

2021-2022

Annual Report

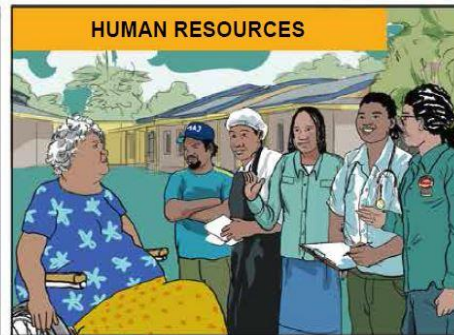
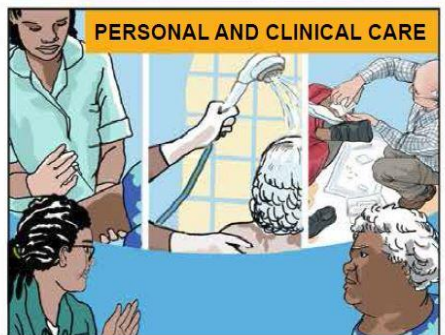


Meals on Wheels
Eurobodalla

Presentation at the Annual General Meeting
25th October 2022
Moruya Office



The Aged Care Quality Standards



Australian Government
Aged Care Quality and Safety Commission



Who are we?



Eurobodalla Meals on Wheels acknowledges the peoples of the Yuin Nation who are the traditional owners of the land on which we operate our services.

We welcome all Aboriginal and Torres Strait Islanders to our services.

Eurobodalla Meals on Wheels is a legal entity registered under the Co-operatives (Adoption of National Law) Act 2012.

We are governed by a volunteer Board of Directors.

We are funded by both the Australian and NSW Governments.

We are a registered charity.

**More
than just
a meal**

What is our Purpose?

Eurobodalla Meals on Wheels helps make our community stronger by offering services that contribute to the health, well-being and independence of people.

What are our Core Values?

The actions of Eurobodalla Meals on Wheels are always based on our core values.

Honesty: we hold ourselves accountable to the community for our actions.

Empathy: we are respectful and caring of our clients, volunteers, and staff.

Commitment: we are motivated to undertake our work in a reliable and professional manner.

Continuous Improvement: we seek to be the best we can be in all our dealings and seek to improve our efforts.

What do we do?

Eurobodalla Meals on Wheels facilitates social interaction between the elderly, adults with a disability and their communities through the coordination of volunteers to deliver meals and run social activities. We also support NDIS Participants with Life Skills Training.

Who are our Major Stakeholders?

Our major stakeholders are the elderly and adults with a disability who need assistance to live in their own homes and maintain social interaction; their carers who need support; our funding bodies; other organisations and the communities who look to us to help those who need assistance; and our volunteers, staff and members who gain personal satisfaction from helping others in their community.

What is our Philosophy?

Eurobodalla Meals on Wheels Cooperative Limited believes in:

- the right of people to make choices in their own lives.
- the right of people to dignity, respect, privacy, and confidentiality.
- the right of people to be valued as individuals.
- the right of people to access services on a non-discriminatory basis.
- the right of the community to accountable and responsive services.



Eurobodalla Meals on Wheels – Directors

At the Annual General Meeting
in October 2021
these Directors were elected.

Phil Armstrong (President)

- I have lived in the Eurobodalla Shire for over 30 years.
- My ties to "Meals on Wheels" go back to the 1960's when parents were involved in both Temora and Goulburn.
- My employment background is in Administration/Accounting and prior to semi-retirement, I was employed at Banksia Villages Broulee between 1995 and 2014 with the last sixteen years as the Chief Executive Officer.
- My Board experience includes:
 - Over twenty years with Campbell Page both in Australia and in the UK where I was the Chair.
 - Ten years on the Board of Aged and Community Services Association of NSW & ACT.
 - Three years on the Board of Australian Rotary Health.
 - One year on the Committee of Management of Yumaro Inc in Moruya
- I have been a Member of the Rotary Club of Moruya since 2000 – serving as President in 2004-05 and then serving as Rotary International District Governor for District 9710 in 2012-13.

Deborah Buchanan (Chair: Finance and Audit and Risk Committee)

- I moved to Batemans Bay three years ago, from the Southern Highlands-where I was born.
- I ran a successful accounting practice in Moss Vale for many years.
- Now I work from home in lovely Lilli Pilli.
- I am treasurer of the Batemans Bay Youth Foundation and the Night Owls Quilters South Coast Inc.
- I am also a member of Batemans Bay Rotary and a committee member of the Catalina Country Club Lady members.
- I am involved with the St Cecilia Music Foundation.
- I love playing golf and being with my seven grandchildren (all under 5)

Cathy Milliken (Chair: Policy and Administration Committee)

- I have been part of the far South Coast Community for over 35 years while living in Tuross Head.
- I have held an appointment as a Commonwealth Registered Marriage Celebrant for 24 years (until June 2017) and have been privileged to also conduct Funerals.
- President of Tuross Head Progress Association for the last 5 years.
- I am a member of the Tuross Head Business Owners Association holding the position of President.
- I have been involved with many community organisations holding committee positions in all of them including Tuross Playgroup, Tuross Youth and Sports Club and Eurobodalla Bushfire organisation.
- I have been involved as a committee person on St Peter's Anglican College P&F, Tuross Marine Rescue and the Tuross Head Country Club having been the President and Chairperson for 5 years.

Strengths of Eurobodalla Meals on Wheels...

Empathy and commitment of volunteers.

Accuracy with orders.

Your reliability...never fail to deliver on the day.

Client Survey 2022

Sue Proud (Chair: Food Panel)

- I moved to the South Coast nearly five years ago. I was originally from Canberra. Prior to settling here, my husband and I took a year off and travelled Australia.
- We have two businesses in Batemans Bay; Eurobodalla Tippers and Tankers, and Spitfire Aluminum trailers.
- Before this I worked successfully in several sales roles before starting my own business as a massage therapist in my home and subcontracting at the ANU Canberra. My special interest was in Oncology massage and pregnancy massage.
- I am a member of Rotary Moruya and until recently was on the board.
- I am enjoying being with people that can and do make a difference in their community.

Jan Young

- I arrived in the Eurobodalla with my husband Steve, in 1995 from the UK.
- In the UK I ran a Brownie Pack and continued to do likewise here; along with an involvement in the P&F of the newly built Carroll College; volunteering at both Moruya primary and high school canteens -the latter for 18 years!
- For many years Steven and I rescued, cared for and released native animals. Mainly wombats and possums.
- With Steven, a Moruya Rotarian, we initiated a 'Books for Babies' programme. All babies born at Moruya hospital get an easy-to-read book financed by the 3 Rotary clubs of the shire. To date we have given out approximately 6,400 books and still going strong!
- In 2013 I was made an honorary member of Moruya Rotary.
- I am an inaugural member of Eurobodalla catering brigade-more food! Our busiest time ever was during the 2019-2020 fires feeding all personnel from local to international at all times of the day and night.
- My first involvement with Meals on Wheels was when hot food was delivered from the hospital canteen. Soup and gravy in thermos flasks which we served to clients in their homes along with ready plated meals. How times have changed!

Jim Greenshields

- I retired to Narooma in 1996 after a career spanning twenty-five years in the building industry in senior roles within the ACT Government.
- Prior to joining the public sector, I was self-employed in the private sector as a Licensed Builder.
- I continue my involvement with the building industry as a Member of the Australian Institute of Building Surveyors, and with the Master Builders' Association Southern New South Wales as a Building Consultant and a volunteer judge of their Awards.
- I have an ongoing commitment to community service in Eurobodalla.
 - I dedicated over fifteen years as a volunteer in the then Royal Volunteer Coastal Patrol (now Marine Rescue) where my various roles included Commander and Captain Far South, NSW. I was awarded the National Medal for Service in 2012.
- I began volunteering in Narooma for Eurobodalla Meals on Wheels in 2008 and joined the Board in 2015.



Derek Hoare

- Managing Director of a large plantation company in Malaysia.
- Engineer who worked in Indonesia, Malaysia, Africa and Papua New Guinea as Manager and Director for major Palm Plantations.
- Past Director, Tuross Country Club.
- Keen golfer.

Meeting attendance

Director	Meetings attended	Meetings held*
Phil Armstrong	6	12
Cathy Milliken	10	12
Deborah Buchanan	8	12
Sue Proud	10	12
Jan Young	10	12
Jim Greenshields	12	12
Derek Hoare	12	12

Public Officer and Manager, Alan Russell

- My life has been about service to others through my teaching career, through Scouting and, more recently, through Rotary and Eurobodalla Meals on Wheels.
- I began my teaching career in 1975. I graduated from Christchurch Teacher's College and Canterbury University, NZ. I have worked in New Zealand and Australia. I have been the Principal of three independent schools.
- My wife, Denise, has delivered Meals for Meals on Wheels locally for over 10 years and in New Zealand for many years before hand.
- I answered the call for new Directors at Eurobodalla Meals on Wheels in March 2015 and was elected at the 2015 and 2016 AGMs. I became President after the 2015 AGM.
- I serve as Treasurer/Secretary of the Nelligen Recreational Park Trust Board.
- I have twice been President of Batemans Bay Rotary. I have served as Secretary, and Youth and Vocation Director. I was the Assistant Governor looking after the three coastal clubs (July 2017-June 2020)

Eurobodalla Meals on Wheels – President

We are a Not for Profit organisation.....
and we are a Not for Loss either



It is a pleasure to present the President's Report for Eurobodalla Meals on Wheels Cooperative to the 2022 Annual General Meeting. The Board continues to work well together, and the organisation has again – not been found wanting during the ongoing and challenging times.

The Board ...and its work

The Board continues to:

- Ensure the long-term financial stability and viability of the organisation during challenging times.
- The Board continues to look at options to work with others to ensure that our communities are supported. At the time of the Annual General Meeting, it has been agreed by the Board of Eurobodalla Meals on Wheels and the Management Committee of Southern Shoalhaven Meals on Wheels, that the operational Management of the two organisations are shared.
- At this stage, funding is ongoing and while there have been some changes in the funding arrangements, the new Federal Government has delayed any major changes to the funding agreements until 2024.

During the year, our Board sub-committees have continued to work hard and use their expertise to benefit our clients and the Cooperative.

- **Food Panel**

Objective: To provide guidance on the appropriateness of the meals that we provide.

Sue Proud's leadership of the Panel has been appreciated and is acknowledged. The Panel ideally includes Volunteers and Clients which again allows for feedback, as well as Board and Management involvement.

- **Policy and Administration Committee**

Objective: To review and recommend changes to Policy and Procedures.

Cathy Milliken has continued as Chair and the ongoing review of the organisations policies. This remains part of the organisations continuous improvement.

- **Finance, Risk and Audit Committee**

Objective: To monitor the finances and risk to the Cooperative.

Deborah Buchanan has Chaired this Committee and overseen a substantial change in accounting systems in conjunction with the finance staff. This work is again appreciated and acknowledged.

Our viability and sustainability must always be central to what the Cooperative does.

We do constantly recall that, "While we may be a 'not for profit' organisation – we are certainly 'not for loss' either" and must carefully watch our operational costs.

I wish to once again acknowledge the openness of our meetings which has seen us debate, discuss, and decide upon a course of action. I thank the Board members for their valuable contributions.

Strengths of Eurobodalla Meals on Wheels...

Your volunteers are all very friendly and obliging.
Delivering meals with a smile.
Communication and personal service.

Client Survey 2022

The Board ...and its membership

The Board as at the 2022 Annual General Meeting

President

Phil Armstrong

Directors

Cathy Milliken, Deborah Buchanan, Jan Young, Sue Proud

Jim Greenshields, Derek Hoare

The President and Committee Chairs are appointed at the Board Meeting immediately following each Annual General Meeting. The Manager (Alan Russell) acts as Secretary to the Board and as our Public Officer.

It is noted that Deborah Buchanan and Sue Proud are not standing for re-election at this AGM and their dedication and commitment to the organisation is acknowledged.

Board...and its staff

The Board would like to acknowledge Alan Russell as Manager and all his staff of Bethany McLean, Nicole McDonald, and the new social support staff Kelley Hill and Cathy Cooper. Their dedication and commitment to ensuring that our clients were the priority is acknowledged and greatly appreciated.

Board...and its finances

The organisation is pleased to report a bottom-line surplus of \$6,333 for the year which reflects a reduction of \$45,885. It is noted that the previous year's surplus included substantial Government financial support during the COVID epidemic.

Highlights are:

- Trading profit has increased by \$18,171.
- Standard Government Funding has reduced by \$23,789 which reflects the elimination of Covid subsidies.
- Salaries are down by \$38,196 including the associated-on costs.
- Travel, accommodation, and conferences was budgeted for attendance by the Chair and Manager at the National Conference in Brisbane – this was cancelled due to COVID restrictions and concerns.
- It is also noted that depreciation of \$20,197 is a non-cash item.
- The Balance sheet reflects the fact that cash assets as of 30 June 2022 have increased by \$40,837 from 30 June 2021.

The Board has a priority -the financial sustainability of the organisation and the importance of good financial controls. The Finance, Risk and Audit Committee continue to work with the Manager to monitor the financial situation and provide updated reports to the full Board. The Board is comfortable that it has sufficient cash to meet its current financial commitments



Board...and its responsibilities

The Board's primary responsibility remains Governance of the organisation and to work with the Manager to ensure that the appropriate resources are available for the day-to-day operation.

The Board is also responsible to ensure that the resources provided are utilised appropriately for the benefit of all stakeholders.

The Board also looked at the Objects of our Cooperative in line with ACNC requirements and is recommending to the AGM the following so to retain our Charity Status

The objects of the Co-operative shall be to establish and run Not for Profit Meals on Wheels service providing benevolent relief through delivery of meals and social services to vulnerable members of the community in need:

- (a) including the elderly, frail, injured, disabled, or other community members with or without similar needs who wish to remain living independently,
- (b) without discrimination,
- (c) in accordance with relevant nutritional and dietary guidelines; and
- (d) who reside within the association's service provision of Eurobodalla Shire, or such other surrounding areas approved by the Board from time to time.

Board...in conclusion

There continues to be changes occurring within our sector and the Aged Care Sector as a whole. The Board will continue to monitor how Eurobodalla Meals on Wheels Cooperative is preparing for the future.

Our organisation provides a valuable service to our community and the Board is aware of its responsibility to ensure the ongoing viability and security of the organisation.

On behalf of the Board, I want to thank the Members for their ongoing interest and commitment to the Eurobodalla Meals on Wheels Cooperative and we look forward to a successful next year.

**Phil Armstrong,
President**





Eurobodalla Meals on Wheels – Manager



In 2020 I wrote that some people had said "I wish I could go back to 2019!" And I thought, "No!" As I continue to look back at those times when the Covid-19 Pandemic arrived, and the changes which have been brought upon us all, I can only feel great appreciation for the decisions made by various levels of Government to make sure most of us stayed safe, and continue to remain so.

And I think gratefully of how our clients were cared for by our volunteers and staff so they could continue to use our services and remain in contact with each other. I remain appreciative of what everyone was doing to maintain this care and concern, to promoting good health and positive attitudes towards the future, as this Pandemic was not going away. This appreciation remains today.

In this regard, we must adapt and change to make sure things happen safely and enhance, not distract from, what we can offer our clients and volunteers.

Each month the Board considers our welfare and looks at recommendations for the month ahead.

All this is saying that we care; that we want only the best for all involved within our organisation, and within the wider community; and that we will take all necessary steps to maintain our welfare.

We are a Cooperative who cares for its members, and we use our Continuous Improvement mantra to make sure we evaluate regularly, improve, and adapt.

As part of our Strategic Plan, we have Continuous Improvement as a corner stone of our values. It fits with what all Aged Care organisations should be doing to maintain their accreditation and to care for their clients.

This year the Aged Care Quality Commission conducted an Audit on our organisation. I am pleased to note that they were very impressed with what we say because they could see it is what we do.

We got a wonderful report and all Standards set by the Aged Care Act were met, and if I can be bold to say, we even passed the required levels!

I thank all staff, volunteers, and clients for their contributions to the wellness of our Cooperative.

I am also most grateful to the Board for their oversight and desire to make sure our Cooperative is operating efficiently, effectively and remains a highly regarded community group.

The Commission's Auditors did comment on the culture of Eurobodalla Meals on Wheels. They noted that the culture of any organisation comes from that set by those on the Board. They said it was obvious that there is a great spirit right through the organisation.

So, thank you to everyone who is part of Eurobodalla Meals on Wheels for your contributions, diligence, care, smiles, and thoughtfulness.

The Board is also aware that the Aged Care Royal Commission expected changes to be made in the Aged Care sector. The Federal Government, past and present, have been charged with making many changes. These have started to be implemented and others planned for, so we must be ready.



There will be a new Aged Care Act and all that flows from its introduction. The changes to finance arrangements have started and we have had to meet new reporting criteria and dates. We have been able to do all of this to date and are being informed of the changes still to be implemented by the Government, so we are able to act upon them. We are ready and have the capacity to adapt and deliver against these new expectations.

Once again, we completed our Client Survey. This was the sixth year we used the basic template and have good information as a result. A report for this year was produced for the Board, and another showing the trends since 2017. A number of areas are highlighted in this report.

We completed a Volunteers Survey and had a fantastic response. 53% of our volunteers contributed to the survey and gave us great feedback as well. We have introduced two training sessions in response- First Aid Course (12 September) and a Counselling Course (17 October). Both courses were very well attended and there was great fun and laughter from those present.

Our staff team had some changes over the year. Chelsea Terry and Keith Dornan left the Out and About programme. We were fortunate to have Karen Walsh (before her retirement) add to her duties and fill in for the last few months of the year while we found a new team. In January, Kelley Hill and Shenna Prince joined and took over the reins. Sheena was only with us for two months and left but we found Cathy Cooper!

Cathy and Kelley have rebuilt Out and About into a thriving and sought-after group. Our thanks to each of them for their positive attitude, teamwork, care, concern, and willingness to make sure all clients have a great experience each day.

Bethany McLean has remained a very effective Client Services officer. Her skills and knowledge are outstanding, and her advice is sought by everyone! Our congratulations go to Bethany who completed a Tafe course (Certificate IV in Business Administration and a leadership course (The Four Legs of Leadership) through the Community Industry group which was an excellent training opportunity. This year she has started on another Tafe course -a Diploma in Leadership and Management.

Nicole McDonald has our finances under control. Her diligent and thoughtful manner saw many areas of operation reviewed and upgraded. Her skills have allowed us to expand her brief and she has taken on other tasks to assist the organisation.

Amy Lockton continues to come to assist each Friday. Her skills have grown and her role of entering menus is done with some skill now and she has become very quick and reliable.

We have another team who are ready to assist if we are hit by the Pandemic within the office. This is the 'B' Team....the Board members who are ready to step in if needed. Thank you to each of them for undergoing the training so to be able to manage most roles.

As we have said before, our volunteers are the cornerstone of our Cooperative. It was great to have 50 volunteers and staff attend the High Tea in September, a week after National Meals on Wheels Day, to say thank you for all they do. Last year two of our volunteers were mentioned on the New South Wales



Meals on Wheels Honours page for completing more than 20 years' service. This year we have those two, plus one more. Thank you very much to each of these ladies and to all who volunteer.

Our congratulations to the volunteers who completed the First Aid course in September. This is the third course we have run. Our next training session will be a Counselling course which will assist volunteers to look for further clues so help where necessary. Congratulations also to the winners of the EMoW Awards this year, and those acknowledged for their years of service.

I would like to record our thanks to Fiona Scott for her work as the Network Leader for New South Wales Meals on Wheels. Fiona was responsible for this area and her assistance, support and guidance was most valuable. We send our best wishes to her in retirement, but we do hope to see her around and assisting!

As part of our Strategic Plan, we have accepted the offer to manage the Southern Shoalhaven Meals on Wheels operation. This will start on 1 November, and we have inherited a very sound operation after the excellent work of retiring manager Vicki Love.

The President and I continue to serve on the Management Committee of Meals on Wheels Queanbeyan. This is a two-way partnership and hopefully assists both organisations to develop and grow.

We continued throughout the year to keep members, volunteers and clients informed through our Newsletters. We tried to celebrate birthdays of volunteers and clients with our birthday cards and when required used our Thank you cards. Our 2022 calendar was well received, and we thank Brad McLean for the photographs and we will be producing one for 2023. Our clients do enjoy receiving these, the pens and Christmas cards created by local primary students.

A busy year but we have come through in a strong position ready for 2023.

Alan Russell JP
Manager



Eurobodalla Meals on Wheels– Meals



Menus

Our menu continues to evolve and to be evaluated by clients and the Food Panel.

We make changes for the seasons and according to need based upon the feedback from our clients and the sales reports. The data has been converted to the graphs as in this report.

New meals are 'tested' by the Food Panel and often sent as trials to the clients. If acceptable they are introduced, and a less popular item is withdrawn.

Highlights such as Christmas are carefully planned for, and the menu for the last three years has been very much enjoyed.

We are very keen to make sure that eating, and good meals are enjoyed by all our clients. We look to keep our clients healthy and enjoying life through a balanced diet and one where variety is important. We have over 60 items on our menu.

Suppliers

This year the three suppliers have done a wonderful job and have responded to our requests and desire to continue looking at the quality of our menu and meals.

We have appreciated the open communication, the quick responses, and the positive way they have sought to assist us.

Meal costs

The cost of meals continues to be a concern and the Board is mindful of the rising 'cost of living' for everyone.

We have been able to maintain most of our prices. We have held them at \$3 (Soups and Desserts), \$6 (Mini meals), \$8.50 (Main meals) and \$9.50 (Gourmet meals). The 50c increases were made in August and are due to the increase in freight charges.

The 'rounding off' of costs has been helpful to clients. We have done away with cash transactions and our volunteers only take the occasional cheque. Monthly accounts and eftpos have grown in popularity and are our preferred way of collecting charges.

During the last financial year, we went "cashless", and after a three-month lead in time our clients have managed this well and now prefer the arrangement.

We continue to monitor movements in price and understand the ongoing pandemic, floods and other disasters at home and globally may cause increases in the next 12 months, but our suppliers have been very good at holding their costs to date.

2022 Client Survey highlights

Is there a menu item you really enjoy?

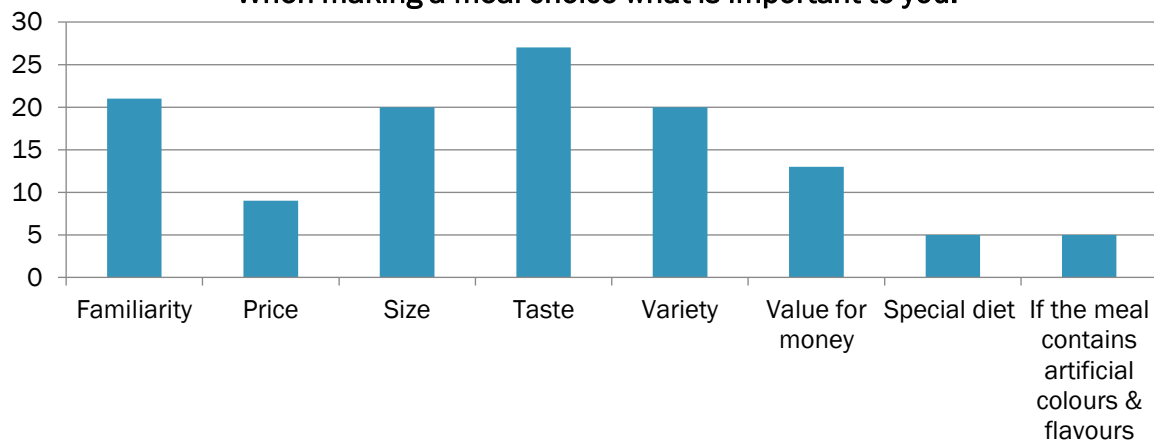
Butter chicken	Tiramisu	King Prawns	Baked Fish Fillet
Tuna Mornay	Shepherd's Pie	Corned Beef	Pulled Pork (special)
Atlantic Salmon	Beef Bourguignon		Penne with meat balls
Beef Lasagne	Honey Soy Chicken	Chinese style chicken with cashews	
Chocolate Bavarian	Beef and Red Wine Casserole	Roast Pork	Roast Lamb

All of them

All are good.

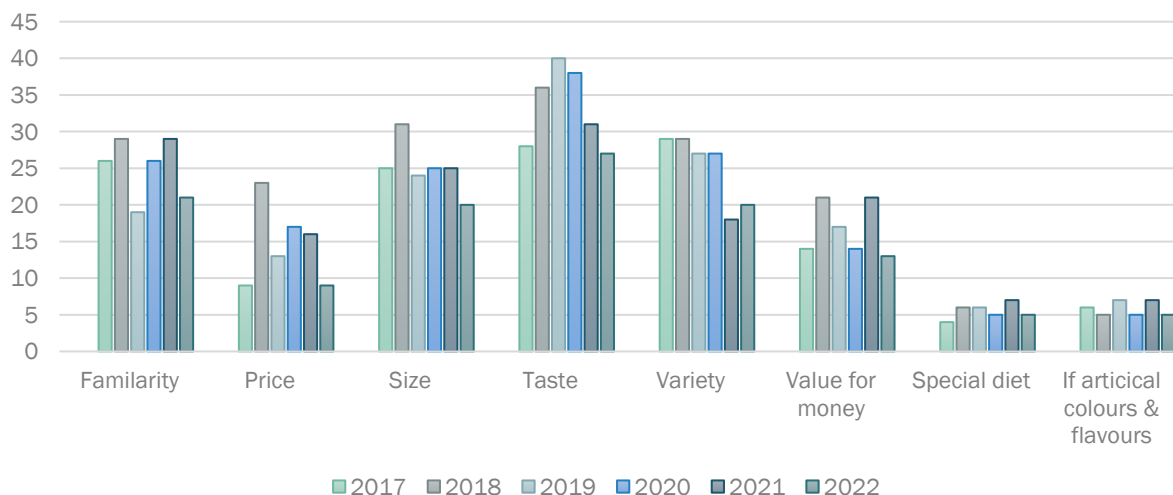
2022

When making a meal choice what is important to you:

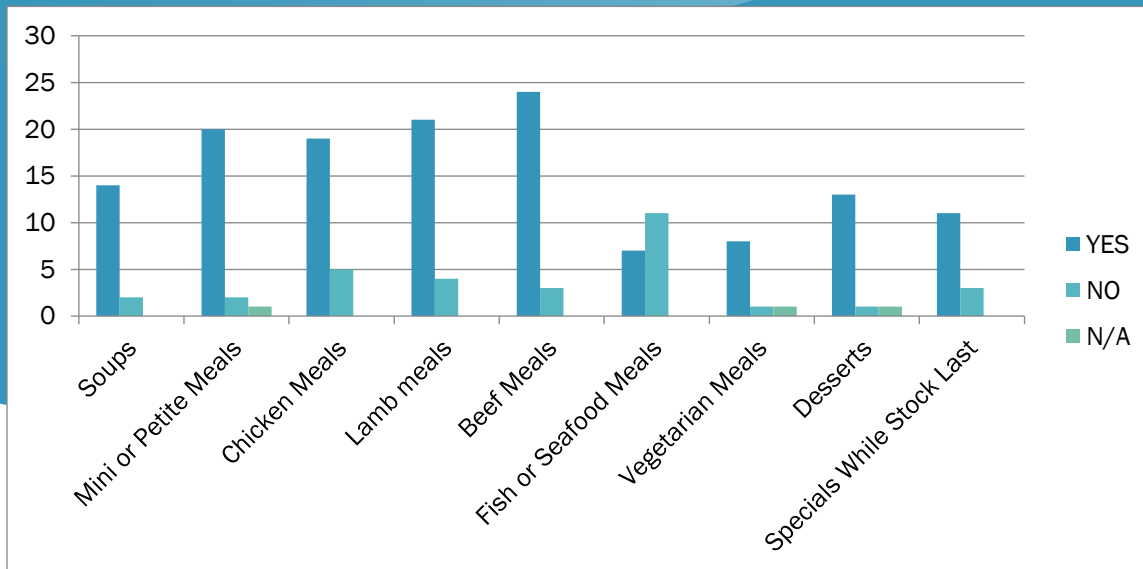


2017-2022 results

When you make your meal choice what is important to you.

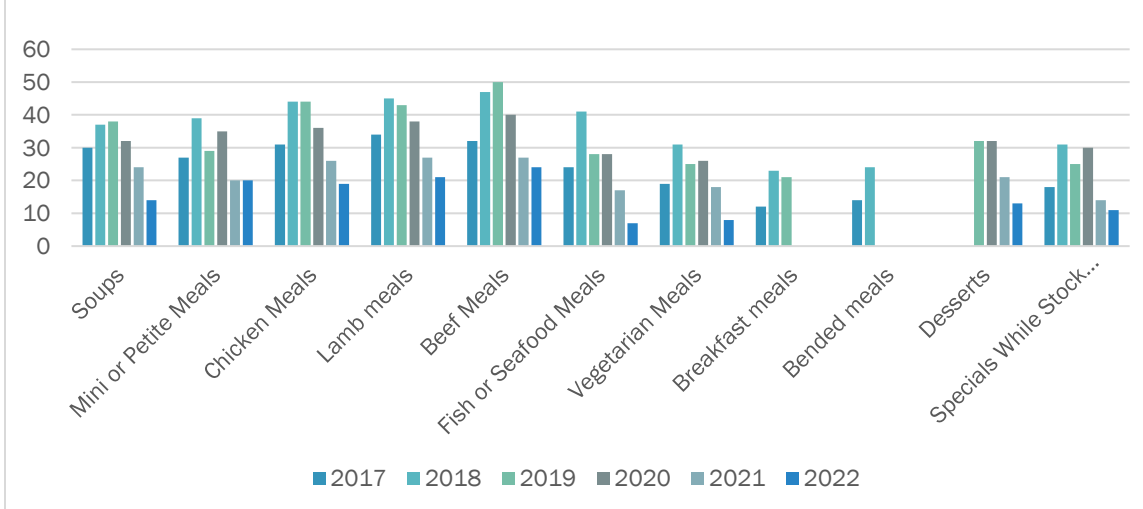


Do you feel there is enough variety? 2022 result

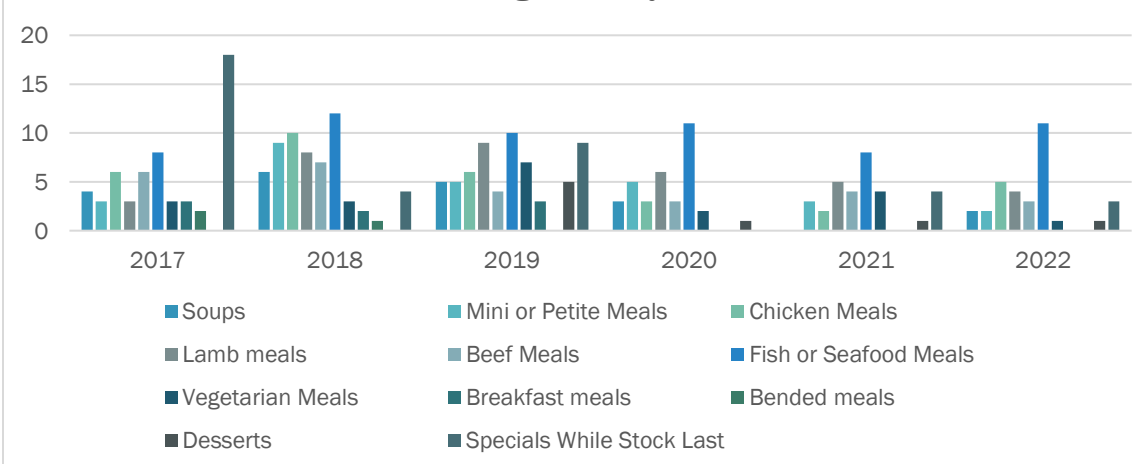


2017-2022 results

Enough variety -YES

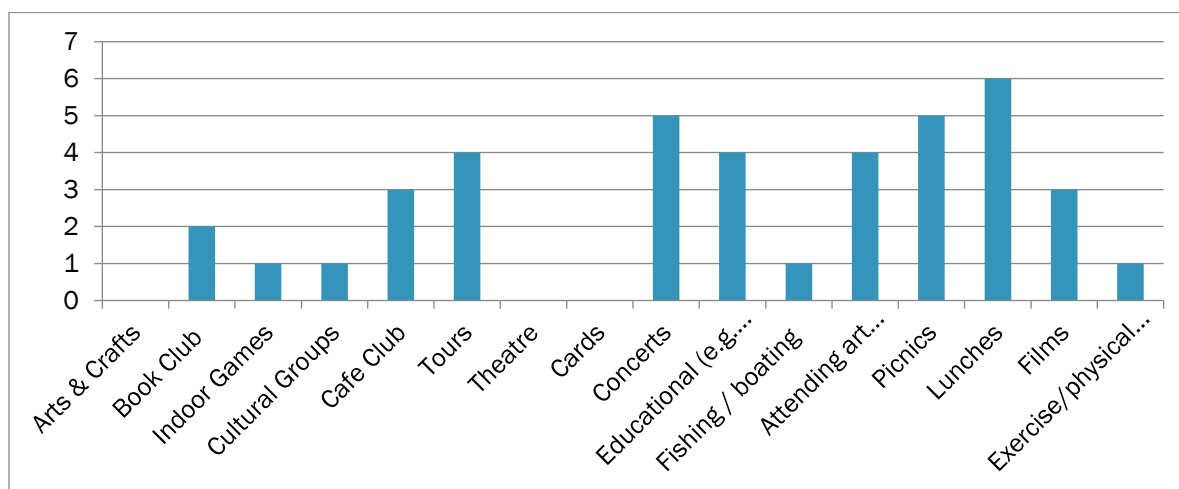


Enough variety -NO

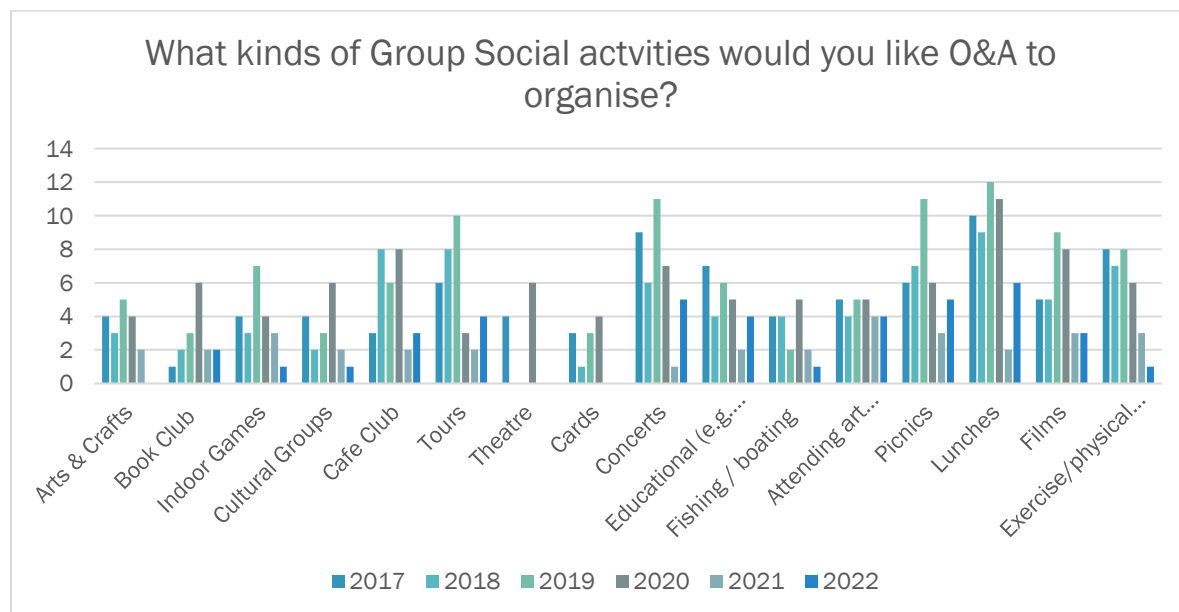




What kinds of group social activities would you like O&A to organise? 2022



2017-2022 results



Clients' views of our future 2022

Strengths of Eurobodalla Meals on Wheels - what are they?

Empathy and commitment of volunteers.

Accuracy with the orders.

Your reliability never failed to deliver on a day.

Provision of valuable physical and social support for elderly and disabled people.

Your volunteers are all very friendly and obliging.

I am very happy with the meals.

Allow a good balance between home cooked and MOW.

Committed people.

The people that deliver.

Checking up on people that live alone.

The help of meals to those who can't prepare one.

Delivering meals with a smile.

You guys all do a wonderful job - no improvement needed.

Communication and Personal Service.

Weaknesses of Eurobodalla Meals on Wheels - what are they?

I am perfectly satisfied and grateful for the service.

None that I have experienced.

Electronic lodgment of weekly menu option.

Some are not tasty.

Maybe hard to get volunteers.

Opportunities for Eurobodalla Meals on Wheels - what may they be?

Involvement of High School Students.

Getting it out there so people know about it and what you do.

Healthy Eating.

Threats to Eurobodalla Meals on Wheels - what may they be?

Fuel and energy costs.

Lack of volunteers.

The big supermarkets producing some meals at discount prices.

Other Services.

Eurobodalla Meals on Wheels– Social Support



This part of our operation has undergone several changes over the last year. Staff responsible for the social support area left and replacements had to be found for the start of 2022. We were very lucky to have two ladies start but one left after a short period. However, our luck held, and we appointed another who has been wonderful.

Therefore, we have welcomed Kelley Hill and Cathy Cooper to the roles and congratulate them on what they have achieved.

Another change was the focus of the Group Social support. Having been 'locked away' for long periods during the pandemic, the clients wanted to be 'Out and About' just as the title suggests. The programme therefore has the clients going to other places and learning more about the local history.

The popularity of the social support activities continues to grow but matching requests with volunteers has been difficult, especially in the gardening and visiting areas.

Group Social Support (known affectionately as Out and About) this has grown and is passing the required hours as we are funded for. It has been a very long time since this is happened, and we hope the trend continues.

It was sad to see Chelsea Terry leave for new Aged Care pastures, but it was nice that Karen Welsh assisted Keith until the end of the year. The two of them did very well. Keith Dorman left us and travelled to visit family in Ireland for Christmas and then looked at new directions for the new year. Karen Welsh retired to her cottage at Tuross Head. Our thanks to all of them for their efforts.

Kelley Hill and Sheena Prince started in January. Sheena left in March, and we were very fortunate to find Cathy Cooper. Our team is strong and very much interested in the welfare, wellbeing, and happiness of the clients. Their care and concern, their new programme focus and their attention to detail has seen the groups grow and the hours completed ahead of target.

The Wellbeing and Reablement Report was completed again in October, and we can report that all is going well. This was also noted when the Audit was completed.

The group is operating on three days (Monday, with a southern focus, Tuesday with the traditional lunch about and Thursday with a northern focus).

Our thanks to the Shire Council as we have established storage at the Malua Bay Community Hall and have that as our northern base. The southern base continues to be at the Youth Café at the Narooma Community Center.

Individual Social Support has continued but its growth has been hindered by volunteers. However, congratulations to all who do work with our clients as they are very happy and excited with your efforts and support. We hope this area will pick up in 2023 with new volunteers giving new life to the support we offer.



Eurobodalla Meals on Wheels -Development



The Wallaga Elders Social Club

On Thursday 2 May 2013, seven Elders, whose participation was facilitated by Kuranya, participated in the first of the monthly Wallaga Elders Social Club.

Red Cross supplied health related prizes for bingo and Eurobodalla Meals on Wheels supplied pumpkin soup, bread rolls and fresh fruit for lunch.

Wallaga Lake Elders Social Group

It was wonderful to start the Elders group again in August after such a long layoff due to the pandemic. The clients were very keen to get back and it did not take long before it was 'just like before' and everyone was chatting, having fun and enjoying the morning. The Red Cross team and the Uniting person had changed but the group quickly came together to create more memorable occasions.

PALZ

It has been hard to get PALZ off the ground this year.

We have remained in touch with the national organisation and are starting to make approaches to other organisations to join with us. We hope that we will be able to commence again in 2023.

Our promotional material says:

PALZ Eurobodalla is a new programme, created to assist professional people with Alzheimer's in continuing to function intellectually at the level they did in the past.

PALZ is based around interesting speakers making a presentation followed by some discussion. The idea is to challenge, stimulate ideas and enable discussion.



ACT!

A Collaborative **T**ool for Emergency Services and Home Support Providers

This project is being encouraged by NSW meals on Wheels and while we were part of the original trial it has not been something we have been able to develop and put forward this year.

We know of its benefits and will attempt to use it to assist our clients, and volunteers, to prepare for the winter of 2023.

Eurobodalla Meals on Wheels– Supporters



The **Christmas Card** design project continued for fifth year.

This time the students from Broulee Public School created the cards which went to all clients with a calendar and pen.

We have been supported by the:

- **IGA Moruya**
- **Dowry,**
- **Rustic Pantry,**
- **In and Out at Mogo,**
- **Go Vita in Batemans Bay,**
- **Harry & Rouge**



All these supporters gave us wonderful gifts towards the volunteers for our High Tea.

We were nominated as a community volunteers' group in the **Radio 2EC** promotion, and we received wonderful support.

Volunteer/Social Groups:

(Over 50 Members)

1st \$1000 - MATAMA (Moruya Tractor & Machinery Association) with 29% of votes
2nd \$800 - Marine Rescue Batemans Bay with 19% of votes

3rd \$700 - Eurobodalla Meals on Wheels with 18% of votes

4th \$250 - Animal Welfare League NSW Far South Coast Branch

5th \$250 - Bay Theatre Players Youth Theatre

Thank you to everyone who voted for

us this year.

Media outlets have been most helpful with various projects.

We acknowledge the free support offered by

The Beagle and **Radio 2EARFM**



Eurobodalla Meals on Wheels -Staffing



Manager: Alan Russell
Client Services Officer: Bethany McLean
Out and About Coordinators: Chelsea Terry (Resigned October 2021)
Kelley Hil
Sheena Prince (January & February 2022)
Cathy Cooper
Assistant: Keith Doran (Resigned December 2021)
Reception and ISS: Karen Welsh (Retired December 2021)
Finance Officer: Nicole McDoanld
Administrative assistant: Amy Lockton

The "B" Team - The Board- should a covid outbreak happen in the office.



Eurobodalla Meals on Wheels -Volunteers

Our volunteers are the heart of our Cooperative.



Volunteers Survey 2022 comments

What do you enjoy most in your volunteer work?

Helping people in their garden.
Meeting the meal recipients and having a chat with them.
A cup of tea and a chat.
Always lovely to speak to the clients and listen to their stories.
Helping people who need help.
Greeting clients, chatting, and interacting with other volunteers.
Interaction with clients and other staff and volunteers.
Meeting and helping the clients.
Knowing that I am helping people in need.
I am doing a service for the community.
People.
Knowing that the work I do helps others.
Friendliness of people and the clients we go to.
Interaction with clients.
Involvement in my community.
Making people smile and feel they are interesting and spending a few minutes with them.
Being able to support such an important service.
Doing something for the community.
Thank you, we both enjoy helping deliver meals to clients in the community.
Meeting each client and they are very happy to see us and want a chat.
Meeting people and the knowledge that I'm helping people in need.
A sense of satisfaction.
Enjoy working with other volunteers.
Clients always very appreciative.
It is nice hearing clients' stories.
Interaction with clients-the delivery of meals is important but the visit is socially beneficial to them.
Cultural connection with elders.
Contributing to community.





Do you find your volunteer role rewarding?

I love getting to know the clients and their stories interacting with the clients and my (delivery) partner.

Yes, it's nice to feel you are contributing to your local community.

Covid has prevented more interaction with clients.

Knowing I am providing a valued service.

I enjoy the role but find the menu far too extensive.

My gardening clients are always extremely grateful.

High Tea 2022

Thank you to Moruya Rotary and Moruya Jockey Club for their assistance as we thanked our volunteers.

We had 50 people attend this year which included volunteers the staff and the Board members. A wonderful afternoon and the feedback on the outstanding food supplied by Moruya Rotary and the atmosphere created, as well o being able to meet up again, was wonderful.





Charter of Aged Care Rights



All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

Eurobodalla Meals on Wheels -Mission

Purpose

Eurobodalla Meals on Wheels helps make our community stronger by providing services that contribute to the health, wellbeing, and independence of people.

Core Values

Honesty

We hold ourselves accountable to the community for our actions.
We are trustworthy and discrete in our dealings with others.

Empathy

We are respectful and caring of our clients, volunteers, and staff.
We value diversity in our community and aim to maintain the dignity of those we help.

Commitment

We are motivated to undertake our work in a reliable and professional manner.
We are loyal to the organisation and accept responsibility for helping the clients we serve.

Continuous Improvement

We seek to be the best we can be in our dealings with others and in the way we conduct the business and affairs of the organisation.
We seek to improve our efforts and evaluate our performance and achievements regularly.

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