



Meals on Wheels
Eurobodalla

VOLUNTEER WORKER NEWSLETTER

MARCH 2023

Another year is well underway, and your assistance and support are still vital to our organisation. So, thank you for the manner in which you have contributed to the delivery of our meals and our programmes. I hope you will continue to see us as a valuable organisation to support.

I note this as volunteering is not generally doing well in today's world. Recent surveys from the National Volunteering organisation have shown significant drop off in the number of people volunteering. But because of you we are holding our own. In January and February, we have conducted our Induction courses for new volunteers and have been pleased to tell our story to new and interested people. We have also been pleased with the number of people who have sought our Meals on Wheels as the organisation to work with. Please keep spreading the word and encouraging neighbours and friends to seek a role with Eurobodalla Meals on Wheels.



Our staff have also been very busy and in each area, we have had new clients. Unfortunately, we have also lost some clients and the partners of others. Our service is here for the clients, and we want to offer the best we can for them, to respect them and to assist them whenever and wherever we can.

We are very excited that two of our clients will turn 100 this month. One on the 4th and the other on the 20th. Wonderful achievements and I know one is having a garden party to celebrate. I hope the weather is kind to them.



We have noted to you in the past that Southern Shoalhaven Meals on Wheels, based in Ulladulla, have sought our assistance. We accepted their invitation and since 1 November we have been providing management assistance to them. I have been their manager as well as the manager for Eurobodalla, and Nicole (*Our Finance Officer*) has been working on their accounting system. We have made some changes and over the next three months they will have a new Client management system and a new finance system in place. These are major advances from what is presently there, and we are confident that they will greatly assist their organisation. We have also upgraded their technology within the office and made changes to their office systems.

Recently the Management Committee of Southern Shoalhaven Meals on Wheels has sought an even closer relationship. Our management contract ends at the end of June, but they have sought a permanent association with Eurobodalla.

Our Board has considered the request and are looking favourably at this and the future which would result. Legal matters and operating structures are being discussed at present and hopefully by the end of March a firm decision will be in place.

This is exciting from the point of view of each organisation. It is also exciting when we look at the changes being discussed by the Department of Health and Aged Care in response to the findings of the Royal Commission into Aged Care. Strong and flexible organisations will be required.

The world is changing, and we need to make sure that within our corner we are remaining strong and vital. With our interest being in Aged Care, we must be aware of debates and be well placed to support those we provide services to.

There are several guiding ideas being circulated through the Department of Health and Aged Care which will shape the new health services from July 2024. These can be found on their website and Webinars can be viewed as well.

From these announcements there are three aspects which will influence the structure of organisations such as ours. We need to prepare for them and not be caught like the Victorian Meals on Wheels organisation which may have to close its services. So we are not in such a situation, we need to be planning for a successful future. As a result of this need, our new Strategic Plan is about to be started.

These statements were presented in a paper to our Board and the Management Committee at Southern Shoalhaven. They will guide our planning for the future and challenge both groups to be vital and effective organisations.

We need a business model highlighting.

Innovation

- Different models
- New distribution streams
- New Income streams

Technology innovation

Power of local initiatives.

We will no longer be hindered by planning regions,

so, it is over to us how we position our businesses.

- Partnerships
- Consolidation

Starting to see

- Service Hubs
- Specialisation
- Social Support growth
- Innovation and

a contest for services

On other matters

Covid has not gone away, and the Board continues to look at its policy each month. Here is the latest statement.

We must continue to take all reasonable precautions. We need our staff (paid and unpaid) to make the correct preparations and for our clients we must be cautious and considerate.

I therefore recommend that we maintain these as our policy statements.

- ✚ That only fully vaccinated staff and volunteers be engaged in our work especially when in contact with clients.
- ✚ That we encourage staff and volunteers to have all Booster shots (first two) as well as the first two shots.
- ✚ That any staff member or volunteer who has had the virus must take another week after they have been cleared.
- ✚ That hand sanitiser is to be located on each workstation.
- ✚ That all Group Social Support activities continue, and the wearing of masks is encouraged within transport; to continue with social distancing as much as possible; hand sanitiser to be available and used, and that anyone who has had the virus must not be with the group for an additional week once cleared.
- ✚ That for all Individual Social Support services the wearing of masks is encouraged.
- That Hand Sanitiser must be used by everyone working or entering the office.
- That every client be offered a free 'handbag' sized bottle of hand sanitiser often while stocks last.
- That staff/volunteers who deliver meals **MAY** enter the home of clients if both parties are happy to do so. The wearing of a mask by the volunteers entering homes, attending clients, or travelling in cars is encouraged.
- That we continue to distribute meals from the Moruya freezer.
- **I recommend that we review this again in March.**



We need a cleaner to look after our office. This was done by a company who have ceased supporting us. If you know someone who would like a small paid job for 60-90 minutes a week, please get them to call me.

Meals...we have lost a supplier for a range of reasons however we are looking forward to a new one starting in April. We will have our Easter specials again which will see chocolate feature....much to the delight of our clients!

Group Social Support...Out and About continues to get stronger each week. Once 10 was a very big group. We are often close to double that number on outings. We have ordered a new bus and it was to replace the present one, but we may have to convince the Board to keep both! This is a wonderful position to be in.

Individual Social Support...we have the clients, but we need the volunteers. This is a very important area for us, and we want to grow in what we are able to do. Our present volunteers are doing a magnificent job, but we need more.

Wallaga Elders Social Group...this is back and operating well. Two new volunteers are learning the ropes so to provide more assistance.

PALZ...we want this back up and running but time has been against me. But we will as it is such a valuable programme. This only happens once every two months...can you help?

I believe we have the clients, the volunteers, the staff, and the Board to make Eurobodalla Meals on Wheels an even stronger organisation building on the wonderful legacy we have been given. Thank you for playing your part yesterday, today, and tomorrow...it is greatly appreciated.

Alan Russell,
Manager