

CLIENT NEWSLETTER APRIL 2022

I hope that you are well and have been enjoying a more active life since lockdown ended. We are certainly not back to 'normal' but we are enjoying more freedoms. However we still are not sending our volunteers into homes unless there is a need through a disability and we are still expecting volunteers to wear masks when delivering meals and everyone should be using hand sanitiser as often as possible.

I recently had an article come through to me and I have copied the introduction for you. It is at the end of this Newsletter. I think there are some interesting points within it which may explain why we offer the programmes we do.

The next two months are going to be interesting for us all. We will have

- Easter and watch the little ones eat their way through a great deal of chocolate;



- ANZAC Day and the opportunity to remember our soldiers through full parades and services;
- the Federal Election and the opportunity to influence the direction our nation will take over the next three years;
- the Queen's Jubilee celebrations and of course
- all the football and other sporting events!



I hope that you will be taking part in some way in these events. It is good to join in with others and to share experiences, talk with each other and to socialise.

As part of sharing ideas, I will be sending to you our **Client Survey** in May. This is your opportunity to tell us what you think about our services and how you believe we can improve. These will be due back in June and the data analysed before being presented to the Board in July. The staff will also be looking at the data so we can improve our services for you.

We also have had **Client Forums** operating in the past. These have been an opportunity for you to meet with me, face-to face, to discuss your thoughts. I have conducted one of these already this year and it was great to hear the comments and ideas. I shall let you know when and where more of these will happen....but we may wait for the weather to improve!

Our organisation continues to monitor the Covid situation and each month the Board spends time discussing the trends and how best we can assist you. In March, the Board agreed to several recommendations continuing, and these include

- ★ only having fully vaccinated volunteers and staff working,
- ★ not entering homes when delivering meals unless the client has a disability,
- ★ having masks and that they must be worn,
- ★ supplying hand sanitiser to our volunteers to use,

and with all these in place our Social Support activities may also continue.

As our Out and About clients know, we had new staff appointed to start the year. Unfortunately, Sheena Prince left us, but we have been most fortunate to have Cathy Cooper start. She, and Kelley have the programme up and running, are planned through to the end of May, and look forward each week to the company of our clients.



Meals... I have been pleased that our Easter specials have been well received. One item sold out very quickly! We do try to bring in specials from time to time to add variety. Soon we will have our Winter Menu available for you. There will be some changes which I am sure you will notice.

Out and About (Group Social Support) ...our bus and car are being kept busy as we pick up clients for their outing. The group has asked that we do more "Out and About", so we have been travelling all over the Shire, and wider, to visit different places. This will continue but as winter comes along, we will have to use our facilities at Malua Bay, Moruya and Narooma more often. But, we will get everyone 'out' of their home and 'about' to do something. Why not join us?



Individual Social Support... we continue to support clients at home and look forward to assisting as often as we can.

**Remember to be in touch (44744464) if you want more information.
We are very keen to be able to provide services which assist you.**

In my February Newsletter I noted that we "will be about to celebrate the Queen's 70 years on the Throne".

The activities started in February, but the highlight will be during the northern summer. I am sure they will be memorable occasions and as she turns 96 this month, she certainly has served us well, and continues to do so.

I was pleased to see her attend the remembrance service for the late Prince Philip. Once again, her determination and sense of duty shone through. An example to us all.



Alan Russell
Manager

We are currently living in a stressed-out society, and while we may be emerging from the pandemic, the stress and anxiety it caused have no more disappeared than the virus itself has. As we attempt to get back to 'normal', we now find ourselves facing new stressors and struggling with different anxieties. On our own, these can seem insurmountable, but belonging to a supportive community has a huge impact on our ability to cope with adversity while maintaining a positive state of mental wellbeing.

Socialising with others has multiple benefits for our mental health. Whether it's a sport, hobby classes or volunteering, activities like these all give meaning and purpose to our lives and make us more confident. Having the opportunity to laugh and chat with others in social situations serves to temporarily distract us from our worries by turning our focus outwards instead of inwards. And being able to talk through problems and share our worries with others decreases our stress levels. As the saying goes, a worry shared is a worry halved, and less worry equals less stress.

