



We thank everyone for their patience during these stressful times and congratulate you all for keeping our beautiful community free from the ravages of this serious illness.

### SERVICE UPDATE

We understand our volunteers and social group clients are very keen for services to return, but we are governed by our funding body, the Department of Health and at this stage, no clearance is foreseeable due to social distancing & age restraints..

IF the recent outbreaks in Sydney are maintained and do not travel along to our region, then we may see some return to services.

At this stage Community Transport is running, but not for our social groups, nor are other social groups meeting. On the other hand, our meal delivery service has kept us extremely busy with new varieties and new clients. Meal deliveries are still functioning with our refrigerated van & our friendly driver Dan assisted by staff and occasional under 70's volunteers. We have endeavoured to offer as much social time as possible when supplying the meals & taking orders to break the solitude of the COVID restrictions. Welfare checks are also conducted by office staff, so please DO NOT hesitate to contact the office if anyone requires additional assistance, with essential grocery items, meals or a chat.

### Moving Ahead at Meals on Wheels Southern Shoalhaven

We have developed a COVID-19 Safety Plan to help in maintaining a safe environment for all our clients, volunteers, staff and visitors. Once we are given clearance to open our doors we will ask for everyone to be vigilant of 1.5m distancing and follow strict hygienic practices, as relayed by staff and volunteers. Our service has always endeavoured to introduce “**contactless**” payments for health & safety reasons, and on return this practice will be mandatory for **ALL** clients. A credit card facility will be introduced for the small number of social group clients that do not wish to use Direct Debit. **NO** cash will be accepted.

### PROTECT YOURSELF

As we move towards a [COVIDSafe Australia](#), it is important for people at greater risk of serious illness to take extra steps to protect themselves and NOT to become COMPLACENT!!!

You should maintain **good hygiene** and take care when interacting with other people. These are the best defences for you and your family against coronavirus. This includes:

- covering your coughs and sneezes with your elbow or a tissue
- disposing of used tissues **immediately** into a rubbish bin, **not** your pocket and washing your hands
- Single use tissues are extremely important
- washing your hands often with soap and water, including before and after eating and after going to the toilet; especially when you have been out to shops & as soon as you return home
- use alcohol-based hand sanitisers (60% alcohol), where available - especially in shops & supermarkets
- staying 2 arms' length — 1.5m from other people
- continuing to stay at home and avoid contact with others
- continuing to avoid non-essential travel
- considering having the chemist deliver your medicines
- considering having essential groceries delivered to your home (*our service can help with this*)



Dan & Emma packing the van for meal deliveries



Laura & Suzy revamping the staff room



### Commonwealth Home Support Program (CHSP)

Clients that commence services with Meals on Wheels are referred through My Aged Care & subsidised for services through the **CHSP** government program. This subsidy or funding, is paid **DIRECTLY** to the provider (*Meals on Wheels*) to enable our service to offer assistance with home delivered meals, social interaction and social groups, thereby supporting older people who are still managing well at home to stay independent.

### Home Care Packages (HCP) - the next step after CHSP

The Home Care Packages program is a government subsidised program that provides long term support for older people with complex care needs to live independently at home. There are four levels of funding (subsidies from the Government) for different levels of care & support. You may need to contribute to your care if your needs exceed your level. It is important to discuss any package offers with our staff before committing.

Level 1: basic care needs & very basic funding. This level often does not assist clients with more than one area of service. (2 hours/week)

Level 2: low level care needs (3-4 hours/week)

Level 3: intermediate care needs (7-9 hours/week)

Level 4: high level care needs (10-13 hours/week)

- ◆ Package providers should provide a Budget outlining the running and administration costs involved at the level of Package offered. Please be SURE you completely understand and ensure what **YOU** want is included.

Remember, any support services (such as meals & social groups) must be paid for out of the individual HCP budget at FULL cost recovery and NOT at the government subsidised CHSP rate.

You will never be happy if you continue to search for what happiness consists of.  
You will never live if you are looking for the meaning of life. Albert Camus

Not to brag, but I just went into another room and actually remembered why I went in there.  
It was the bathroom, but still....

Southern Shoalhaven Zone Meals on Wheels  
Building 3; 78 St Vincent Street, Ulladulla  
PO Box 983, Ulladulla 2539  
Office Hours: Monday to Friday 9.00am - 2:30pm  
Phone: 4455 2861  
E-mail: [ss.mow@outlook.com](mailto:ss.mow@outlook.com)

