

2020-2021

Annual Report



Meals on Wheels
Eurobodalla

Presentation at the Annual General Meeting
25th October 2021
Eurobodalla Meals on Wheels Office, Moruya

The Aged Care Quality Standards



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.

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.



Meals on Wheels Eurobodalla – Directors

At the Annual General Meeting
in October 2020
these Directors were elected.

Phil Armstrong (President)

- I have lived in the Eurobodalla Shire for nearly 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.
- 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. This is a community based, not for profit organisation involved in getting people back to work.
 - Ten years on the Board of Aged and Community Services Association of NSW & ACT. A peak body representing the Church and Charitable sector in the Aged Care Industry.
 - Three years on the Board of Australian Rotary Health which is the largest non-government funder of medical research in Australia. Their current focus-Mental 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. This included involvement on the District Board for four years.
- Chair the Bushfire Recovery Committee and was chair of the Drought Relief Committee for Rotary.

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.

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 Batemans Bay Rotary member and a committee member of the Catalina Country Club Lady Members.
- I am also involved with the St Cecilia Music Foundation.
- I love playing golf and being with my seven grandchildren (all under 5!)

MEET OUR TEAM



Les Carter (Chair: Food Panel until June)

- I was born in Colchester, England. My father was in the British Army therefore I travelled the world.
- On leaving school, I joined the British Army. I left the Army when my family were migrating to Australia.
- I arrived in Australia and joined the NSW Police Force. I retired in 2003.
- During these retirement years my wife and I have travelled widely - just call me a cruise addict!
- I re-joined the Board of Directors at the 2016 AGM.

Cathy Milliken (Chair: Policy and Administration Committee)

- I have been part of the far South Coast Community for 31 years while living in Tuross Head.
- I have held an appointment as a Commonwealth Registered Marriage Celebrant for 24 years (until June 2017), having been privileged to also conduct Funerals.
- 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.
- In the past 12 years 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. I retired from that role in October 2017.
- I have been a member of the Tuross Head Business Owners Association for the last 7 years holding the position of President.

Jan Young

- I arrived in Eurobodalla with my husband Steven, in 1995 from the UK.
- In the UK I ran a Brownie pack and continued to do likewise here; along with involvement in the P&F of the newly built Carrol 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! 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 19/20 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 the ready plated meals. How times have changed!

Sue Proud (Chair: Food Panel from June)

- I moved to the South Coast nearly three years ago.
- I was from Canberra and prior to settling here my husband and I took a year off to travel Australia.
- We have two businesses: Eurobodalla Tippers and Tankers and Spitfire Aluminum trailers.
- Before this I have 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 worked from home with clients undergoing cancer treatments and with pregnant women then with the new Mums and bubs.
- I am a member of Rotary Moruya and currently on the board.
- I am enjoying being with people that can and do make a difference in their community.

Good service-Happy service

Client Survey 2021

Well pleased with the service -especially the volunteers

Client Survey 2021

Meeting attendance

Director	Meetings attended	Meetings held
Phil Armstrong	9	9
Jim Greenshields	8	9
Les Carter	6	7
Cathy Milliken	9	9
Deborah Buchanan	6	9
Jan Young	9	9
Sue Proud	6	9



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 Teachers 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 ten years and in New Zealand for many years as have other relatives including my parents who stopped at the age of 87 and 88 in 2016!
- 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 also serve as Treasurer of the Nelligen Recreational Park Trust Board and Secretary of Batemans Bay Rotary.
- I was President of Batemans Bay Rotary from July 2014 to June 2015, and from July 2018 to June 2019.
- I was the Assistant Governor looking after the three coastal clubs (July 2017-June 2020) and have been the District Insurance Officer.

Meals on Wheels Eurobodalla – President's Report



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

Once again it has been a privilege to serve as President of the Eurobodalla Meals on Wheels Cooperative. I wish to comment on the work of the Board and for consistency will use the same format as in the past few years.

The Board ...and its work

Another challenging year! Just when we think things start to improve – COVID19 – Delta Strain strikes but once again the organisation has not been found wanting.

We have sought to:

- Ensure the long-term financial stability of the organisation and once again the result was pleasing.
The Governments financial support during COVID times has ensured our ongoing stability as well as very generous donations.
- The Board continues to look at options to ensure that we continue to meet the support requirements of our communities.
- At this stage, the organisation only has funding guaranteed until June 2022 and it is expected that there will be changes in how we are funded following that date – including receipt of Government funding in arrears rather than in advance. This may create some challenges in cash flows, but the Board is already planning the management of that change.

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.

Les Carter's leadership of the Panel continued until June 2021 when Les decided it was time for him to stand down from the Board. Sue Proud assumed the role of Chairing the Committee. 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.

Allan Schuback Chaired the Committee until the end of December 2020 when he resigned from the Board and moved to Albury. Deborah Buchanan assumed the role and the review of our accounting system, our financial reporting techniques and making sure the foundations of the Cooperative are sound. 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' 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 continued valuable contributions.

The Board ...and its membership

The Board as at the 2021 AGM

President

Phil Armstrong

Directors

Cathy Milliken, Deborah Buchanan, Jan Young,
Sue Proud, Jim Greenshield

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

It is noted that Allan Schuback resigned from the Board in late 2020 to retire in Albury and that Les Carter resigned from the Board in June 2021. It is appropriate to acknowledge the dedication and commitment of both persons and their contribution to the organisation. In particular, we acknowledge Les Carter who has served on the Board and as a volunteer over many years.

Board...and its staff

As mentioned previously – due to the ongoing COVID pandemic it has been another challenging year!

The Board would like to acknowledge the continued work of Alan Russell as Manager and all his staff of Bethany, Chelsea, Keith, Karen, and Nicole. 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 \$91,196 for the year which has turned the previous year's result around by \$52,218.

Highlights are:

- Trading profit has increased by \$48,871
- Standard Government Funding has decreased by \$12,629.
- An additional support came from the ATO Cash Boost Stimulus of \$29,860.



- An additional \$30,000 in donations was received.
- Salaries are up by \$40,904 and the associated-on costs. This reflects the additional staff requirements.
- The Balance sheet reflects the fact that cash assets as of 30 June 2021 have increased by \$100,911 from 30 June 2020.

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 Boards 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.

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 year in 2022.

Phil Armstrong,
President

Agenda

- 1.
- 2.
- 3.



GOALS

WE ♥ OUR
CUSTOMERS

Meals on Wheels Eurobodalla –Manager's Report



Last year, I started by saying that several times I wrote that there was a comedian who said, "I wish I could go back to 2019!" And I thought, "No!"

I repeat that did not wish to go back to 2019 and start the 2020 year all over again. Now I wish to add that I do not really wish to start 2021 over again. There have been some good points such as the Olympics in July and Paralympics in August (well done to the Japanese organisers and the athletes), the rugby (well done All Blacks!!), people caring for each other such as our wonderful volunteers, but the Delta strain of the Covid-19 Pandemic has brought sadness and trouble to our way of life. Like everyone, I wish it 'would go away' but unfortunately, we are going to have to live with it forever.



So, we need to find a way forward and the Board has been very conscious of this throughout the year. Monthly reviews of our Policy, closing parts of our operation when outbreaks occurred, expecting people to be vaccinated for the safety of others and providing masks and sanitiser have assisted us to be able to maintain our care for our clients, and for each other.

Our small Cooperative has done well, and I wish to thank the paid staff; Bethany McLean, Chelsea Terry, Keith Doran, Nicole McDonald, and Karen Welsh who have tried so hard to make sure everything we can provide is provided. They have done wonderfully well, and I remain immensely proud of each of them. I sincerely thank them for their service and believe that we have a team which can serve our community for many years. We were very sad to see Chelsea move onto another opportunity within Aged Care, but we wish her well and thank her for her three years of service, and devotion, to our clients.

Consistency in the service we provide is important. As one volunteer said to me, "as we get older, we don't take to change very well", so having our teams around providing stability and familiarity is important to our clients, and to those who volunteer.

Our clients remarked in the annual survey on the quality of our teams, paid and unpaid, and appreciated all that is done for them. They also noted the range of services we provide as being most helpful; the choice of meals to be excellent; the quality of the Group Social Support (Out and About) programmes to be valuable and the assistance offered by individuals who do gardening and shopping to be remarkable. This is very pleasing to note and gives us encouragement to go on.

The Board has been working on the new Strategic Plan. This has been developed over the year with Workshops happening after most Board meetings. The Plan was delayed as the Royal Commission into Aged Care was completing its work and we wanted to know their recommendations; and a Pandemic hit which showed that things may be different.

But we do need a Plan and we have developed on from this year until 2023 when the new Aged Care Act and the Royal Commission's recommendations come into being, and then, as a result, we will need to start to plan again for the new world that will exist.





Washing our hands,
Keeping our distance,
Wearing a mask,
Maintaining a smile



These have all be hallmarks of this year so to care for our clients and ourselves.

I am indebted to the Board for their work and thoughtful consideration of the future we face. I think that we have an exciting future but one that will have challenges. Our Board has remained stable and hardworking throughout the year. I thank the President, Phil Armstrong, and his team, for their tremendous work.

I would especially like to thank our Les, (Les Carter) who left the Board in June. This was his second period of service as a director and his knowledge of the past, and his dedication to the present has allowed us to work towards an exciting future. Thank you Les for your generous support as a packer in Batemans Bay, as a director, and as our Work, Health and Safety Officer.

We have also had great support from the New South Wales Meals on Wheels Network Leader Fiona Scott, and I wish to thank her for her interest and encouragement. She always says the right things so you can go on and try to meet her high ideals and 'expectations'. Thanks also to Claudia Odello at the NSW office for her support, and along with AMoW for the sponsorship packs we received. There has been a great deal of work done in the national and state offices this year. Our thanks to Chris Watt (NSW President), Les MacDonald (NSW, CEO) and team for their leadership on our behalf. This year we have again been blessed by national sponsorships. As a result, we have given out over 200 hygiene packs to our clients, new and old, and they have been very well received. We thank these people in our list further in this report.

Meals has continued all year; Group Social Support (Out and About) has done well over the year but we have had to have two major breaks; Individual Social Support has also pushed through and with some minor changes such as shopping for clients not with clients, has been able to assist people; our Wallaga Elders Group has stopped and started throughout the year depending upon access to the community and the stage of the pandemic; PALZ has fallen off and is in the process of a 'revival' but this will take time.

Overall, our services have been providing for the community, but the Pandemic has affected the number of meals purchased, the hours of social support and the viability of groups such as PALZ. We will be striving to recapture these lost outputs and the Governments new funding model will make this crucial for our future.

One development following the Royal Commission is to bring all Aged Care services onto a similar funding basis. This will see us 'billing' the Government each month for the meals and hours we provide rather than getting a grant each quarter to cover costs and to encourage growth. This big change will impact heavily on our future. We shall hear, at the end of October, how the transition will happen and the implications upon our business.

Closer to home is the Batemans Bay Community Centre which the Eurobodalla Shire Council decided to lease to another group. While the Council Minutes show, and the Lease Agreement states that we 'will be looked after', the reality has proven to be different. The Board continues to discuss the ramifications of this shift upon our business and are looking at new plans for our distribution of food in Batemans Bay.

The year has been an interesting one for our Cooperative and we can only hope that in 2022 we have less disruption, that the vaccinations assist us all and that our reason for being....**make our community stronger by providing services that contribute to the health, wellbeing and independence of people**, is able to be met.

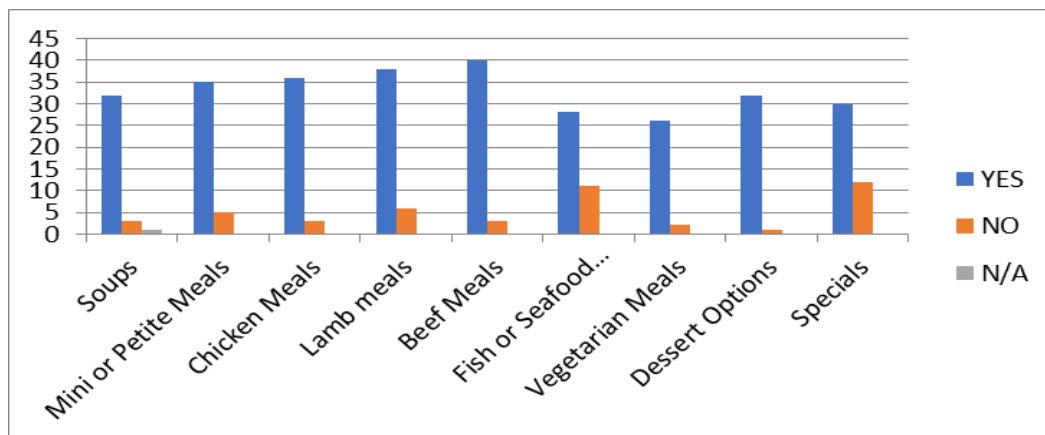
Alan Russell JP
Manager

Meals on Wheels Eurobodalla –Meals Service

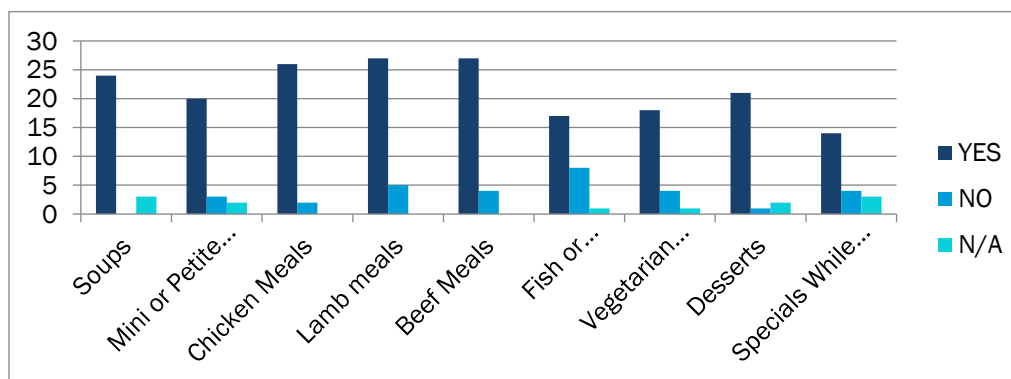
The **Annual Survey of Clients** gives us information on how our meals are perceived. The number of clients responding to the survey continues to be pleasing and saw nearly 60 respondents this year (last year we had 65 respond).

The satisfaction level was very pleasing and the guide on the variety of meals offered is extremely helpful as can be seen in the answers to two questions.

Question: Do you feel there is enough variety? 2020 Result



2021 Result

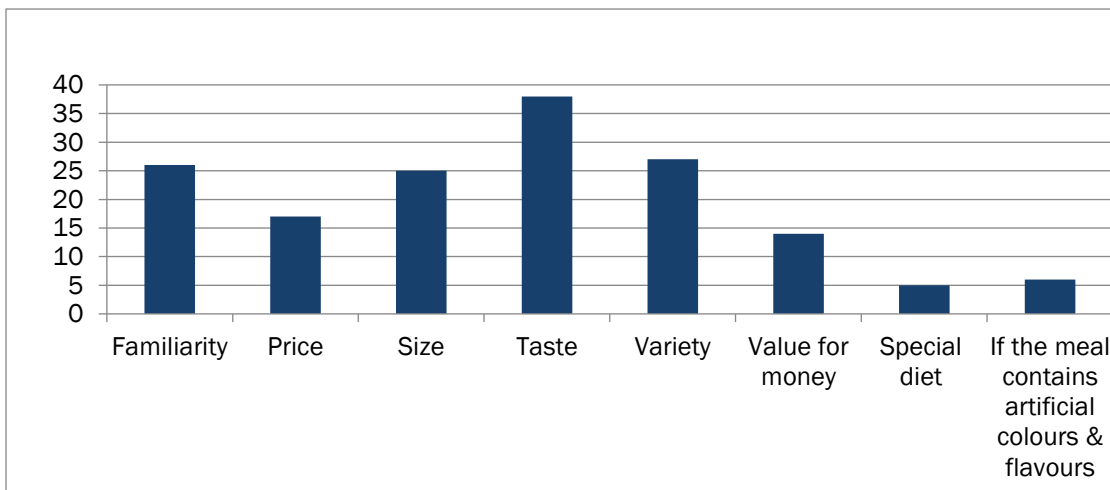


When we design our menu, we are guided by information from the data gathered for example fish meals continue to be requested, and there is a small jump in vegetarian meals being sought.

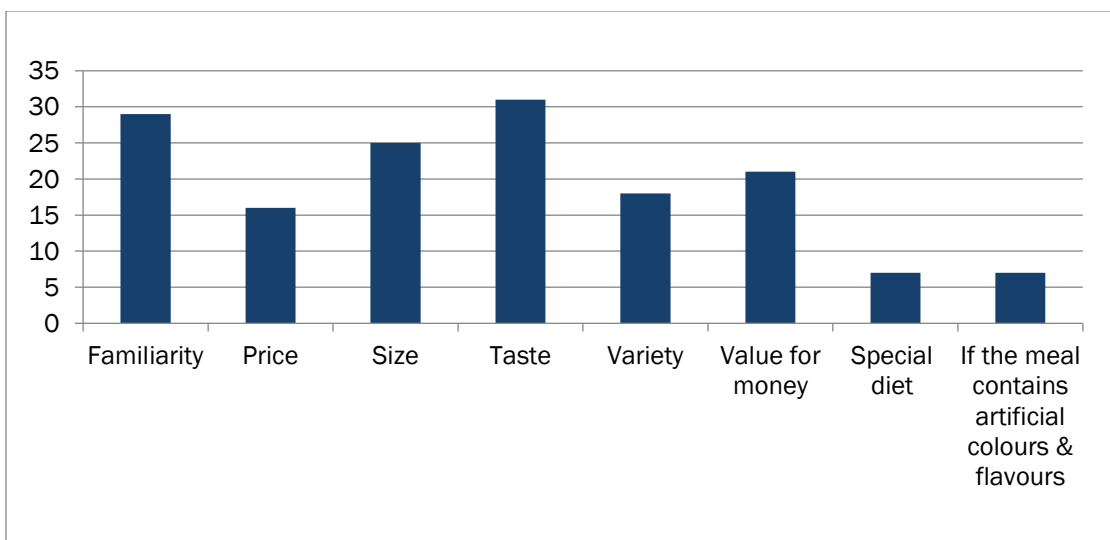
Top 5 in Meal choices: #1 Taste
#2 Familiarity
#3 Size
#4 Value for money
#5 Variety

Client Survey 2021

Question: When making a choice what is important to you?
2020 Result



2021 Result



As can be seen conclusions can be drawn from the data we receive such as Taste is most important and that value for Money has jumped up although Price is not the most significant factor when meals are chosen.

Roasts -good taste, well cooked

Client Survey 2021

Baked fish -light and tasty

Client Survey 2021

All good value

Client Survey 2021

Menus

As part of our Continuous Improvement we have always evaluated our menu against the Survey comments and the feedback from the trial of new meals. As a result, our menu continues to evolve and is discussed at the Food Panel meetings. We also make changes for the seasons. 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.

This year we have had two new suppliers send us meals to try. One had a very wide range but just as we were testing them, their area went into Sydney's lockdown. So, we will send our evaluations later.

The second had a dessert range and we will be setting up a client trial from November.

Christmas is a special time, and we are pleased with the menu we have developed and offered over the last three years. The feedback has been very positive, and the selected meals have won great support.

We continue 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 manner in which they have sought to assist us.



We are most grateful for the support given by Neal Honavar at Flagstaff and congratulate him on his promotion within his company. We thank him for his guidance and openness over many years.



Meal costs

As we have noted in previous reports, the cost of meals continues to be a concern and the Board.

We have been able to maintain our prices at last year's prices. Therefore, we have held them at \$3 (Soups and Desserts), \$5 (Mini meals), \$7 (Main meals) and \$8.50 (Gourmet meals). The 'rounding off' of costs has been helpful to clients and to volunteers when collecting fees as we do not need to carry as much change; accounts and eftpos are growing in popularity. And from the new financial year we went "cashless". We had a three-month lead in time, but our clients have managed this well.

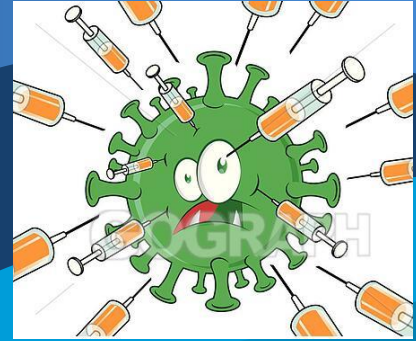
We continue to monitor movements in price and understand the ongoing pandemic may cause increases in the next 12 months, but our suppliers have been very good at holding their costs to date.

A song

Written by client Isabel Whitty and her friend Mrs Shakeshaft

Tune: *Roll out the Barrel*

Roll out the Pfizer, roll up your sleeves for the jab,
Roll out more doctors, stick any arms you can grab,
Join queues for testing, it is the least you can do
Wear your mask and keep your distance
Cause it's not the flu!



His Excellency General the Honourable David Hurley AC DSC (Retd)
Governor-General of the Commonwealth of Australia

Meals on Wheels Australia — Message of Appreciation

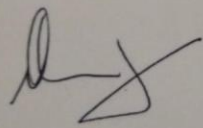
As we approach the end of a very difficult year for our nation, Linda and I, as Patrons of Meals on Wheels Australia, wanted to send you this message of goodwill and appreciation.

Meals on Wheels is one of the great Australian institutions. Every day, across our towns and cities, an estimated 76,000 dedicated Meals on Wheels volunteers help support more than 200,000 older and vulnerable Australians. As a Meals on Wheels volunteer, your acts of kindness and selflessness in caring for others help make our communities strong. Your welcoming smile and delivery of nutritious meals provide an all-important point of physical human interaction for someone who perhaps otherwise would not see anyone.

Unfortunately but understandably, many Meals on Wheels volunteers have been unavailable for work this year because of the pandemic. We wish all elderly volunteers a speedy return to Meals on Wheels and at the same time acknowledge the many younger Australians who have stepped up and filled the void.

Thank you, again, for your outstanding contribution to the Australian community. In a year when our nation has faced unforeseen challenges on many fronts, your dedication to community service is to be applauded.

Linda and I wish you and your families a happy and safe festive season.



L. Hurley

Meals on Wheels Eurobodalla – Social Services

Clients have loved being able to go
on a range of bus trips.



This part of our operation had been growing but it has been the hardest hit firstly by the fires in 2019-2020 and then pandemic for all of 2020 and 2021.

Group Social Support (known affectionately as Out and About) stopped in March 2020 but started again in October 2020. Gradually the numbers have started to return but some clients have left us or have had a change in their arrangements and interests. Then it stopped again in August 2021 and hopefully will be relaunched in November 2021.

We continued to host clients

- in Narooma on a Monday at the Community Centre.
- with our exceedingly popular Lunch About continuing each Tuesday which went 'outside' the Shire.
- in Moruya at the office on a Wednesday.
- at our wonderful Thursday programme continued in Batemans Bay, and
- with a Friday lunch group operating within our local area.



Individual Social Support has continued to grow and requires a staff member to spend a considerable part of their week planning the assistance we can offer. Our thanks to Karen Welsh for promoting this programme so successfully.

We had short breaks due to the pandemic, but we were able to accommodate the needs of the clients through the generosity of our volunteers.

Wallaga Lake Elders Social Group stopped in March 2020 and recommenced in April 2021. It is great to have the group operating again and we were able to celebrate the groups 8th birthday. But then it stopped again in August 2021. We hope the enthusiasm shown when restarted will be there again as we hopefully open for November and our Christmas get together in December.



Meals on Wheels Eurobodalla – Developments

You cannot stand still- you must continually plan and develop to stay relevant.



Strategic Plan

This year a great deal of attention was paid to our future. A new Strategic Plan has been developed by the Board throughout the year and it will be launched at the Annual General meeting in October 2021.

It covers the period from 2021-2023 and this time has been deliberately picked. There are many changes happening within the Aged Care sector especially since the release of the Royal Commissions work. A new Aged Care Act and related delegations will be established, and these will have an impact upon our Cooperative.

The ongoing Pandemic (Covid-19) will also have an impact upon what we may be able to do in the future.

The Board has developed the Strategic Plan into a Business Plan with Objectives and target dates established. This will guide their work and be regularly evaluated at the Board meetings.

Masks

All volunteers were issued with new masks designed for Eurobodalla Meals on Wheels.

Name Badges and Business Cards

All Directors, staff received new name badges and business cards, and volunteers with 5 years' service were given new name badges.

Pens

Annually we present our clients with a pen. This year we have arranged for new pens to be printed ready for distribution by Flagstaff who have also done the name badges, calendars, and specialty cards

Calendar development

Each year we present our clients with a calendar. These are usually of general Australian scenes. This year Brad McLean has allowed us to use his images for a special calendar which features south coast landmarks.

Our appreciation to Brad from Brad McLean Photography.



Meals on Wheels Eurobodalla – New projects -progress

PALZ

Three years ago, we introduced **PALZ** into the programmes we offer.

This started well but it has faltered due to the pandemic closing the opportunity to mix, discuss and laugh.

When we did start up again, we had lost members and have found it difficult to get new members to join.

There is ongoing discussion with other groups so as to rebuild and re-energise. We have stayed in touch with the National organization and join their zoom meetings to stay informed and inspired.

ACT!

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

We were one of six Pilot areas for a new scheme to assist people with emergency readiness two years ago. The scheme was developed by New South Wales Meals on Wheels and has been circulated amongst other services.

We have not had any further involvement, but it is a valuable resource and as time has moved on it may be worth reintroducing it to our clients in 2022.

Christmas Card design project

This continued for the fourth year.

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

Their Principal presented the cards on behalf of the students.

A nice story of coincidence....

The Christmas cards are prepared by the students at the school and arrive at the office all jumbled.

They are put into a tub and jumbled again.

A staff member puts them into an envelope with the calendar and pen.

The envelopes are picked out and name/address labels are placed on them from the prepared list.

They are sent out. We have no idea which card went to which client.

But through all this one client received a lovely card and noted the child's name.

She said that is my Great Granddaughters name.

While saying this she showed the lovely card to her Granddaughter.

The Granddaughter said that is done by your Great Granddaughter!!



Meals on Wheels Eurobodalla – Staffing

Manager:

Alan Russell

Client Services Officer:

Bethany McLean

Out and About Coordinator:

Chelsea Terry
(Until October 2021)

Assistant:

Keith Doran

Reception and ISS:

Karen Welsh

Finance Officer:

Nicole McDoanId

Casual Team:

Denise Russell

Administrative assistant:

Amy Lockton



Meals on Wheels Eurobodalla – Volunteers



Our volunteers are the
heart of our Cooperative.



Our thanks to all volunteers for their service, commitment and dedication.

We especially thank



- Shirley Stringer and
 - Les Carter
- who have given so much to our organisation.

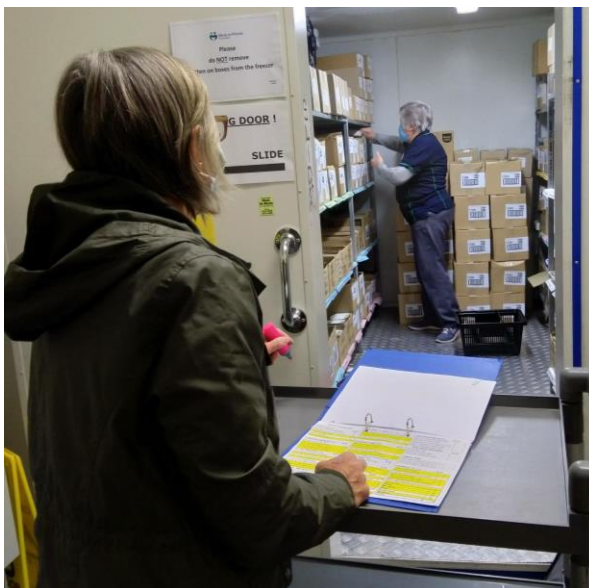
We miss them greatly and know that the other volunteers do not find things quite the same with out Shirley and Les.

We have many dedicated volunteers working quietly for the community and we thank each of them. Unfortunately we were not able to do this through our high Tea because of the Pandemic, but we shall find another way.

Two members have been honoured in the New South Wales Meals on Wheels virtual honour Roll at their Annual General



Meeting for their years of service.
We congratulate...



WE 
VOLUNTEERS

Meals on Wheels Eurobodalla - Donations



National support

Our thanks to Meals on Wheels Australia and New South Wales Meals on Wheels who put together the Hygiene Packages for our clients.

These complimentary packs were through a partnership with Woolworths and RB who produce products such as Glen20 and Pine O Clean.

Over 50,000 packs were sent out across Australia and each pack was worth \$29.



Local support

We are most grateful to the Board and Members of the Moruya Bowling and Recreation Club for another significant donation of over \$2000 towards our work.

Media

Radio 2EARFM once again continued to support us with regular 'plugs' on their radio and this was especially the case around National Meals on Wheels Day.



National Meals on Wheels Day



BIG HEARTS: A Eurobodalla Meals on Wheels volunteer ready for a delivery run.

Today is Meals on Wheels Day

IN A changing world, it's easy to forget there are many volunteers still providing essential services in the Eurobodalla Shire.

National Meals on Wheels Day (August 25) is the perfect time to thank some of those volunteers who deliver meals and provide social support in

the community.

Meals on Wheels has been visiting homes to offer support, comfort, and assistance for more than 60 years, and more than 120 volunteers continue this tradition in the Eurobodalla Shire.

A Eurobodalla Meals on Wheels spokesperson said

the organisation stretches from South Durras to Mystery Bay each week.

"Clients can pick from a menu which has 62 items on it," they said.

"Meals are delivered by a wonderful and dedicated team of volunteers who smile and spend some mo-

ments chatting with clients, which can often break the social isolation experienced by many older people."

Manager Alan Russell said these moments were important parts of the service.

"There is no cost for a smile or a quick word, but they are of high value to both

the client and the volunteer," he said.

While Meals on Wheels is known for its meal-delivery service, it also runs a Group Social Support section offering exciting events and activities through its Out and About programme.

Read more online.

Once again, we were noticed in the community through a range of articles and 'on air' events.

Adverts were placed in papers and on the radio, articles featured in the online news sheet (The Beagle) and in the local community newspaper.

We even had an 'online' interview which helped people to hear about our work as well.

Meals on Wheels Eurobodalla – Governance

Shop 6, 73 Vulcan Street

Moruya, NSW 2537

02 4474 4464

admin@eurobodallamealsonwheels.com.au

www.eurobodallamealsonwheels.com.au

Honesty

We hold ourselves accountable 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



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.