



Meals on Wheels  
Southern Highlands

# Newsletter

Summer 2025

## Summer - Meals, Mates & Sunshine

### Important Update – New Aged Care Act 2024

From 1 November 2025, we'll be making some behind-the-scenes updates to align with the new Aged Care Act and Strengthened Aged Care Quality Standards. Noting Client Centred is the heart of the Act, Rules and the Standards Care

Good news – your meals, delivery service, and choices will stay the same!

While these changes are mostly administrative, we want to keep you informed. The updates include:

- Code of Conduct – Outlining the standards all staff and volunteers are expected to follow in their roles.

- Statement of Rights – A clear guide to your rights as a client receiving aged care services.

- Complaints, Feedback & Whistle-blower Policies and Serious Incident Reporting – Clear processes for raising concerns if you ever feel that the Code of Conduct or Statement of Rights hasn't been met.

- Supported Decision Makers – This means individuals remain in charge of their care, and if they would like someone to assist with helping to understand information or communicating decisions they can choose someone they trust and register them with My Aged Care as a supported decision maker.

We'll be sending out the updated paperwork soon and providing training for our volunteers to ensure everyone is informed and supported.

As always, we welcome your feedback – both the positive and the areas where we can improve. It helps us continue to grow and provide the best service possible.

### Action Required: New Service Agreement

As part of the upcoming changes under the New Aged Care Act, there's one small task we need your help with – reviewing and signing a new Service Agreement.

This agreement outlines the basics of our relationship with the older person receiving services, and our organisation. It's designed to:

- Reflect the rules and requirements of the Commonwealth Home Support Program (CHSP)
- Set out our mutual commitments under the New Aged Care Act
- Ensure we continue to provide services in a way that's clear, transparent, and aligned with national standards.

**Please note:** Nothing is changing in how your meals are delivered. You'll still be able to update your preferences, make changes to your orders and enjoy our regularly updated menu (every 6 months) — just like always!

We simply ask that when you receive your agreement, you take a moment to review, sign and return it. Your cooperation is greatly appreciated and helps us stay compliant while continuing to offer flexible and personalised support.

If you have any questions or need help filling it out, please don't hesitate to call us — we're always happy to assist.



Welcoming the  
**STRENGTHENED  
AGED CARE  
QUALITY  
STANDARDS**



## Building Update & Exciting Grant News!

After the garbage truck incident with our building awning, we're making progress – even if it's mostly behind-the-scenes right now! Stage One of the building repairs is about to be underway, starting with exploratory works to check any structural damage. Once that's complete, a plan will be devised and we'll move into the next stages of repair. So for the foreseeable future there will continue to be no access from Spring Lane with full access from Queen St. We apologise for the inconvenience.

Exciting news – we've also received a Community Builders grant from MP Carol Berry of \$16,000 to help us replace our kitchen floor once building repairs are done. A big thank you to everyone who supported the application including the Wingecarribee Community Services Centre Building Committee

## National Meals on Wheels Day

Back in August, we celebrated National Meals on Wheels Day – a day to recognise all the amazing people who make this service happen. It was great to see clients, volunteers and community members come together for good food and great company.



## Going Digital: New App & Devices for Volunteers

Under the new reforms, we'll soon be required to record more information during deliveries. To make this easier, we've secured a fantastic grant from Clubs NSW, Mittagong RSL and Moss Vale Services Club to purchase new mobile phones and a digital app. This means our amazing volunteers can continue their work without being bogged down by paperwork. A big thanks to the Clubs for helping us stay efficient and compliant!



**Wingecarribee Food Services Co-operative**

## 2025 AGM INVITATION

Join us as we:

- Reflect on the highlights and achievements of the past year
- Share what's ahead for 2026 and beyond
- Introduce our Board and team
- Acknowledge the incredible work of our volunteers and supporters

We also wish to thank and acknowledge the generous financial support we've received throughout the year – through grants, donations, and community contributions, whose support has helped us continue improving our service, supporting our clients and volunteers.

Afternoon tea will be provided – if you're able to RSVP, it helps us make sure there's plenty of food for everyone!

 2:00pm Friday 21 November 2025

 BDCU The Collective Impact, 411 Bong Bong Street Bowral

Everyone is welcome – we'd love to see you there and celebrate this special occasion together.

**RSVP: 02 4869 4032**  
**debbie@mealsouthernhighlands.org.au**





## Scam Alert & Stay Safe

Our friends at BDCU Collective Impact remind us all to stay vigilant about scams, especially as we head into the festive season. Whether you're a member with them or not, they're happy to chat with you about ways to stay safe. You can drop in to the Borwal or Moss Vale branches. If it sounds too good to be true, it probably is. If someone contacts you unexpectedly, it's okay to hang up or check with the original source (like your bank or provider). If you're unsure, give us a call — we're happy to help.



## Christmas Closure Dates

We'll be delivering meals right up until Christmas Eve (Wednesday, 24 December). After that, we'll be taking a short break and reopening on Wednesday, 7 January 2026. To make sure you're well fed over the break, we'll be delivering meals in advance during the week before closure. If you're planning to be away, having family over, or want to change your delivery schedule (fewer meals, more meals, different meals like replacements for sandwiches or salads) please let the office know. We're flexible year round and even more so at this time of year! While we appreciate 48 hours' notice, we understand that plans change – just give us a call and we'll do our best to accommodate.

## Community Christmas Dinner

We will be involved with the Community Christmas Dinner again this year on 23rd December. Keep an eye out for your invitation! It is always a fantastic night of community, festive spirit and great food.

## A Big Thanks to Blue Fit & Our Community!

A heartfelt thank you to Blue Fit at the Moss Vale War Memorial Aquatic Centre and our wonderful community for choosing to support us. They ran an special promotion - Get Fit Give back. When a new member joined up they gave \$100 to a the charity the new member selected. We received \$2300. Thanks to your generosity, we'll be throwing a special Christmas party to celebrate our volunteers – the true stars behind the scenes!

GET FIT  
GIVE BACK



More  
than just  
a meal



## Message from the Manager

Change is inevitable, but how we respond can make a world of difference. It's hard to be anxious and grateful at the same time. So keep looking out for all the positive things to be thankful for.

As the new Aged Care Act 2024 rolls in, you'll notice policy updates, but no changes to your day-to-day service. These changes have been forecast for a long time but little detail has been available. So we will continue to communicate with you as the information comes to us and we are always here for questions or concerns.

Don't forget we'd love to see you at our AGM on 21st November. Check out the invite in this newsletter for details.

Now that the warmer months are here, it's the perfect time to get out and about again. Social isolation is now recognised as a major health risk — on par with smoking — so stay connected! Here are just some of the great options out there for you to enjoy.

- Wingecarribee Adult Day Centres (Bowral & Moss Vale) – fun, food & friendship, with transport included! Opportunity for a bus trip, lunch, activities and friends. Call 4862 1774
- Probus Groups, CWA, U3A, Mens Sheds, Robertson CTC and many more.
- With Christmas not that far away why not join in some festive events like Christmas Carols - Moss Vale Christmas Carols – 13 December at the old bowling club Moss Vale. Come sing, celebrate and connect.

We'd also like to encourage you to stay connected.

If you need help finding a group or activity, or just want to know what's out there, call us on (02) 4869 4032 – we'd love to help. Enjoy the warmer weather and you will hear a lot more from us in the coming weeks.

Warmest regards,



Debbie Smith  
Manager, Meals on Wheels, Southern Highlands



Community Catering options are proving very popular for end of year events. If you are interested in having us cater your event please email us at [catering@mealssouthernhighlands.org.au](mailto:catering@mealssouthernhighlands.org.au) or call and book on 48694032.



More  
than just  
a meal