

**ARMIDALE / URALLA MEALS  
On WHEELS INC.**

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**Office Hours:**

**Mon to Thurs - 9am to 3pm**  
**Fridays - 9am - 2pm**  
**Closed on Public Holidays**

Armidale Uralla Meals on Wheels gratefully receives funding from the federal government under the Department of Health's Commonwealth Home Support Programme (CHSP).

**Management Committee:**

Simon McMillan - President  
Maryann Munsie (Uralla) - Vice President  
Natasha Little (Uralla) - Secretary  
Sandra Stroud - Treasurer, 2nd Vice President  
Committee Members:  
Rick Mills / Martin Hazell  
David Breusch / Judy Fisher / Carole Peacock  
Kerryn Williams - Manager (ex officio)



We are a registered Charity under the Australian Charities & Not-for-Profits Commission (ACNC).

**From the President**

This issue of our newsletter looks at aged care support and how it can assist each of us - whether we be clients, volunteers or staff. Most of our clients will have encountered the "Journey" that is outlined neatly in the main section on pages 2 and 3.

Many of our volunteers, the drivers, may have been involved in this Journey too, as friends or relatives of those seeking aged care assistance, or we may know someone who should be seeking assistance from Aged Care services - it could even be ourselves, now or in the future.

Whatever is the case, it is important that we all understand how the system works, and how it affects and benefits us. The key messages are contained in the **orange bordered box on page 2**. If you don't read anything else in this issue, please read that section. And then read the **4 main steps, shown in bold print in the Journey**.

*Our society demands high quality care for our older people. This is why at AUMOW we strive to work with every consumer to find out what they need to help them stay safely and independently at home.*

I am very grateful to Kerryn Williams for putting this information together and I hope you will appreciate its importance to you or someone you care about.

**Simon McMillan**

**In Memoriam**

Our condolences and thoughts to the loved ones of the following clients whom we have been proud to serve whether it be for a long time or a short time, recently or a while ago, who have passed away in the last few months and are all sadly missed.

**June Roan ~ Norma Bower (Uralla) ~ Zelda Canak ~ Pat Gorrie ~ Adelle Makepeace ~ Evelyn Griffith ~ Jack Patton ~**



**Armidale/Uralla Meals on Wheels**

**Summer 2022 Newsletter**

JANUARY 2022

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**Uralla Shire Business Chamber**

**Outstanding Community Organisation 2021**

Congratulations to our dedicated Uralla drivers for the well-earned recognition as Armidale / Uralla Meals on Wheels is awarded Uralla Business Chamber Outstanding Community Organisation for 2021.

After much delay and re-scheduling - the ceremony was finally held on Friday 5th November and our Management Committee Vice President, MaryAnn Munsie, was there to collect the award on our behalf.

Once again a hearty thanks to all our dedicated volunteer drivers. This award is just more well-deserved recognition of the important role you undertake and the level of appreciation in the community for this service.



**Need to reach out? Help is only a phone call away**

**If you provide informal care and support to a family member or friend, you are providing more than just an extension of your relationship to this person or people.**

The informal care and support you give, plays a pivotal role in that person's life. So, whilst you are providing support to them, Carer Gateway is here to provide support to you.

Carer Gateway is a Federal Government funding initiative to support carers across the country.

Carer Gateway has many services that can help you with any daily challenges, emotional and financial stresses you may be experiencing. If you aren't feeling ok, then everything around you, including the person you care for won't either. However, help is only a phone call away.

Support the Gateway offers carers include; practical supports such as assistance with groceries, shopping, cooking, cleaning, gardening, planned respite & transport; assistance to purchase technology to connect with school and / or employment; and a range of services to support carer wellbeing such as counselling, peer support sessions, carer coaching. We can also offer temporary emergency respite in certain circumstances.

A significant amount of time and energy goes into caring for someone, that's why it is important to prioritise looking after yourself. Reach out to Carer Gateway on 1800 422 737 or visit [www.carergateway.gov.au](http://www.carergateway.gov.au) and let our team assist you. **Remember there is support for you too.**

**COVID UPDATE** - With increasing COVID cases we are focused on remaining vigilant about sanitizing, wearing masks & no-contact deliveries where possible. We ask that ALL volunteers and clients advise if they find they are COVID positive so we can support you without putting others at risk.

# A Brief Summary of the Aged Care Service Journey

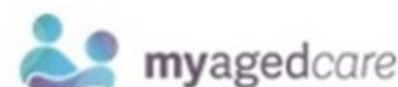


Kerryn Williams  
Manager

From the  
Manager's  
Desk....



**Identified Need** → → → → → **Referral** → → → → → **Assessment** → → → → → **Services**



<p><b>Consumer decides they would like some assistance to remain safe and independent at home.</b></p> <p>This could be because of:</p> <ul style="list-style-type: none"> <li>• Injury, illness or accident</li> <li>• Decreased mobility or dexterity</li> <li>• Hospitalisation (planned or not)</li> <li>• Change in living arrangements</li> <li>• Change in existing supports</li> <li>• Concerned about own safety</li> <li>• Decision to access some help</li> </ul>	<p><b>Consumer referred to MyAgedCare to organise an assessment.</b></p> <p>This referral can be done by:</p> <ul style="list-style-type: none"> <li>• Self or authorised Advocate</li> <li>• Concerned partner, family, friend, neighbour (only with clear consent)</li> <li>• GP or Practice staff</li> <li>• Other Health Care provider</li> <li>• Hospital discharge planner</li> <li>• Transitional Aged Care Program (TACP)</li> <li>• Aged Care Provider</li> </ul> <p>MyAgedCare will contact the consumer to seek their approval for an assessment to go ahead.</p>	<p><b>The Regional Assessment Service (RAS) will contact the consumer (or nominated Advocate) to arrange to visit the consumer for an assessment of their needs.</b></p> <p>If accessing entry level Aged Care Services, the Assessor will generate referrals for each identified service eg. Meals At Home, Personal Care, Domestic Assistance etc which can be 'picked up' by CHSP service providers.</p> <p>If the identified needs are high and complex, a subsequent assessment will be required and referred to the Aged Care Assessment Team (ACAT) with a view to accessing a Home Care Package.</p>	<p><b>Service providers make contact with the consumer to organise an Intake meeting to plan their care services.</b></p> <p>This is to ensure the client will receive the care services they need and want, when and how they want them.</p> <p>Intake discussions should include:</p> <ul style="list-style-type: none"> <li>• Day/s of the week</li> <li>• Time of the day</li> <li>• Costs and payment arrangements</li> <li>• Special requirements</li> <li>• Restrictions impacting a client's daily life</li> <li>• Emergency Contact</li> <li>• Any other factors relevant to care needs</li> </ul>
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**Commonwealth Home Support Program (CHSP)** = Entry Level services at home  
**Home Care Packages (HCP)** = higher level or more complex services at home (coordinated by a service provider)

During the pandemic there have mainly been telephone assessments undertaken. Face to Face meetings are more beneficial for clients, the assessor and service providers. AUMOW always prefers, when possible, to meet with our clients in person. This allows us to form a better relationship with each individual we are supporting with meals.

**Anyone can self-refer by contacting MyAgedCare on 1800 200 422 Mon-Fri 8am-8pm Sat 10am-2pm**

## The Aged Care Service Journey

The very basic diagram above demonstrates the journey that consumers take when entering into aged care services. It's important for the general community to understand how the system works, so people have realistic expectations and embrace the process for a successful journey.

Often we hear that people are surprised that they are required to register with MyAgedCare or require a basic assessment of their needs. Aged Care services are subsidised by the federal government and all consumers and service providers need to be accountable for how this funding is allocated.

The process of assessing each consumer ensures that appropriate services are being provided for that person. Also and very importantly, that the person is able to make informed decisions about the services they can access and what their rights are as a consumer of those services.

Our society demands high quality care for our older people. This is why an assessment is important and necessary so that the right services are provided in the right way for each individual. If we only offered a one-size-fits-all service, people would complain. This is why we strive to work with every consumer to find out what they need to help them stay safely and independently at home.

## Reform of Aged Care Sector

Just prior to Christmas the Federal Health Minister, Greg Hunt, announced an additional \$632.6 Million to go towards the aged care sector reforms that are evolving in response to the Aged Care Royal Commission.

Unfortunately there is no clear plan in place for how these reforms will be implemented and what they actually mean. The Department of Health is consulting with service providers and consumers for input. The Department is working through the list of recommendations made by the Royal Commission and is starting to introduce some changes, mainly at an administrative level so far.

The proposed changes are completely necessary to ensure ongoing improvement in service quality and accountability. However, behind the scenes there is plenty of work for AUMOW to do so that we adhere to revised compliance and governance requirements. We will do our best to keep you all informed and hope that the Department provide us all with useful information. At all times we aim to continue a consistent, quality service to our clients.