

It's Here



CLIENT NEWSLETTER NOVEMBER 2025



The caterpillar has been waiting to get out for some time and now we have the new beautiful butterfly. I am looking to see how it will fly.

Hello everyone,

On Saturday, 1st November, the new Aged Care Act came into being.

This is a huge undertaking as it is not just fiddling with the present Act and making the necessary changes. It is a complete rewrite, a completely new Act of Parliament and a completely new set of rules and procedures with a focus on clients needs.

There is new language and there is a new way of doing things.

It is going to be very interesting to see how it works

and whether clients really are at the centre of the Act, which is what the Aged Care Royal Commission asked for over 5 years ago.

For some time, I have noted changes which will come into being.

Statement of Rights is new and most important as your rights are central to the new system.

Statement of Principles is the way clients must behave towards volunteers. We are lucky to have lovely clients and very supportive volunteers.

Feedback is important and always most welcome. This includes having a Whistleblower Policy to allow anyone to raise concerns. We do have this, and policy statements which cover all manner of feedback. We also have a period in which we will respond to a complaint....14 days and the matter should have been dealt with and your complaint resolution reported back to you.

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

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.

The new language includes the following terms:

CHSP (*Commonwealth Home Support Programme*) is what most of our clients are covered by. This means that the Government gives us funds to subsidise the meals and costs associated with Group and Individual Social Support.



Home Care Packages (HCP) is what the remaining clients who use our services have been on. There are four levels and according to need, you are allocated one of these. Some have managed these themselves and others have gone through a Provider. This makes you a client of that Provider who is accessing our services. We have a charge for you and a charge the package pays which is done by the Provider.



Support at Home (S@H) is the new scheme being introduced. New clients will go directly onto this scheme and be classified under one of the 9 levels. HCP clients will eventually also move over but not be any worse off. There are new rules around the funding and once again you are the client of the provider you have chosen, not of Eurobodalla Meals on Wheels. They use our services to assist you. We will charge them the full cost of our services and meals, and they will charge you according to the level that your pension dictates. Services Australia will determine your level according to your pension.

Providers are the people such as Anglicare, Uniting, Australia Unity etc who have you as a client under HCP or S@H. They look after your funds and plan your support. Only CHSP clients have us as their Provider.

Associate Provider is us for those of you on HCP or S@H. We raise charges and they pay them for you. However, we will still send everyone our Newsletters, seek your Feedback and comments, ask you to complete surveys and care for you.

For those on HCP I hope you have had people visit to explain where you are in the system and whether your HCP will just roll along and you will slot into the new S@H fees system (and no changes) or whether you will be reassessed.

Client Agreements and Care Plans have had to change. We will be visiting all our CHSP clients with our new Agreement and rewriting your Care Plan with you. We want all of these completed by March even though we have 12 months to do this task. Under this we need to know times we pick you up and return you home, and when we deliver meals to you. Work for our volunteers!

Available....a motorized scooter for little or no cost (near new). Contact Gary 0402 333 200

I hope this information is of use to you. We are here to assist if need be and thank you to my team dealing with all these changes.

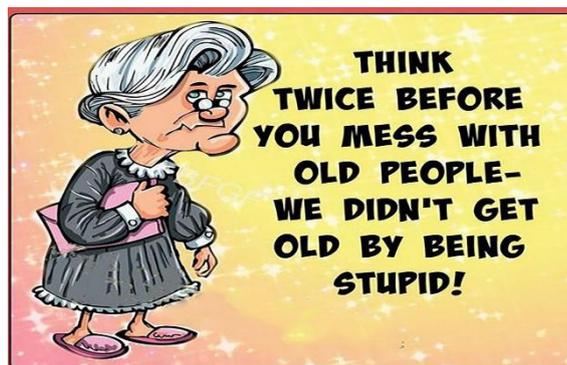
Alan Russell
Manager

Handyman Services

Peter Phin

0412 683 222

Peter lives in Tuross Head and is available to complete work from Batemans Bay to Narooma \$50 per hour.



Handyman Services

Dave

0403 937 787

Dave has Lake Conjola Handyman Services and travels between Sussex Inlet and Kings Point. \$70 per hour (Cash)