

The **1st of November** marks the beginning of many changes in the Aged Care sector and the commencement of the Aged Care Act. This will mean changes for both Aged Care providers and their clients. Our November newsletter will cover the changes that you need to know about and how they will affect your service.

MANDATORY REGISTRATION WITH MY AGED CARE

Any person accessing government-funded aged care services will need to be registered with My Aged Care and have an aged care assessment completed. Government-funded services are available to people with care needs who are:

- Aged 65 years or over; or
- Aboriginal or Torres Strait Islander and aged 50 years or over; or
- Homeless or at risk of homelessness and aged 50 years or over; or
- Existing clients who were approved for aged care before 1 November 2025

If you are registered with My Aged Care and have already had an aged care assessment, your CHSP services will continue without interruption. **You don't need to do anything.**

If you have never had an aged care assessment and are accessing CHSP services, you must apply and be assessed as soon as possible by:

- Contacting your service provider who can help you register on My Aged Care and refer you for an assessment
- Apply online through the My Aged Care website or call 1800 200 422, (free call) 8am – 8pm, Monday – Friday, or 10am – 2pm on Saturday's
- Book a face-to-face appointment with an Aged Care specialist officer by calling 1800 227 475

Find the help you need with **myagedcare**

www.myagedcare.gov.au



OLDER PERSONS ADVOCACY NETWORK (OPAN)

The Older Persons Advocacy Network (OPAN) is a free, confidential and independent service supporting people receiving or applying for government-funded aged care. An OPAN advocate can help you raise and address any aged care issues and understand your aged care rights.

You can call the Aged Care Advocacy Line on **1800 700 600** or visit **opan.org.au**



MANDATORY COLLECTION - MY AGED CARE ID

All organisations delivering the Commonwealth Home Support Program must collect and report the My Aged Care IDs (MAC ID) of the clients to whom they are providing CHSP services.

The Department of Health, Disability and Ageing uses the MAC ID to assess provider compliance with the statutory funding conditions for home support grant funding (Aged Care Act 2024 ss 266-267). Organisations must notify their clients that their MAC ID will be entered into DEX for this purpose.

When organisations enter the MAC ID into DEX, the system will automatically encrypt the ID.

Cootamundra Meals on Wheels will update our consent form, which is part of your assessment pack, to ensure that we comply with this new requirement.

STATEMENT OF RIGHTS

The new Aged Care Act includes a Statement of Rights, outlining the rights that older people will have when accessing aged care services.

The Statement of Rights will replace the current Charter of Aged Care Rights on 1st November 25.

The rights outlined in the Act help to ensure that older people and their needs are at the centre of the new aged care system.

The Statement of Rights include the right to:

- independence, autonomy, empowerment and freedom of choice
- equitable access
- quality and safe funded aged care services
- respect for privacy and information
- person-centred communication and ability to raise issues without reprisal
- advocates, significant persons and social connections.

A copy of the new Statement of Rights is attached to this newsletter.

COMPLAINTS AND FEEDBACK

As a provider of CHSP services, Cootamundra Meals on Wheels has a complaints system in place which complies with the Act. This system provides avenues for consumers to give feedback about the service we supply to you.

The organisation regularly seeks input from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Cootamundra Meals on Wheels conducts a formal survey annually (in May) but feedback can be given either formally or informally at any time.

Transparency and accountability in aged care are vital to the safety and wellbeing of older people. Our Whistleblower Policy ensures that we protect those who speak up to ensure that we are monitoring, supporting and enforcing our obligations in the Aged Care Act.

AGED CARE CODE OF CONDUCT

Everyone has the right to a safe, respectful and enjoyable aged care experience. The CODE OF CONDUCT describes how aged care providers, their governing bodies and workers (including volunteers) must behave and treat people receiving aged care.

The code ensures that people have confidence and trust in the quality and safety of aged care they receive by:

- Supporting a person's right to personal choice, dignity and respect
- Promoting kind, honest and respectful behaviour
- Keeps people receiving aged care safe from harm

A copy of the **CODE OF CONDUCT for AGED CARE** has been attached.

CHSP SERVICE AGREEMENT

As a condition of registration as an Aged Care Provider to deliver funded aged care services, Cootamundra Meals on Wheels must have a Service Agreement with each of our clients as outlined in the Aged Care Rules 2025. This is to support clarity of services, charges and other obligations such as new service list names, specify review dates and variation arrangements, a cooling off period and circumstances where service can be ceased, to ensure the rights of CHSP clients are upheld.

If you receive services with more than one provider, you will need to have a Service Agreement with each provider to reflect each serviced being delivered.

Cootamundra Meals on Wheels will be conducting reviews with each of our clients and completing a new Service Agreement in due course.



A POEM ABOUT LIFE AS IT WAS

We met and we married a long time ago
We worked long hours, when wages were low.
No TV, no wireless, no bath, times were hard
Just cold water taps, and a walk up the yard.
No holidays abroad, no posh carpets on floors.
We had coal on the fire, and didn't lock doors.
Our children arrived, no pill in those days,
And we bought them all up, without any state aid
They were quite safe to play in the park,
Old folk weren't afraid to go out in the dark.
No valium, no drugs, no LSD
we cured most ills with a nice cup of tea
but if you were sick, you were treated at once,
no fill a form out and come back in 6 months.
No vandals, no muggings, there was nothing to rob,
and we were quite rich with a couple of bob.
People were happier in those far off days,
Kinder and caring in so many ways.
Milkmen and paperboys used to whistle and sing
a night at the pictures was a bit of a fling
we all get our trouble and strife, and we just
love to share the pattern of life.
But now we're alone, we look back through the
years, we don't think of the hard times, the trouble
and tears.
We remember the blessings, our home and our
love, that we shared them together, and thanked
God above.

Author unknown