

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

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ARMIDALE NSW 2350

Phone: (02) 6772 8970

E-mail: info@aumow.org.au

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

Judy Fisher - 2nd Vice President

Carole Peacock - Treasurer

Natasha Little (Uralla) - Secretary

Committee Members: Martin Hazell / Sandra Stroud

David Breusch / Kim Johnston / Barbie Connah

Kerryn Williams - Manager (*ex officio*)



Australian Government
Department of Health



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

From the President

A new Management Committee was elected at the Annual General Meeting of Armidale/Uralla Meals on Wheels, on Monday, 17th October 2022. You will see their names listed above. It turns out that all members of the "old" Committee were re-elected, and two new members joined us. You will likely recognise some of these folk as the people who deliver your meals from time to time.

The Committee relies on our Manager (Kerryn) and her staff to do all the day-to-day things that make our service possible. We couldn't do it without them! The other important group is the drivers who deliver your meals. These volunteers do an amazing job, and give their time freely to Meals on Wheels. We couldn't do it without them either!

The aged care sector is going through a huge set of changes in the wake of the Royal Commission. Some of the changes have been implemented, especially in residential care, but there are many more to come. It's the job of our Committee and the Manager to make sure that AUMOW is ready for these and able to make the most of the opportunities and challenges that the changes present.

If you have concerns or questions about our service, please contact the office staff in the first instance, and remember that we're doing our level best to make it work for you.

Simon McMillan

PUBLIC HOLIDAY CLOSURES

Armidale Uralla Meals on Wheels will be closed on Monday 26th and Tuesday 27th December and again on Monday 2nd January for the Christmas and New Year public holidays. Later in January, we will be closed on Thursday 26th for Australia Day and Friday 27th. Pre-ordering Frozen meals for these days will be arranged in advance with you or via your regular menu selections.



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Armidale

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Armidale/Uralla Meals on Wheels

Spring 2022 Newsletter

NOVEMBER 2022

Aged Care Sector Reforms

On the Inside page is a letter to all our clients from the Aged Care Quality & Safety Commissioner introducing some of the changes coming to the Aged Care sector.

As she states in her correspondence you do not need to do anything. Most of the changes are for your service providers (*that's US!*) to make to their internal reporting systems and processes, and to review how we oversee the staff and volunteers who deliver our services to you.

This is all part of the ongoing reforms to the sector and these internal changes are aimed at ensuring all services are of the highest quality and safety for the consumers. We are being provided with a range of information about changes we need to make and we will pass on everything to you that may impact how we deliver services to you.

We already have a range of processes to follow-up any incidents or accidents that may occur during our service or hazards that are observed by our staff or volunteers.

This is called Quality Improvement and all service providers should be continuously working to improve the quality of their services - learning from feedback or complaints, reviewing any incident or accident and through observing hazards or risks that can be reduced for a safer service for their consumers.

WE NEED YOUR HELP! One of our biggest risks is food safety. The rules around safe food handling are very strict.

We CANNOT leave a meal sitting on the bench for you. If you are not going to eat the meal straight away, it needs to be stored in the fridge and re-heated for consumption. If you prefer your hot meal of an evening, then we should already be providing a chilled meal for you to reheat - this would have been organised with you when you started our service. If you need to change your meal orders, please let us know.

If you are not going to be home, please call us to let us know, so we can inform our volunteers what they need to do with your food. We can place your food in the fridge inside OR in an esky as long as there is a FROZEN ice-brick. These instructions are food safety regulations that we must adhere to, otherwise we cannot leave your food.

Our Commitment to You - We strive to ensure we provide quality service to you - not just the food we deliver but also the additional wellbeing check that comes with our friendly volunteers. We have a duty of care to all clients which we take very seriously. We will always follow-up with you or your advocate if there is any kind of incident or hazard that has potential to impact your safety or independence at home. After all, Meals on Wheels offers **More Than Just a Meal!**

COVID is creeping back into the community again. If you are concerned, please let the office know immediately if you want strictly NO CONTACT DELIVERY in place.

From the Manager's Desk....



Kerryn Williams
Manager

Hello everyone,
As we head towards the warmer months, we must acknowledge the sterling efforts of our volunteer drivers who have recently braved torrential rain, gale force winds, flooded creeks, potholes (*and whatever is happening on Donnelly Street!*) and some very chilly November temperatures, to ensure your food is delivered to your door.

Many of our clients have sent notes of thanks to our volunteers and your kind words are passed on and very much appreciated.

We are going through an extremely busy period in the Aged Care Sector. As I mentioned in the last newsletter - if you or someone you know needs any help to remain safe and independent at home, in addition to services you are already receiving - **DO NOT WAIT!** There are delays in every part of the process at the moment, so please be proactive about your support services.

If you have concerns about any of the services you are receiving or would like some clear, professional advice about anything in the Aged Care Sector, please take advantage of the service listed below - The Seniors Rights Service. Some people do not have family or friends to help them navigate the system which can be complex at times, so please reach out to this service if you need to.

We are excited to welcome new staff member Kaitlin, who has hit the ground running and is a delightful addition to our Admin team.

Kerryn Williams, Manager

Seniors Rights Service Advocates

Julie Tremayne and Sally Burey, the recently appointed Aged Care Advocates for the New England, will be holding a monthly *Meet with an Advocate* session at Armidale Library. The sessions will run from 10:30am to 12:30pm on the fourth Monday of each month.

The new service, known as the Senior Rights Service, aims to support those who are receiving aged care services to understand, promote and stand up for their rights. The advocate listens to your concerns and can provide information and referrals.

Older people in the New England who want to talk to a local advocate can call **1800 424 079** and ask to speak to Julie or Sally.

Julie jtremayne@seniorsrightsservice.org.au

Sally sburey@seniorsrightsservice.org.au

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.

Patsy Wilkinson (Uralla) ~ Sheila Reeves ~ Cheryl Mace ~ Dick Pearson (91) ~ Thomas Taylor ~ Judith Wild ~ John Fuller ~ John De Veau (96) ~ Violet Earl (90) ~ Robina (Bobbie) Wright ~ Jillian Lawrence ~ Pam Kliendienst (Uralla) ~ Beulah Anderson ~ Carmel Kirk ~ Yvonne Brewer (91) ~ Betty Witherdin (93) ~ Betty Johnson (Uralla) ~ Frank Low (also past Uralla Driver) ~

The letter below was provided to AUMOW by the Aged Care Quality & Safety Commissioner for distribution to our clients.

The information she provides relates to the complex overhaul of the Aged Care sector in response to the Royal Commission and increased public demand for better quality service and more transparent provider accountability.



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard

Dear aged care consumer

I am writing to tell you about important changes that will improve the safety and quality of aged care. You do not need to take any action in response to this letter.

The Australian Government is concentrating on addressing key recommendations of the Royal Commission into Aged Care Quality and Safety.

Some changes start on 1 December 2022. Aged care services will have to meet new requirements from that date. The Aged Care Quality and Safety Commission (the Commission) will have more powers to make sure that aged care providers meet their responsibilities.

The changes that start on 1 December include:

- Improving the way aged care services are run through stronger governance requirements. This includes residential aged care services asking consumers whether they would like to have a Consumer Advisory Committee to give people who use the services a say in how they are run.
- A new Code of Conduct that describes how the people in charge of aged care services, and their aged care workers, must treat people receiving care. The Commission will have powers to take action where a provider or staff member breaches the Code.
- A Serious Incident Response Scheme applying to aged care provided in the home or the community. All providers will need to show that they have a systematic approach to minimising the risk of things going wrong and can respond quickly and effectively if something does go wrong that affects a consumer. Home care providers will now also have to report serious incidents to the Commission and take action to make sure they don't happen again. (Residential aged care providers are already required to do this.)

There will be more changes during 2023, including improved Aged Care Quality Standards.

The Commission will work with aged care providers to make sure the changes are made smoothly. Your service provider should keep you updated about what they are doing.

You do not need to do anything in response to this letter. We will provide more detailed information for people who receive care and their families closer to 1 December. If you would like to stay in touch with us, you can visit our [website](#) and subscribe to the monthly [Aged Care Quality Bulletin](#).

I hope this letter has boosted your confidence that your aged care provider, and the Commission, are working hard to ensure that you will have the best possible experience of aged care.

Yours sincerely

J. M. Anderson
Janet Anderson PSM

Commissioner
31 August 2022

