **Aged Care Quality and Safety Commission** makes sure older Australians are safe and get good services.
- ✚ **Assessment** is to help you work out what you need and how to support you.
- ✚ **Complaint** is when you tell someone that something is wrong or isn't working well.
- ✚ **Country** means the land, water, sky and everything within them.
- ✚ **Culture** is someone's way of life and what they believe.
- ✚ **Interpreter** helps you use your language and helps you understand what someone is saying.
- ✚ **Providers** support people by delivering a service.
- ✚ **Rights** are the rules about how people must treat you -fairly and equally.

There has been a great deal happening with our organisation too.

Recently (1 January) a team of volunteers assisted at the Moruya Rodeo on the gate. We had a donation presented for our efforts. We received \$8000 which will be used to support our volunteers as we look to make sure they have what they need to support you.



With the changes under the new Act, we are going to have to note the time of each visit as we deliver meals. How we do this is being discussed. We may have to use technology instead of our usual pieces of paper-maybe the funds will support this project.

The Board has looked at the name of our organisation. The official name is Meals on Wheels Eurobodalla but the name to be used on signage at all three centres will be

Meals and Community Services.

This highlights what we do in the community through the distribution of meals, the Group and Individual Social Support activities and the Special Interest Groups. This reflects our services.

We are delighted to provide the services we have, to support you. Please feel free to ask for assistance. Our numbers are Batemans Bay 4474 4464, and Ulladulla 4455 286.

Alan Russell
Manager

Remember: Kindness is love in action

