

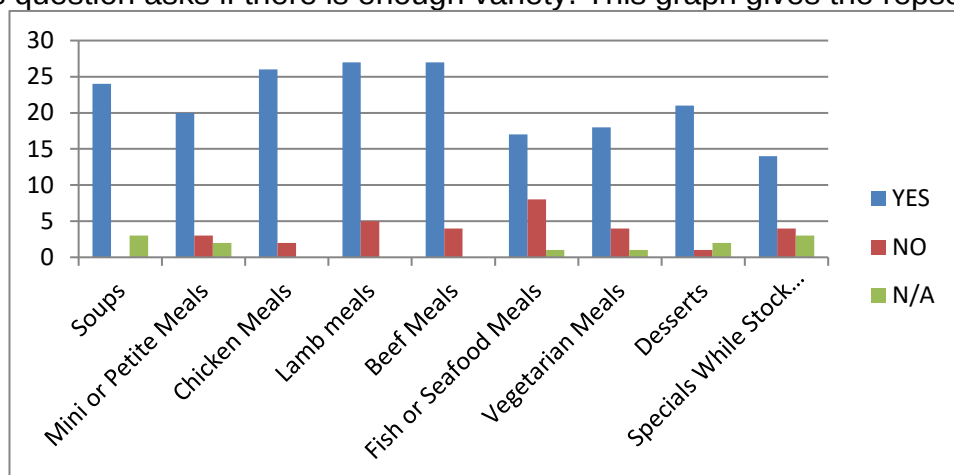
CLIENT NEWSLETTER MAY 2022

This Newsletter is quite soon after the last one but there are two matters to be noted.

The **first matter** is that the **Annual Survey** is with this Newsletter and I look forward to your responses. This survey is very similar to the ones for the last few years. This is so we are able to see if there are any changes, over time, to what you have enjoyed as a meal, or as a service.

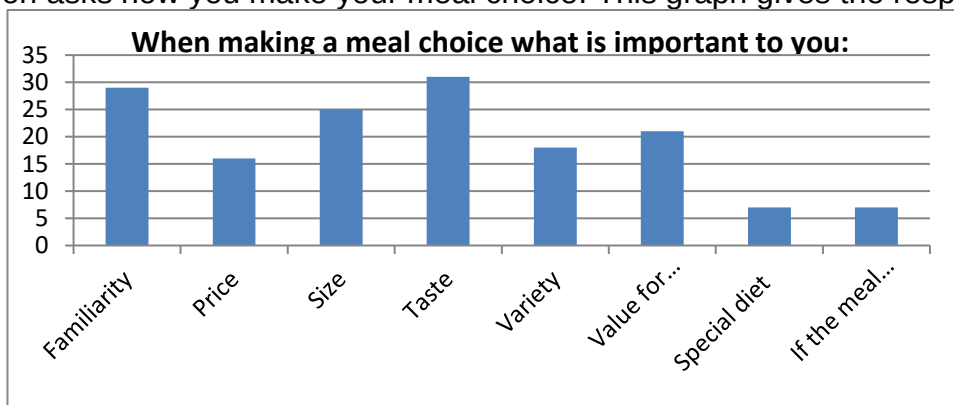
I have taken the opportunity, after recent surveys, to let you know the responses which have been received and then passed these onto the Board. In this Newsletter, I am putting some graphs from last year so you can see again how people have replied.

The first Meals question asks if there is enough variety. This graph gives the responses.



The fish and seafood area is lower than we would like and we have been trying to see how we are able to improve this area. We have tried a couple of specials such as the Tuna Mornay as a large meal. We have only had a small interest in this meal. But we continue to see what the suppliers have to offer.

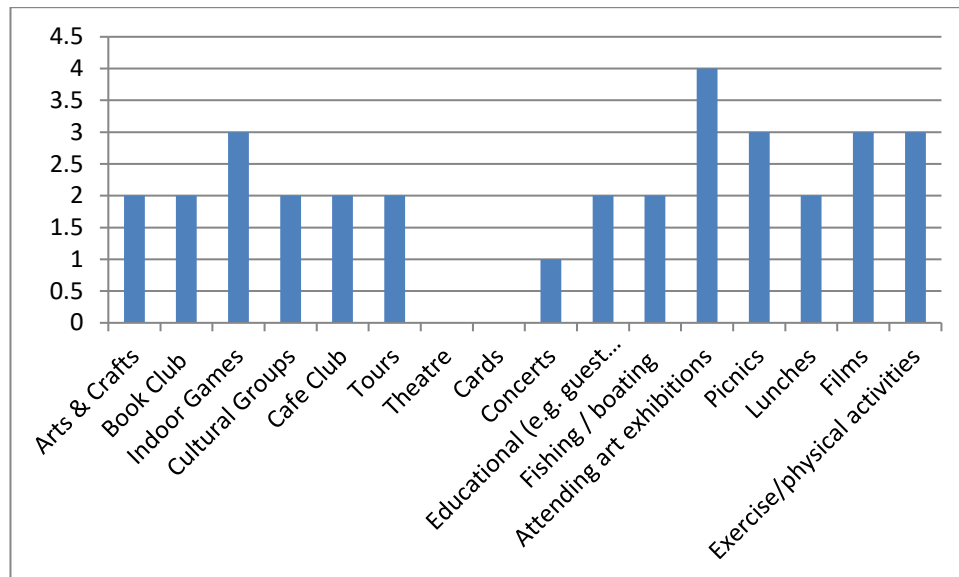
Another question asks how you make your meal choice. This graph gives the responses.



From this we can see that taste, familiarity and size are the three guiding principles. To help keep these to the fore we are looking at meals which are familiar to you, but which also taste good.

The Food Panel (a committee of the Board) meet four times a year and regularly are testing new meals. These can be found in our specials from time to time.

In our Social Support area we ask what kind of social activities you would like. This graph shows the responses.



From these responses, and from the Client discussions, we have changed our Out and About programme focus. We are visiting sites, towns, exhibitions, having lunches at various places and attending new films much more.

We also ask about our communications. Most people are finding our Newsletters to be interesting and informative; and most enjoy getting our calendar and pen each Christmas. We shall maintain these to the best of our ability.

So this year we want your latest opinions on what we do. Please could the Survey be returned to the office, by hand through the volunteers or by post, by June 10th. An envelope is enclosed.

The **second matter** is a **Policy decision** on the cancellation of bookings.

As you are aware the organisation has a Board of Directors which oversees the organisations wellbeing and developments. Last year we spent a great deal of time on our Strategic Plan for the future. I enclose a summary of that for you.

Another Board Committee is our Policy and Administration Committee. They must look at all our Policy documents. There is a three year cycle for the life of each Policy document.

One Policy is the Client Absence Policy which states that we must '...plan for any unplanned/unexpected absences.'

As a small organisation we must make sure we are able to provide for you but recently we have had bookings made for events and then last minute cancellations. While some of these can be expected due to ill health and the pandemic, some have been unexplained and very 'last minute'. These have caused us to run vehicles when we did not need to, and to staff activities to unnecessary levels.

The Policy is available for you to see, but it does state under **2.4 Eurobodalla Meals on Wheels will make bookings for Out and About clients based on reservations made and will expect clients to attend and to meet the cost or if they suddenly do not attend will be expected to pay 50% of the cost of the event.**

This Policy will come into operation from 1 June 2022. I am happy to discuss this should you wish to call me on 4474 4464

Alan Russell
Manager